

Asset Levels of Service

Water Supply

Table 1. Intake

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	Condition
Security system in place and 24/7 monitoring	Physical controls to prevent contamination.	Performance
Backup capacity for all critical equipment (electrical and mechanical). Provide sufficient backup pump capacity.	Spare/excess capacity must be present to continue to treat enough water to meet demand, while addressing an unplanned critical equipment failure.	Performance
Backup capacity for all critical equipment (electrical and mechanical): Provide sufficient redundant screen capacity. Able to meet max day demand with largest unit out of service.	Spare/excess capacity must be present to continue to treat enough water to meet demand, while addressing an unplanned critical equipment failure.	Performance
Secondary intake gate in intake well	A secondary intake is needed to provide redundancy and allow for maintenance on the intake system.	Performance
Improved protection of sampling and chemical lines	To protect sampling lines that deliver chemicals to the intake system. Chlorination at the intake is needed to prevent the accumulation of zebra mussels, which can cause clogging of screens and equipment damage.	Performance

Level of Service (LOS)	What does it mean	Type of LOS
Backup capacity for intake	A secondary intake is needed to provide redundancy and allow for maintenance on the intake system.	Performance
Provide emergency standby power supply	Two power feed lines into the plant, to enhance resiliency to power failure.	Performance

Table 2. Pretreatment

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	Condition
Security Systems in place and 24/7 monitoring	Monitor plant activity to prevent contamination.	Performance
Backup capacity for all critical equipment (electrical and mechanical): provide sufficient redundant treatment capacity. Plant operating capacity not exceeding 95% of total rated capacity plus reasonable back up capacity for all critical treatment process.	Spare/excess capacity must be present to continue to treat enough water to meet demand, while addressing an unplanned critical equipment failure. Plant capacity utilization must not be greater than 95%. If plant operating demands exceed 95%, a plant expansion may be needed.	Performance
Provide capacity and technology to produce water of suitable quality: provide sufficient pre-treatment system capacity to convert raw water to acceptable levels for efficient treatment.	Spare/excess capacity must be present to continue to treat enough water to meet demand, while addressing an unplanned critical equipment failure. Plant capacity utilization must not be greater than 95%. If plant operating demands exceed 95%, a plant expansion may be needed.	Performance
Provide emergency standby power supply	Two power feed lines into the plant, to enhance resiliency to power failure	Performance

Table 3. Water disinfection

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	Condition
Security system in place and 24/7 monitoring	Physical controls to prevent contamination.	Performance
Backup capacity for all critical equipment (electrical and mechanical)	Spare/excess capacity must be present to continue to treat enough water to meet demand, while addressing a critical equipment failure.	Performance
Provide emergency standby power supply	Two power feed lines into the plant, to enhance resiliency to power failure	Performance
Provide capacity and technology to produce water of suitable quality	Plant capacity utilization must not be greater than 95%. If plant operating demands exceed 95%, a plant expansion may be needed.	Performance
Automated monitoring systems in place	Monitor activity within the plant	Performance

Table 4. Filtration

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	Condition
Security system in place and 24/7 monitoring	Physical controls to prevent contamination.	Performance
Provide capacity and technology to produce water of suitable quality	Plant capacity utilization must not be greater than 95%. If plant operating demands exceed 95%, a plant expansion may be needed.	Performance
Backup capacity for all critical equipment (electrical and mechanical)	Spare/excess capacity must be present to continue to treat enough water to meet demand, while addressing a critical equipment failure.	Performance
Provide emergency standby power supply	Two power feed lines into the plant, to enhance resiliency to power failure	Performance
Automated monitoring systems in place	Monitor activity within the plant	Performance

Table 5. Treated water storage

Level of Service (LOS)	What does it mean	Type of LOS
Reservoir condition score = B (2.5)	Maintain plant reservoir in good condition (as per reservoir score matrix)	Condition
Security system in place and 24/7 monitoring	Physical controls to prevent contamination.	Performance
Reservoir performance score = B (2.5)	Reservoir to meet safety, hydraulic and security standards	Performance
Backup capacity for all critical equipment	Plant can continue to operate with the loss of a reservoir cell	Performance

Table 6. Chemical systems

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	Condition
Security system in place and 24/7 monitoring	Physical controls to prevent contamination.	Performance
Backup capacity for all critical equipment (electrical and mechanical)	Spare/excess capacity must be present to continue to treat enough water to meet demand, while addressing a critical equipment failure.	Performance
Provide capacity and technology to produce water of suitable quality	Plant capacity utilization must not be greater than 95%. If plant operating demands exceed 95%, a plant expansion may be needed.	Performance
Provide emergency standby power supply	Two power feed lines into the plant, to enhance resiliency to power failure	Performance

Table 7. High lift pumps

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	Condition
Security system in place and 24/7 monitoring	Physical controls to prevent contamination.	Performance
Backup capacity for all critical equipment (electrical and mechanical)	Spare/excess capacity must be present to continue to treat enough water to meet demand, while addressing a critical equipment failure.	Performance
Provide emergency standby power supply	Two power feed lines into the plant, to enhance resiliency to power failure	Performance
Provide adequate pressure during maximum day demands periods	Provide sufficient system capacity to maintain acceptable pressure within the water distribution system	Performance

Table 8. Plant wide support systems

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	Condition
Provide emergency standby power supply	Enough standby power to operate for 36 hours without electricity	Performance
Backup capacity for all critical equipment (electrical and mechanical)	Spare/excess capacity must be present to continue to treat enough water to meet demand, while addressing a critical equipment failure.	Performance

Table 9. Water treatment automation systems (SCADA)

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	Condition
Provision of redundant network components (WAN)	Backup Network Components to prevent loss of connection	Performance
Automatic redundant infrastructure	Backup for critical SCADA components	Performance
Provide redundancy on network components	Backup SCADA servers in case of server failure	Performance
Replace hardware before obsolescence	Replace hardware before it becomes less efficient/ not compatible with systems	Performance
Provide standby power (UPS)	Enough standby power to operate for 36 hours without electricity	Performance
Provide redundant power supply	Two power feeds to the SCADA network components	Performance
Physical security on SCADA assets (Lock-ins & Block-outs)	Network is physically secured to prevent unauthorized access	Performance
Server and switch configuration to block and detect unauthorized access	Network Security to prevent unauthorized access	Performance

Table 10. Wells

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	Condition
Well efficiency monitoring must meet design capacity	Ensure well capacity is maintained as per design standards.	Performance
Aquifer Recovery Rate is meeting well capacity targets	Water levels that are able to normalize or stabilize as close to the as-built static water levels as possible, over a relatively short period of time.	Performance

Table 11. Well pumps

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	Condition
Must meet design capacity	Well pumps and motors can meet water treatment demand	Performance
Provide sufficient capacity to ensure a minimum service flow and pressure of 50 psi during maximum day demands periods	Provide sufficient system capacity to maintain acceptable pressure and flow within the water distribution system	Performance
Provide backup pump capacity	Spare/excess capacity must be present to continue to treat enough water to meet demand, while addressing a critical equipment failure.	Performance

Table 12. Well disinfection

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	Condition
Provide backup capacity for all critical process components	Spare/excess capacity must be present to continue to treat enough water to meet demand, while addressing a critical equipment failure.	Performance

Table 13. Wells power supply

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	Condition
Standby Power for critical systems	Enough Standby Power to operate for 24 hours without electricity, with a seamless power transfer.	Performance

Table 14. Groundwater booster pumps

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	Condition
Back up pump capacity	Spare/excess capacity must be present to continue to treat enough water to meet demand, while addressing a critical equipment failure.	Performance
Maintain a minimum pressure of 50 psi during maximum day demand periods	Provide sufficient system capacity to maintain acceptable pressure within the water distribution system	Performance
Have backup pump capacity to take out one pump out of service	Redundancy when addressing booster pump failure	Performance
Standby Power for critical systems	Enough Standby Power to operate for 36 hours without electricity	Performance

Table 15. Groundwater water storage

Level of Service (LOS)	What does it mean	Type of LOS
Reservoir condition score = B (2.5)	Maintain elevated tank in good condition (as per reservoir score matrix)	Condition
Reservoir performance score = B (2.5)	Maintain reservoirs and standpipes to meet safety, hydraulic and security standards	Performance

Table 16. Groundwater treatment automation systems (SCADA)

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	Condition
Provision of redundant infrastructure	Provide redundancy on Network/Communication Components to prevent loss of connection	Performance
Replace hardware before obsolescence	Replace hardware before it becomes less efficient/ not compatible with systems	Performance
Provide standby power	Enough standby power to operate for 36 hours without electricity	Performance
Provide redundant power supply	Two power feeds to the SCADA network components	Performance
Physical security devices	Network is physically secured to prevent unauthorized access	Performance
Server and switch configuration to block and detect unauthorized access	Network Security to prevent unauthorized access	Performance

Table 17. Water pumping station

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	Condition
Back up pump capacity	Spare/excess capacity must be present to continue to treat enough water to meet demand, while addressing a critical equipment failure.	Performance
Maintain a minimum pressure of 50 psi and Fire Flow during maximum day demand periods	Provide sufficient system capacity to maintain acceptable pressure and flow within the water distribution system	Performance
Standby Power for critical systems	Enough Standby Power to operate for 36 hours without electricity	Performance
Secondary Disinfection System for Re-chlorination	Re-chlorinate water within reservoir if needed	Performance

Level of Service (LOS)	What does it mean	Type of LOS
Able to provide firm capacity.	Ability to take one pumping station offline	Performance

Table 18. Elevated tanks

Level of Service (LOS)	What does it mean	Type of LOS
Reservoir condition score = B (2.5)	Maintain elevated tank in good condition (as per reservoir score matrix)	Condition
Reservoir performance score = B (2.5)	Elevated tank to meet safety, hydraulic and security standards	Performance

Table 19. Reservoirs

Level of Service (LOS)	What does it mean	Type of LOS
Reservoir condition score = B (2.5)	Maintain reservoir in good condition (as per reservoir score matrix)	Condition
Reservoir performance score = B (2.5)	Reservoir to meet safety, hydraulic and security standards	Performance
Reservoir capacity	Capacity meets MECP guidelines for storage	Performance

Table 20. Water pump station automation systems (SCADA)

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	Condition
Provision of redundant network components (WAN)	Backup Network Components to prevent loss of connection	Performance
Automatic redundant infrastructure	Backup for critical SCADA components	Performance
Provision of redundant network components	Backup SCADA servers in case of server failure	Performance
Replace hardware before obsolescence	Replace hardware before it becomes less efficient/ not compatible with systems	Performance
Provide standby power	Enough standby power to operate for 36 hours without electricity	Performance

Level of Service (LOS)	What does it mean	Type of LOS
Provide redundant power supply	Two power feeds to the SCADA network components	Performance
Physical security devices	Network is physically secured to prevent unauthorized access	Performance
Server and switch configuration to block and detect unauthorized access	Network Security to prevent unauthorized access	Performance

Table 21. Tier I distribution mains

Level of Service (LOS)	What does it mean	Type of LOS
Maximum 2 breaks per segment of pipe	Replace watermain segment when it is anticipated to reach 2 breaks	Condition
Fire Flow Metric (Hydraulic Performance from DSS=1)	Provide enough water within the system to meet firefighting needs	Performance
Maintain a minimum pressure of 40 psi during peak hour demand periods	Provide sufficient system capacity to maintain acceptable pressure within the water distribution system	Performance

Table 22. Tier II distribution mains

Level of Service (LOS)	What does it mean	Type of LOS
Maximum 1 break per segment of pipe	Replace watermain segment when it is anticipated to reach 1 break	Condition
Fire Flow Metric (Hydraulic Performance from DSS=1)	Provide enough water within the system to meet firefighting needs	Performance
Maintain a minimum pressure of 40 psi during peak hour demand periods	Provide sufficient system capacity to maintain acceptable pressure within the water distribution system	Performance

Table 23. Tier III distribution mains

Level of Service (LOS)	What does it mean	Type of LOS
No breaks	Replace watermain segment before it is anticipated to break	Condition
Fire Flow Metric (Hydraulic Performance from DSS=1)	Provide enough water within the system to meet firefighting needs	Performance
Maintain a minimum pressure of 40 psi during peak hour demand periods	Provide sufficient system capacity to maintain acceptable pressure within the water distribution system	Performance

Table 24. Tier II sub-transmission mains

Level of Service (LOS)	What does it mean	Type of LOS
No breaks	Replace before it is anticipated to break.	Condition
Provide sufficient system capacity to meet average day demand during a failure event.	Provide sufficient system capacity to maintain acceptable pressure within the water distribution system	Performance

Table 25. Tier III sub-transmission mains

Level of Service (LOS)	What does it mean	Type of LOS
No breaks	Replace before it is anticipated to break. Refining of TLOS is pending further condition assessment studies	Condition
Provide sufficient system capacity to meet average day demand during a failure event.	Provide sufficient system capacity to maintain acceptable pressure within the water distribution system	Performance

Table 26. Tier II transmission mains

Level of Service (LOS)	What does it mean	Type of LOS
No breaks	Replace before it is anticipated to break. Refining of TLOS is pending further condition assessment studies	Condition
Provide sufficient system capacity to meet average day demand during a failure event.	Provide sufficient system capacity to maintain acceptable pressure within the water distribution system	Performance

Table 27. Tier III transmission mains

Level of Service (LOS)	What does it mean	Type of LOS
No breaks	Replace before it is anticipated to break. Refining of TLOS is pending further condition assessment studies	Condition
Provide sufficient system capacity to meet average day demand during a failure event.	Provide sufficient system capacity to maintain acceptable pressure within the water distribution system	Performance

Table 28. Water administrative offices

Level of Service (LOS)	What does it mean	Type of LOS
Building condition = B (Good)	Maintain building in an acceptable condition (as per facility condition index)	Condition
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards and codes (e.g. Fire Code, Building Code)	Condition
Facility Finishes and Fixtures = C (Fair)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = B (Good)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = C (Fair)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility features = C (Fair)	Building meets service accessibility needs	Performance

Table 29. Water heavy industrial

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	Condition
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards and codes (e.g. Fire Code, Building Code)	Condition

Level of Service (LOS)	What does it mean	Type of LOS
Facility Finishes and Fixtures = C (Fair)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = B (Good)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = C (Fair)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = C (Fair)	Building meets service accessibility needs	Performance

Table 30. Water medium industrial

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	Condition
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards and codes (e.g. Fire Code, Building Code)	Condition
Facility Finishes and Fixtures = C (Fair)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = B (Good)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = C (Fair)	Building has appropriate amenities for staff and the public, and is accessed easily	Performance
Accessibility Features = C (Fair)	Building meets service accessibility needs	Performance

Table 31. Water process support structures

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	Condition
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards and codes (e.g. Fire Code, Building Code)	Performance
Facility Finishes and Fixtures = C (Fair)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = C (Fair)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = B (Good)	Building has appropriate amenities for staff and the public, and is accessed easily	Performance
Accessibility Features = C (Fair)	Building meets service accessibility needs	Performance

Table 32. Site elements

Level of Service (LOS)	What does it mean	Type of LOS
Water Treatment Facilities Site Elements Building Site Condition = B (Good)	Maintain site in an acceptable Condition (as per Condition Index)	Condition
Water Transmission Facilities Site Elements Building Site Condition = B (Good)	Maintain site in an acceptable Condition (as per Condition Index)	Condition

Wastewater

Table 33. South Peel headworks

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	Condition
Able to provide firm capacity.	Spare/excess capacity must be present to continue to treat sewage, while addressing unplanned critical equipment failure.	Performance
Process operating capacity during dry weather flows not to exceed 90% of total capacity.	Plant flow under dry weather condition should not exceed 90% of the total design capacity.	Performance
Presence of functional Gas detection and HVAC controls system.	Plant has equipment in place to remove and detect the buildup of harmful gases, and meets regulatory requirements	Performance
Absence of nuisance odour impacting community	Plant does not negatively affect air quality of the community	Performance
Secondary electrical supply and standby power for secondary process equipment.	Enough Standby Power to operate for 36 hours without electricity and secondary power feed	Performance

Table 34. South Peel primary treatment

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	Condition
Sufficient Hydraulic Capacity to avoid bypass during maximum peaking factor	Plant has enough capacity to prevent overflows of partially treated effluent to the environment	Performance
Secondary electrical supply and standby power for secondary process equipment.	Enough Standby Power to operate for 36 hours without electricity and secondary power feed	Performance

Level of Service (LOS)	What does it mean	Type of LOS
Able to provide firm capacity.	Spare/excess capacity must be present to continue to treat sewage, while addressing an unplanned critical equipment failure.	Performance
Absence of nuisance odour impacting community	Plant does not negatively affect air quality of the community	Performance
Process operating capacity during dry weather flows not to exceed 90% of total capacity.	Plant flow under dry weather condition should not exceed 90% of the total design capacity.	Performance

Table 35. South Peel secondary treatment

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	Condition
Sufficient Hydraulic Capacity to avoid bypass during maximum peaking factor.	Plant has enough capacity to prevent overflows of partially treated effluent to the environment	Performance
Secondary electrical supply and standby power for secondary process equipment.	Enough Standby Power to operate for 36 hours without electricity and secondary power feed	Performance
Able to provide firm capacity.	Spare/excess capacity must be present to continue to treat sewage, while addressing an unplanned critical equipment failure.	Performance
Process operating capacity during dry weather flows not to exceed 90% of total capacity.	Plant flow under dry weather condition should not exceed 90% of the total design capacity.	Performance

Table 36. South Peel disinfection systems

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	Condition
Provide reasonable onsite chemical storage. Able to provide firm capacity.	Spare/excess capacity must be present to continue to treat sewage, while addressing an unplanned critical equipment failure.	Performance
Secondary electrical supply and standby power for secondary process equipment	Enough Standby Power to operate for 36 hours without electricity and secondary power feed	Performance
Able to provide firm capacity	Spare/excess capacity must be present to continue to treat sewage, while addressing an unplanned critical equipment failure.	Performance
Disinfection system to operate at peak wet weather flows	Enough disinfection capacity is available to treat increased sewage volumes during significant weather events (e.g. Rainstorms). Disinfection must be maintained during overflow conditions.	Performance

Table 37. South Peel biosolids processing

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	Condition
Able to provide firm capacity	Spare/excess capacity must be present to continue to treat sewage, while addressing an unplanned critical equipment failure.	Performance
Capacity exceeding loading	Plant flow under dry weather condition should not exceed 90% of the total design capacity.	Performance
Absence of nuisance odour impacting community	Plant does not negatively affect air quality of the community	Performance

Level of Service (LOS)	What does it mean	Type of LOS
Secondary electrical supply and standby power for secondary process equipment	Enough Standby Power to operate for 36 hours without electricity and secondary power feed	Performance

Table 38. South Peel biosolids disposal

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	Condition
Able to provide firm capacity	Spare/excess capacity must be present to continue to treat sewage, while addressing an unplanned critical equipment failure.	Performance
Capacity exceeding loading	Plant flow under dry weather condition should not exceed 90% of the total design capacity.	Performance
Absence of nuisance odour impacting community	Plant does not negatively affect air quality of the community	Performance
Secondary electrical supply and standby power for secondary process equipment	Enough Standby Power to operate for 36 hours without electricity and secondary power feed	Performance

Table 39. South peel plant wide support systems

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	Condition
Secondary electrical supply and standby power for secondary process equipment	Enough Standby Power to operate for 36 hours without electricity and secondary power feed	Performance
Secondary water supply feeds	Reliable water supply during disruptions	Performance

Table 40. Wastewater treatment automation systems (SCADA)

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	Condition

Level of Service (LOS)	What does it mean	Type of LOS
Provision of redundant network components (WAN)	Backup Network Components to prevent loss of connection	Performance
Automatic redundant infrastructure	Backup for critical SCADA components	Performance
Replace hardware before obsolescence	Replace hardware before it becomes less efficient/ not compatible with systems	Performance
Provide standby power	Enough Standby Power to operate for 36 hours without electricity	Performance
Provide redundant power supply	Two power feeds to the SCADA network components	Performance
Physical security devices	Network is physically secured to prevent unauthorized access	Performance
Server configuration to block and detect unauthorized access	Network Security to prevent unauthorized access	Performance

Table 41. Tier I collection sewers

Level of Service (LOS)	What does it mean	Type of LOS
Maintain PACP Condition Grade = Level 3	Replace when sewer is no longer in good condition	Condition
No surcharging of pipes in a 5-year rainfall event	Have sufficient excess capacity to prevent sewage overflows during a 5-year storm event	Performance
Overflows are alarmed and monitored	Alarm to alert staff of overflows	Performance

Table 42. Tier II collection sewers

Level of Service (LOS)	What does it mean	Type of LOS
Maintain PACP Condition Grade = Level 3	Replace when sewer is no longer in good condition	Condition
No surcharging of pipes in a 5-year rainfall event	Have sufficient excess capacity to prevent sewage overflows during a 5-year storm event	Performance
Overflows are alarmed and monitored	Alarm to alert staff of overflows	Performance

Table 43. Tier III collection sewers

Level of Service (LOS)	What does it mean	Type of LOS
Maintain PACP Condition Grade = Level 3	Replace when sewer is no longer in good condition	Condition
No surcharging of pipes in a 5-year rainfall event	Have sufficient excess capacity to prevent sewage overflows during a 5-year storm event	Performance
Overflows are alarmed and monitored	Alarm to alert staff of overflows	Performance

Table 44. Tier II trunk sewers

Level of Service (LOS)	What does it mean	Type of LOS
Maintain PACP Condition Grade = Level 3	Replace when sewer is no longer in good condition	Condition
No surcharging of pipes in a 5-year rainfall event	Sewers have sufficient capacity to prevent surcharging	Performance
Slope Erosion protection around creeks and rivers (geomorphology)	Prevent trunk sewers from being exposed by erosion	Performance
Overflows are alarmed and monitored	Alarm to alert staff of overflows to prevent environmental spills	Performance

Table 45. Tier III trunk sewers

Level of Service (LOS)	What does it mean	Type of LOS
Maintain PACP Condition Grade = Level 3	Replace when sewer is no longer in good condition	Condition
No surcharging of pipes in a 5-year rainfall event	Have sewers of sufficient capacity to prevent surcharging	Performance
Slope Erosion protection around creeks and rivers (geomorphology)	Prevent trunk sewers from being exposed by erosion	Performance
Overflows are alarmed and monitored	Alarm to alert staff of overflows to prevent environmental spills	Performance

Table 46. Odour and corrosion control systems

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	Condition

Table 47. Forcemains

Level of Service (LOS)	What does it mean	Type of LOS
No Breaks	Replace before breaks could occur. Refining of TLOS is pending further condition assessment studies	Condition

Table 48. Wastewater Tier I pumping stations

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	Condition
Overflows are alarmed & monitored	Alarm to alert staff of overflows	Performance
Overflows are operable	Overflow work to direct spills into designed location	Performance
Backup capacity for all critical equipment (mechanical): Able to meet peak demands with largest pump out of service.	Spare/excess capacity must be present to continue to treat sewage, while addressing an unplanned critical equipment failure.	Performance
Provision for a portable generator or sufficient wet well storage to meet ROP design standards and Ministry of the Environment regulations.	Sufficient storage to mitigate the risk of overflows in the event of forcemain failure	Performance
Required wet well storage as per ROP design standards.	Enough Standby Power to operate without electricity or enough storage to prevent overflows	Performance

Table 49. Wastewater Tier II & III pumping stations

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	Condition
Overflows are alarmed & monitored	Alarm to alert staff of overflows	Performance
Overflows are operable	Overflow work to direct spills into designed location	Performance

Level of Service (LOS)	What does it mean	Type of LOS
Backup capacity for all critical equipment (mechanical): Able to meet peak demands with largest pump out of service.	Spare/excess capacity must be present to continue to treat sewage, while addressing an unplanned critical equipment failure.	Performance
Required wet well storage according to station Tier as per ROP design standards.	Sufficient storage to mitigate the risk of overflows in the event of forcemain failure	Performance
Ensure standby power or sufficient wet well storage to meet ROP design standards and Ministry of the Environment regulations.	Enough Standby Power to operate without electricity or enough storage to prevent overflows	Performance

Table 50. Wastewater Tier IV pumping stations

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	Condition
Overflows are alarmed & monitored	Alarm to alert staff of overflows	Performance
Overflows are operable	Overflow work to direct spills into designed location	Performance
Backup capacity for all critical equipment (mechanical): Able to meet peak demands with largest pump out of service.	Spare/excess capacity must be present to continue to treat sewage, while addressing an unplanned critical equipment failure.	Performance
Required wet well storage as per ROP design standards.	Sufficient storage to mitigate the risk of overflows in the event of forcemain failure	Performance
Ensure standby power and sufficient wet well storage to meet ROP design standards and Ministry of the Environment regulations.	Enough Standby Power to operate without electricity or enough storage to prevent overflows	Performance

Table 51. Wastewater pump station automation systems (SCADA)

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	Condition
Provision of redundant network components (WAN)	Backup Network Components to prevent loss of connection	Performance
Replace hardware before obsolescence	Replace hardware before it becomes less efficient/ not compatible with systems	Performance
Provide standby power	Enough standby power to operate for 36 hours without electricity	Performance
Provide redundant power supply	Two power feeds to the SCADA network components	Performance
Physical security devices	Network is physically secured to prevent unauthorized access	Performance
Server and switch configuration to block and detect unauthorized access	Servers need to be protected against system intrusion	Performance

Table 52. Wastewater administrative offices

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	Condition
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards and codes (e.g. Fire Code, Building Code)	Condition
Facility Finishes and Fixtures = B (Good)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = B (Good)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = B (Good)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance

Level of Service (LOS)	What does it mean	Type of LOS
Accessibility Features = B (Good)	Building meets service accessibility needs	Performance

Table 53. Wastewater heavy industrial

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	Condition
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards and codes (e.g. Fire Code, Building Code)	Condition
Facility Finishes and Fixtures = C (Fair)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = B (Good)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = C (Fair)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = C (Fair)	Building meets service accessibility needs	Performance

Table 54. Wastewater maintenance shops

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	Condition
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards and codes (e.g. Fire Code, Building Code)	Condition
Facility Finishes and Fixtures = C (Fair)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = B (Good)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = B (Good)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = C (Fair)	Building meets service accessibility needs	Performance

Table 55. Wastewater treatment process support structure

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	Condition
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards and codes (e.g. Fire Code, Building Code)	Condition
Facility Finishes and Fixtures = C (Fair)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = C (Fair)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance

Level of Service (LOS)	What does it mean	Type of LOS
Building Amenities for Service Delivery = B (Good)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = C (Fair)	Building meets service accessibility needs	Performance

Table 56. Wastewater treatment facilities site elements

Level of Service (LOS)	What does it mean	Type of LOS
Building Site Condition = B (Good)	Maintain site in an acceptable Condition (as per Condition Index)	Condition

Table 57. Wastewater collection process support structure

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	Condition
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards and codes (e.g. Fire Code, Building Code)	Condition
Facility Finishes and Fixtures = C (Fair)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = C (Fair)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = B (Good)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = C (Fair)	Building meets service accessibility needs	Performance

Table 58. Wastewater Tier I pumping facilities

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	Condition
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards and codes (e.g. Fire Code, Building Code)	Condition
Facility Finishes and Fixtures = C (Fair)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = B (Good)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = C (Fair)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = C (Fair)	Building meets service accessibility needs	Performance

Table 59. Wastewater Tier II & III pumping facilities

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	Condition
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards and codes (e.g. Fire Code, Building Code)	Condition
Facility Finishes and Fixtures = C (Fair)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = B (Good)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance

Level of Service (LOS)	What does it mean	Type of LOS
Building Amenities for Service Delivery = C (Fair)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = C (Fair)	Building meets service accessibility needs	Performance

Table 60. Wastewater Tier IV pumping facilities

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	Condition
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards and codes (e.g. Fire Code, Building Code)	Condition
Facility Finishes and Fixtures = C (Fair)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = B (Good)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = C (Fair)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = C (Fair)	Building meets service accessibility needs	Performance

Table 61. Wastewater collection facilities site elements

Level of Service (LOS)	What does it mean	Type of LOS
Building Site Condition = C (Fair)	Maintain site in an acceptable Condition (as per Condition Index)	Condition

Operations Yards, Fleet and Equipment

Table 62. PW & corporate light and medium duty vehicles

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	Condition

Table 63. PW and corporate heavy-duty vehicles and equipment

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	Condition

Table 64. PW & Corporate Standard (or small) Equipment

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	Condition

Table 65. PW & corporate trailers

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	Condition

Table 66. Operations support administrative offices

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	Condition
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards and codes (e.g. Fire Code, Building Code)	Condition
Facility Finishes and Fixtures = B (Good)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = B (Good)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance

Level of Service (LOS)	What does it mean	Type of LOS
Building Amenities for Service Delivery = B (Good)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = B (Good)	Building meets service accessibility needs	Performance

Table 67. Operations support general storage

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	Condition
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards and codes (e.g. Fire Code, Building Code)	Condition
Facility Finishes and Fixtures = C (Fair)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = C (Fair)	Building has space and room to grow as needed	Performance
Building Environment and Security = C (Fair)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = C (Fair)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = C (Fair)	Building meets service accessibility needs	Performance

Table 68. Operations support light industrial

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	Condition
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards and codes (e.g. Fire Code, Building Code)	Condition

Level of Service (LOS)	What does it mean	Type of LOS
Facility Finishes and Fixtures = C (Fair)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = B (Good)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = B (Good)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = C (Fair)	Building meets service accessibility needs	Performance

Table 69. Operations support ancillary storage

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	Condition
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards and codes (e.g. Fire Code, Building Code)	Condition
Facility Finishes and Fixtures = D (Poor)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = B (Good)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = B (Good)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = C (Fair)	Building meets service accessibility needs	Performance

Table 70. Operations support facilities site elements

Level of Service (LOS)	What does it mean	Type of LOS
Building Site Condition = B (Good)	Maintain site in an acceptable Condition (as per Condition Index)	Condition

Table 71. Operations support fuel islands

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Fair)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	Condition
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards and codes (e.g. Fire Code, Building Code)	Condition
Facility Finishes and Fixtures = C (Fair)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = C (Fair)	Building has space and room to grow as needed	Performance
Building Environment and Security = C (Fair)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = C (Fair)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance

Table 72. High consumption water meters

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	Condition

Table 73. Transmitters

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	Condition

Table 74. Commercial water meters

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	Condition

Table 75. Residential water meters

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	Condition

Heritage, Arts and Culture

Table 76. PAMA facilities

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	Condition
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards and codes (e.g. Fire Code, Building Code)	Condition
Facility Finishes and Fixtures = B (Good)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = B (Good)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = B (Good)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = B (Good)	Building meets service accessibility needs	Performance

Table 77. PAMA site elements

Level of Service (LOS)	What does it mean	Type of LOS
Building Site Condition = B (Good)	Maintain Building Site in an acceptable Condition (as per Condition Index)	Condition

Waste

Table 78. Transfer stations

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	Condition
Redundancy on critical equipment	Plant can still operate if some of the equipment fails	Performance
1-3 days storage requirements on tipping floor	To accommodate temporary storage of materials	Performance
Standby Power	Some Standby power to operate if electricity is lost	Performance

Table 79. Composting and curing

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	Condition
Redundancy in Processing	Plant can still operate if some of the equipment fails	Performance

Table 80. CRCs

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	Condition
On-site storage in Transtors and bins (1 day)	To accommodate temporary storage of materials	Performance

Table 81. Leachate pumping and treatment systems

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	Condition
Backup capacity for all critical equipment (mechanical)	Can continue to operate if largest piece of equipment fails	Performance
Overflows are operable	Overflow work to direct spills into designed location	Performance

Table 82. Gas collection system

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	Condition
Standby Power	Standby power to operate if electricity is lost	Performance

Table 83. Gas collection automation systems (SCADA)

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	Condition
Replace hardware before obsolescence	Replace hardware before it becomes less efficient/ not compatible with systems	Performance
Provide standby power	Enough Standby Power to operate for 36 hours without electricity	Performance
Provide redundant power supply	Two power feeds to the SCADA network components	Performance
Physical security devices	Network is physically secured to prevent unauthorized access	Performance
Server and switch configuration to block and detect unauthorized access	Network Security to prevent unauthorized access	Performance

Table 84. Curbside collection carts

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	Condition
Sufficient redundancy (spares) to meet demand	Spares must be present to meet demand in the event of an asset failure	Performance

Table 85. Multi-residential collection carts

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	Condition
Sufficient redundancy (spares) to meet demand	Spares must be present to meet demand in the event of an asset failure	Performance

Table 86. Waste Management administrative offices

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	Condition
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards	Condition
Facility Finishes and Fixtures = B (Good)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = B (Good)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = B (Good)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = B (Good)	Building meets service accessibility needs	Performance

Table 87. Waste Management landfill operations facility

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	Condition
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards	Condition
Facility Finishes and Fixtures = C (Fair)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = C (Fair)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance

Level of Service (LOS)	What does it mean	Type of LOS
Building Amenities for Service Delivery = B (Good)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = B (Good)	Building meets service accessibility needs	Performance

Table 88. Waste Management CRC drop off

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	Condition
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards	Condition
Facility Finishes and Fixtures = B (Good)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = B (Good)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = B (Good)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = B (Good)	Building meets service accessibility needs	Performance

Table 89. Waste Management Processing and Transfer

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	Condition
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards	Condition

Level of Service (LOS)	What does it mean	Type of LOS
Facility Finishes and Fixtures = C (Fair)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = B (Good)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = B (Good)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = C (Fair)	Building meets service accessibility needs	Performance

Table 90. Waste Management landfill pumping stations

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	Condition
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards	Condition
Facility Finishes and Fixtures = C (Fair)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = B (Good)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = C (Fair)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = C (Fair)	Building meets service accessibility needs	Performance

Table 91. Waste Management Non-CRC facilities site elements

Level of Service (LOS)	What does it mean	Type of LOS
Building Site Condition = B (Good)	Maintain site in an acceptable Condition (as per Condition Index)	Condition

Table 92. Waste Management CRC facilities site elements

Level of Service (LOS)	What does it mean	Type of LOS
Building Site Condition = B (Good)	Maintain site in an acceptable Condition (as per Condition Index)	Condition

Roads and Transportation

Table 93. Roads

Level of Service (LOS)	What does it mean	Type of LOS
Minimum pavement condition index = 72	Regional Roads to be kept in good condition	Condition

Table 94. Bridges and grade separation

Level of Service (LOS)	What does it mean	Type of LOS
Minimum bridge condition index = 91	Maintain Structures in Good Condition	Condition

Table 95. Major culverts

Level of Service (LOS)	What does it mean	Type of LOS
Minimum bridge condition index = 91	Maintain Structures in Good Condition	Condition

Table 96. Regional noise walls

Level of Service (LOS)	What does it mean	Type of LOS
Minimum overall rating = C (Fair)	Walls must be maintained in fair condition	Condition

Table 97. Regional major retaining walls

Level of Service (LOS)	What does it mean	Type of LOS
Minimum condition index = 91	Walls must be maintained in Good condition	Condition

Table 98. Regional minor retaining walls

Level of Service (LOS)	What does it mean	Type of LOS
Minimum overall rating = C (Fair)	Walls must be maintained in fair condition	Condition

Table 99. Signalized intersections

Level of Service (LOS)	What does it mean	Type of LOS
Minimum overall rating = B (Good)	Signalized intersections must be maintained in good condition	Condition

Table 100. Individual street trees

Level of Service (LOS)	What does it mean	Type of LOS
Minimum overall rating = C (Fair)	Trees must be maintained in fair condition	Condition

Table 101. Tree and shrub clusters

Level of Service (LOS)	What does it mean	Type of LOS
Minimum overall rating = C (Fair)	Trees and shrubs must be maintained in fair condition	Condition

Table 102. Storm sewers

Level of Service (LOS)	What does it mean	Type of LOS
Maintain PACP Condition Grade = Level 3	Replace when storm sewer is no longer in good condition	Condition
Sufficient storm sewer capacity to accommodate minor storm events	Sewer pipes and other storm management assets have enough capacity to handle minor storm events and not cause flooding	Performance

Table 103. Storm ponds

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Equipment is maintained in a good condition	Condition
Sufficient capacity to accommodate all storm events (up to 100 years)	Have sufficient excess capacity to prevent overflow during all storm events	Performance

Table 104. Minor culverts

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Grade = 2	Equipment is maintained in a good condition	Condition

Table 105. Manufactured treatment devices

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Equipment is maintained in a good condition	Condition

Level of Service (LOS)	What does it mean	Type of LOS
Sufficient storm sewer capacity to treat minor storm events	Have sufficient excess capacity to prevent overflow during minor storm events	Performance

Table 106. Stormwater pumping stations

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Equipment is maintained in a good condition	Condition
Backup capacity for all critical equipment (mechanical)	Can continue to operate if largest piece of equipment fails	Performance
Ensure standby power or sufficient wet well storage to meet Ministry of the Environment regulations	Enough Standby Power to operate without electricity or enough storage to prevent overflows	Performance

Table 107. Stormwater pumping stations facilities

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Building Condition - Based on Facility Condition Index	Condition
Building Quality and Relationship to Current Standards = C (Fair)	Building's compliance with current code	Condition
Facility Finishes and Fixtures = C (Fair)	Condition of Finishes and Fixtures	Performance
Capacity and Change Adaptability for Program Requirements = B (Good)	Building Capacity and suitability to service delivery	Performance
Building Environment and Security = B (Good)	Site and Security	Performance
Building Amenities for Service Delivery = C (Fair)	Amenities suitability for Service Delivery	Performance
Accessibility Features = C (Fair)	Building Accessibility	Performance

Table 108. Stormwater pumping station facilities site elements

Level of Service (LOS)	What does it mean	Type of LOS
Building Site Condition = B (Good)	Maintain site in an acceptable Condition (as per Condition Index)	Condition

TransHelp

Table 109. TransHelp fleet

Level of Service (LOS)	What does it mean	Type of LOS
Condition Rating = B (Good)	Replace assets when they are no longer in good condition	Condition

Paramedic Services

Table 110. Paramedic reporting stations

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	Condition
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards	Condition
Facility Finishes and Fixtures = B (Good)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = B (Good)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = B (Good)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = B (Good)	Building meets service accessibility needs	Performance

Table 111. Paramedic satellite stations

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	Condition
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards	Condition
Facility Finishes and Fixtures = B (Good)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = B (Good)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = B (Good)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = B (Good)	Building meets service accessibility needs	Performance

Table 112. Paramedic facilities site elements

Level of Service (LOS)	What does it mean	Type of LOS
Building Site Condition = B (Good)	Maintain Building Site in an acceptable Condition (as per Condition Index)	Condition

Table 113. Paramedic medical equipment

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	Condition

Table 114. Paramedic ambulance and emergency response vehicles

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	Condition

Table 115. Paramedic administrative vehicles

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating = B (Good)	Replace assets when they are no longer in good condition	Condition

Long Term Care

Table 116. Long term care centres

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	Condition
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards	Condition
Facility Finishes and Fixtures = B (Good)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = B (Good)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = B (Good)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = B (Good)	Building meets service accessibility needs	Performance

Table 117. Long term care centres site elements

Level of Service (LOS)	What does it mean	Type of LOS
Building Site Condition = B (Good)	Maintain Building Site in an acceptable Condition (as per Condition Index)	Condition

Housing Support

Table 118. Peel Region high density affordable housing

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	Condition
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards	Condition
Facility Finishes and Fixtures = C (Fair)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = C (Fair)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = B (Good)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = B (Good)	Building meets service accessibility needs	Performance

Table 119. Peel Region medium density affordable housing

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	Condition
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards	Condition
Facility Finishes and Fixtures = C (Fair)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = C (Fair)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = B (Good)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = B (Good)	Building meets service accessibility needs	Performance

Table 120. Peel Region affordable housing facility site elements

Level of Service (LOS)	What does it mean	Type of LOS
Building Site Condition = B (Good)	Maintain Building Site in an acceptable Condition (as per Condition Index)	Condition

Table 121. Shelter facilities

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	Condition
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards	Condition
Facility Finishes and Fixtures = B (Good)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = B (Good)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = B (Good)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = B (Good)	Building meets service accessibility needs	Performance

Table 122. Shelter facilities site elements

Level of Service (LOS)	What does it mean	Type of LOS
Building Site Condition = B (Good)	Maintain Building Site in an acceptable Condition (as per Condition Index)	Condition

Peel Housing Corporation (PHC)

Table 123. PHC high density affordable housing

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	Condition
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards	Condition
Facility Finishes and Fixtures = C (Fair)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = C (Fair)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = B (Good)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = B (Good)	Building meets service accessibility needs	Performance

Table 124. PHC medium density affordable housing

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	Condition
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards	Condition
Facility Finishes and Fixtures = C (Fair)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = C (Fair)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = B (Good)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = B (Good)	Building meets service accessibility needs	Performance

Table 125. PHC low density affordable housing

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	Condition
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards	Condition
Facility Finishes and Fixtures = C (Fair)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = C (Fair)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = B (Good)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = B (Good)	Building meets service accessibility needs	Performance

Table 126. PHC affordable housing high & medium density site elements

Level of Service (LOS)	What does it mean	Type of LOS
Building Site Condition = B (Good)	Maintain Building Site in an acceptable Condition (as per Condition Index)	Condition

Table 127. PHC affordable housing low density site elements

Level of Service (LOS)	What does it mean	Type of LOS
Building Site Condition = B (Good)	Maintain Building Site in an acceptable Condition (as per Condition Index)	Condition

Early Years and Child Care

Table 128. Peel Region child care centre facilities

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	Condition
Building Quality and Relationship to Current Standards = C (Fair)	Building's compliance with current code	Condition

Table 129. Peel Region child care centre facilities site elements

Level of Service (LOS)	What does it mean	Type of LOS
Building Site Condition = B (Good)	Maintain Building Site in an acceptable Condition (as per Condition Index)	Condition

Regional Office Complex

Table 130. Headquarters facilities

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	Condition
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards	Condition
Facility Finishes and Fixtures = B (Good)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = B (Good)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = B (Good)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = B (Good)	Building meets service accessibility needs	Performance

Table 131. Headquarters facilities site elements

Level of Service (LOS)	What does it mean	Type of LOS
Building Site Condition = B (Good)	Maintain Building Site in an acceptable Condition (as per Condition Index)	Condition

Peel Police

Table 132. Administrative vehicles

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating =B (Good)	Replace assets when they are no longer in good condition	Condition

Table 133. Emergency response vehicles

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating =B (Good)	Replace assets when they are no longer in good condition	Condition

Table 134. Investigative vehicles

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating =B (Good)	Replace assets when they are no longer in good condition	Condition

Table 135. Specialty vehicles

Level of Service (LOS)	What does it mean	Type of LOS
Maintain Equipment at a Condition Rating =B (Good)	Replace assets when they are no longer in good condition	Condition

Table 136. Administrative and operations facilities

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	Condition
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards	Condition
Facility Finishes and Fixtures = B (Good)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = B (Good)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = B (Good)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = B (Good)	Building meets service accessibility needs	Performance

Table 137. Divisions

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	Condition
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards	Condition
Facility Finishes and Fixtures = B (Good)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = B (Good)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = B (Good)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility features = B (Good)	Building meets service accessibility needs	Performance

Table 138. Training facility

Level of Service (LOS)	What does it mean	Type of LOS
Building Condition = B (Good)	Maintain Building in an acceptable Condition (as per Facility Condition Index)	Condition
Building Quality and Relationship to Current Standards = C (Fair)	Building meets current standards	Condition
Facility Finishes and Fixtures = B (Good)	Maintain appropriate interior appearance and curb appeal	Performance
Capacity and Change Adaptability for Program Requirements = B (Good)	Building has space and room to grow as needed	Performance
Building Environment and Security = B (Good)	Building and site have appropriate security and built environment to support services	Performance
Building Amenities for Service Delivery = B (Good)	Building has appropriate amenities for staff and the public, and can be accessed easily	Performance
Accessibility Features = C (Fair)	Building meets service accessibility needs	Performance

Table 139. Police facilities site elements

Level of Service (LOS)	What does it mean	Type of LOS
Building Site Condition = B (Good)	Maintain Building Site in an acceptable Condition (as per Facility Condition Index)	Condition

Information Technology

Table 140. End User Devices

Level of Service (LOS)	What does it mean	Type of LOS
Equipment Condition Rating = B (Good)	Replace assets when they are no longer in good condition	Condition

Table 141. Network Infrastructure

Level of Service (LOS)	What does it mean	Type of LOS
Equipment Condition Rating = B (Good)	Replace assets when they are no longer in good condition	Condition