

The Township of Centre Wellington's Levels of Service Approach

Township Services



Township Roads & Traffic Systems



Parking



Fire & By-Law Services



Indoor & Outdoor Recreation



Bridges & Culverts



Water & Wastewater



Council Direction

Incorporating Council priorities and feedback from residents.

Community Feedback

Community events and surveys to incorporate residents' feedback.

Staff Engagement

Internal analysis, planning, and data gathering by Township staff.

Legislative Requirements

Ensuring compliance with Ontario's statutes and mandates.

Strategic Direction

Aligning levels of service with the Township's long-term vision and priorities.

Balancing Constraints

Managing financial and resource limitations while setting service level targets.



Level of Service Targets

The Township sets service level targets by balancing six factors for each of the services it provides.



10-Year Capital & Operating Plan

Identify and cost projects to support meeting level of service targets.



Annual Report

Annually report to Council the service performance in reference to the level of service targets.



Adjust 10-Year Capital & Operating Plan based on level of service performance outlined in annual report

The Township provides multiple public services to residents and visitors. They set level of service targets for each service by managing the six factors shown above.

All Township investments for the next 10 years are based on meeting these service level targets. Township staff annually report to Council on the progress in meeting the level of service targets and update the planned investments based on service performance.