

**THE CORPORATION OF THE TOWNSHIP OF LEEDS AND THE
THOUSAND ISLANDS**

BY-LAW NUMBER 17-016

**BEING A BY-LAW TO ADOPT A PLANNING AND
DEVELOPMENT CUSTOMER SERVICE STANDARDS POLICY.**

WHEREAS Section 8 of the *Municipal Act, S.O. 2001, c. M. 25*, as amended, a municipality has the capacity, rights, powers and privileges of a natural person for the purpose of exercising its authority under this or any other act;

AND WHEREAS Section 9 of the *Municipal Act S.O., 2001, c. M. 25*, as amended, provides that Sections 8 and 11 shall be interpreted broadly so as to confer broad authority on municipalities to a) enable municipalities to govern their affairs as they consider appropriate and, b) enhance their ability to respond to municipal issues;

AND WHEREAS Section 11 of the *Municipal Act S.O., 2001, c. M. 25*, as amended, provides that a lower-tier municipality may pass by-laws respecting matters within the spheres of jurisdiction set out therein;

AND WHEREAS the Council of The Corporation of the Township of Leeds and the Thousand Islands deems it advisable to adopt a policy with regard to Flag Protocol;

NOW THEREFORE the Council of The Corporation of the Township of Leeds and the Thousand Islands hereby enacts as follows:

1. That Schedule 'A' attached hereto forms part of this by-law.
2. That this By-law shall come into force and take effect on the day of passing.
3. This By-law shall be known and may be cited as the "Planning & Development Customer Service Standards Policy".

**READ A FIRST AND SECOND TIME THIS 13th DAY OF MARCH,
2017.**

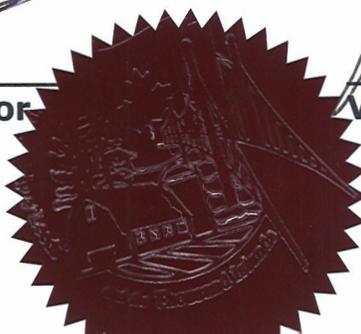
**READ A THIRD TIME AND FINALLY PASSED THIS 13th DAY OF
MARCH, 2017.**



Joe Baptista, Mayor



Vanessa Latimer, Clerk





Subject: Service Standards for Internal and External Clients

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SCHEDULE "A" TO BY-LAW NUMBER 17-016

DIVISION: Planning and Development

Introduction:

The Township is dedicated to ensuring highest quality services focused on the client, while complying with policy, by-laws and regulations. The "Service Standards for Internal and External Clients" articulates to staff, Council, committee members and members of the public minimum corporate service level expectations while describing the highest level we hope to achieve.

Services we provide:

Planning and development staff deliver customer services, regulatory enforcement and application processing that benefit clients individually or collectively with a focus on maintaining the public interest.

Legally binding interpretations are only provided under the strict protocol in a fee-for service program.

Goal:

Planning and development clients will feel understood, treated with respect and provided with timely responses.

Guiding principles to meet our goal:

- Greet and interact in a courteous and professional manner
- Listen to the client's perspective and summarize to confirm understanding
- Explain process for legal information versus customer service
- Maximize first contact resolution
- Otherwise communicate service completion expectations; Update client of unexpected delays
- Update clients at milestone moments in processing applications
- End contact in a courteous and professional manner

Phone, email or written inquiry service targets:

Building or Planning: 2-15 business days

- First contact resolution within 2 business days if possible; or
- Acknowledge all within 2 business days, providing an estimated date of response that can reasonably be met/exceeded.
- Include file number where appropriate.



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Legal Letters: 2-7 business days of receipt

Economic Development and/or Heritage Grant Inquiry:

1-3 business days

- First contact resolution within 1 business day if possible; or
- Acknowledge all within 2 business days, providing an estimated date of response that can reasonably be met/exceeded.
- Include file number where appropriate.

Building or zoning violations complaints:

2 days to acknowledge all, 6 months to resolve

- Include file number where appropriate.
- Anonymous complaints will not be processed however, confidentiality will be respected.

Completed application service targets:

Development approvals and enforcement takes time. Internal clients should not minimize expectations, although they can always try to work to meet client needs.

Pre-consultation (DRT or Individual): 2-6 weeks

Minor Variance Applications: 50-65 days (30-45 days to date of decision)

Site Plan Control Applications: 30-40 days to obtain conditional approval (2-4 months total)

Severance: TLTI response to County 30-60 days (3-4 months total)

Zoning By-law Amendment: 3-4 months

Official Plan Amendment: 45-60 days to have before Council (3-6 months total)

Subdivision Approval: 5 months

Building permit issuance and inspection scheduling: As per Building Code

General Etiquette:

Voice Mail & Email

- Update voice main greeting or out-of-office email response when out of the office for a full day or longer (excluding statutory holidays), informing of when we will return and alternate contact
- In cases of illness a colleague shall update as above



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Telephone

- Answer the phone within three rings where possible
- Identify yourself when you answer the phone with your name
- If required, seek permission from caller prior to transferring a call, tell client the name and extension of the person to whom you are transferring them

General

- We will be conscious of our communication style to all (ie; audible voice, eye contact when speaking to someone, tone of voice) and communicate in a professional manner
- We will offer assistance to accommodate any disabilities as required
- Where we cannot fulfill client needs, we will direct them to the appropriate resource, if available

How to deal with harassment while maintaining customer service:

In accordance with the HR-43 the Township does not tolerate any form of harassment or violence in the workplace. Staff will:

- Ask the offending party to refrain from hostile, abusive, inappropriate and/or intimidating behaviour and then resume service
- Politely terminate the communication if the behaviour is not rectified
- Resume service if the behaviour is rectified appropriately

Guidelines for Breaches in Customer Services:

Customer Service Standards are a serious matter to the corporation and the public and will be treated as such.

Concerns should be forwarded for review to the direct supervisor of the individual. The supervisor shall mediate the service issue and direct an investigation, taking such disciplinary action as reasonable in the circumstances if justified.

Public Notice:

The standards for service for planning and development shall be made available to the public on an ongoing basis via inclusion on the Township website.