Corporate Asset Management Progress Report

April 2026

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Introduction

This Asset Management Progress Report illustrates how the Town of Ajax is progressing with its Asset Management initiatives, lists any impediments and outlines strategies for addressing these impediments. This report fulfills the requirements of the Ontario Regulation (O. Reg.) 588/17 Asset Management Planning for Municipal Infrastructure for July 1, 2026 and will be posted on the Town's website and sent to the Ministry of Infrastructure.

The Town of Ajax (the Town) provides a wide range of services to its residents, businesses and visitors. These services include transportation, environmental, parks, recreation and culture, fire, and library services which are supported by facilities, fleet and information technology "internal" services. This Asset Management Progress Report identifies the asset lifecycle actions needed to sustain the approved Levels of Service for the Town's municipal infrastructure over the next 10 years, along with their forecasted cost. Risks associated with the current funding level are identified and mitigations recommended.

The Town of Ajax has $2.797 billion (2025$) of municipally owned infrastructure. In the 2025 Corporate Asset Management Plan the municipally owned infrastructure was valued at $2.696 billion (2024$). The $101 million increase was largely due to inflation given the non-residential building construction price index from Q3 2024 to Q3 2025 was 4.3%. Other factors that affected the replacement value of municipal assets include the addition of new assets, such as the Ajax Fairgrounds, and obtaining more accurate unit costing for certain asset types.

Asset Management practices are integrated throughout the various service areas to ensure more accurate condition and installation date information. Since the approval of the previous Asset Management Plan, improvements in data accuracy have been achieved, including Environmental Services' continued use of closed-circuit television (CCTV) inspections for storm sewers and Fire's completion of data cleanup to enhance asset information accuracy.

Asset Management Progress

The Town has trended slightly upward in condition since the completion of the previous Asset Management Plan last year as shown in Table 1:

Table 1 Change in Condition of Town Assets/Infrastructure

Condition of Town Assets/ Infrastructure	2024	2025
Fair or Better	91.8%	92.3%
Poor or Very Poor	8.2%	7.7%

The change in the percentage of assets in Fair or better condition is mainly attributed to the fact that we are leveraging our AMP results to address those high-risk assets needs through our capital budget as well as data cleansing.

The Town has also made strides to improve conditional data quality, as Staff continues to update unknown conditions with accurate conditions. Total replacement value of assets with an unknown condition reduced from $2.2 million in 2024 to only $0.3 million in 2025. This was accomplished mainly through targeted physical inspections.

As seen in Figure 1, service areas such as Transportation, Environmental, Parks and Recreation, and Fire have asset portfolios where more than 90% of their municipal assets are in fair or better condition. Facilities and Fleet have asset portfolios where more than 75% of their municipal assets are in fair or better condition. Library and Information Technology (IT) have asset portfolios that have less than 60% of their municipal assets in fair or better condition. To assist asset management initiatives, Library and IT should obtain more accurate conditional data instead of relying upon solely age-based conditions of computers and furniture.

Figure 1 Condition Ratings by Service Areas

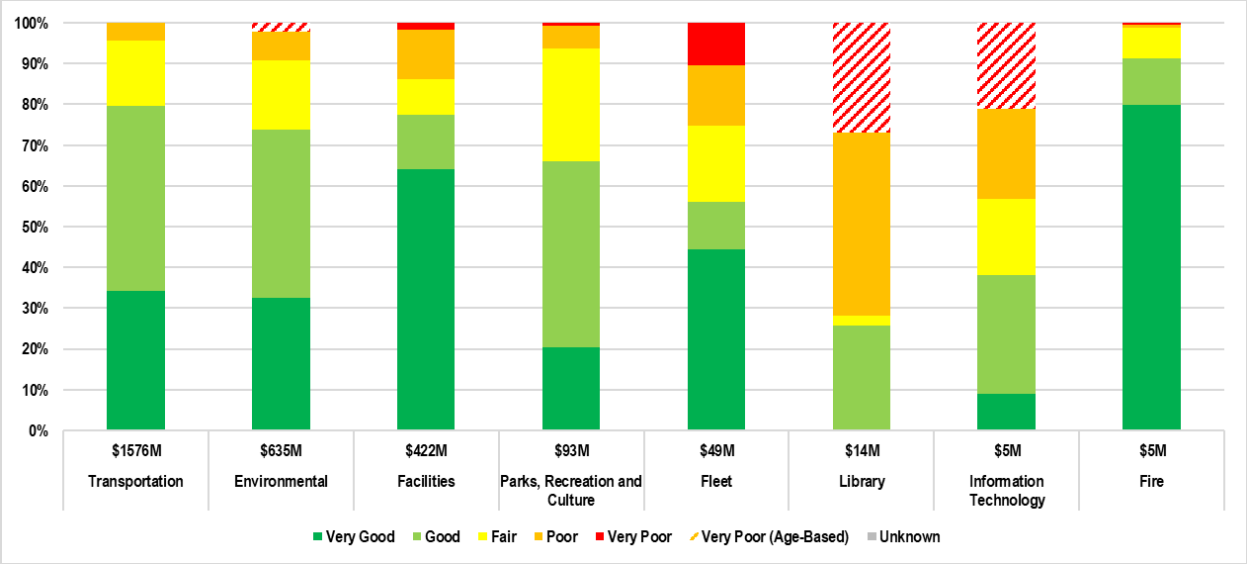


Table 2 outlines the value of each service area's portfolio. The service areas range in monetary value from $1,576 million to $5 million.

Table 2 Municipal Assets Owned by the Town of Ajax

Service	Asset Categories	Replacement Value (in million $)	Replacement Value (%)
Transportation	Roads, Bridges and Major Culverts, Traffic Assets, Roadside Assets	$1,576	56.3%
Environmental	Stormwater Ponds, Stormwater Sewers, Stormwater Appurtenances, Small Stormwater Culverts, Woodlots, Boulevard and Park Trees	$635	22.7%
Facilities	Administration Buildings, Recreation and Community Centres, Fire Buildings, Libraries	$422	15.1%
Parks, Recreation and Culture	Indoor Exercise Equipment, Recreation – Other, Outdoor Recreation	$93	3.3%
Fleet	Vehicles, Rolling Equipment, Fire Emergency Response	$48	1.7%
Library	Library Collections, Library Furniture, Library Public Technology	$14	0.5%
Information Technology	End User Devices, Server Equipment, Networking Equipment	$5	0.2%
Fire	Personal Protective Equipment, Respiratory Equipment, Rescue Equipment, Suppression Equipment	$5	0.2%
Total	**All Municipally Owned Infrastructure**	**$2,797**	**100%**

*Numbers may not add due to rounding

Table 3 show the value of each service area's municipal infrastructure in very poor condition.

Table 3 Levels of Service – Fit for Service

Service Area	Community Levels of Service	Technical Levels of Service	Current Performance (in million $)	Current Performance (% of Very Poor of the Service Area)
Transportation	Quality: Assets are not meeting expected Reliability service levels	% assets in Very Poor Condition (at or past end of life) by Replacement Value	$0.32	0.1%
Environmental			$12.86	2.0%
Facilities			$7.0	1.7%
Parks, Recreation and Culture			$0.67	0.7%
Fleet			$5.13	10.5%

Service Area	Community Levels of Service	Technical Levels of Service	Current Performance (in million $)	Current Performance (% of Very Poor of the Service Area)
Library	Quality: Assets are not meeting expected Reliability service levels	% assets in Very Poor Condition (at or past end of life) by Replacement Value	$3.76	26.8%
Information Technology			$1.04	21.1%
Fire			$0.019	0.4%
Total	Quality: Assets are not meeting expected Reliability service levels	% assets in Very Poor Condition (at or past end of life) by Replacement Value	$31.1	1.1% of total

*Numbers may not add due to rounding

After assessing the criticality and probability of each asset's risk, the results were plotted on Figure 2 of the risk heat map, a graphic representation of probability and consequence of failure. Colours on the heat map denote the various levels of risk and help to prioritize the Town's resources, time, and effort.

- Risks that appear in the orange (Very High) zone are significant to the Town and therefore need to be actively managed and monitored in a more comprehensive manner than other risks.
- Risks that appear in the yellow (High) or light blue (Moderate) zones will also be actively managed depending on their nature.

- Risks that appear in the light green (Low) or darker green (Very Low) zones are generally acceptable without significant mitigation strategies being implemented, although monitoring may still occur in some form.

Based on those assets with known condition, Figure 2 shows that **$40.3 million** of the Town's assets are in the Very High-risk exposure category related to the provision of reliable services. This excludes approximately $0.3 million of assets that have an unknown condition (probability of failure). The Town mitigates its exposure to these risks through the planned lifecycle strategies.

Figure 2 Municipal Assets Risk Heat Map

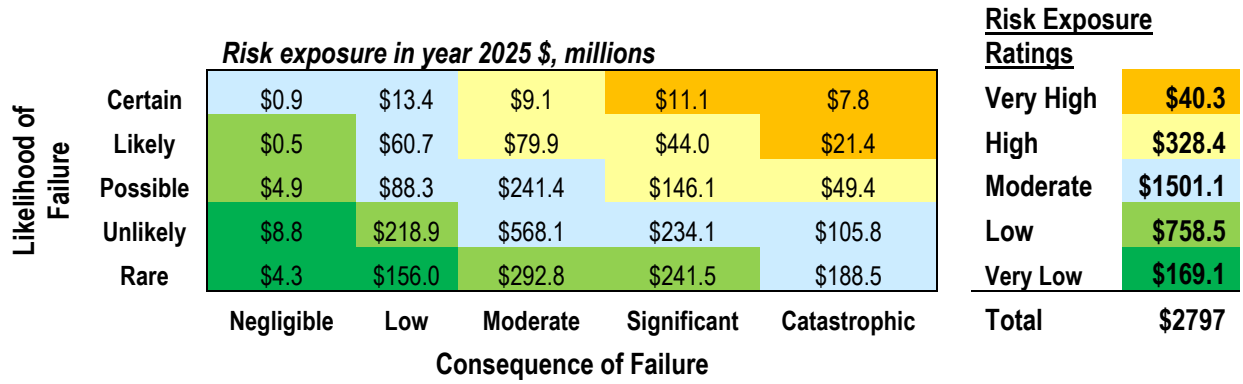
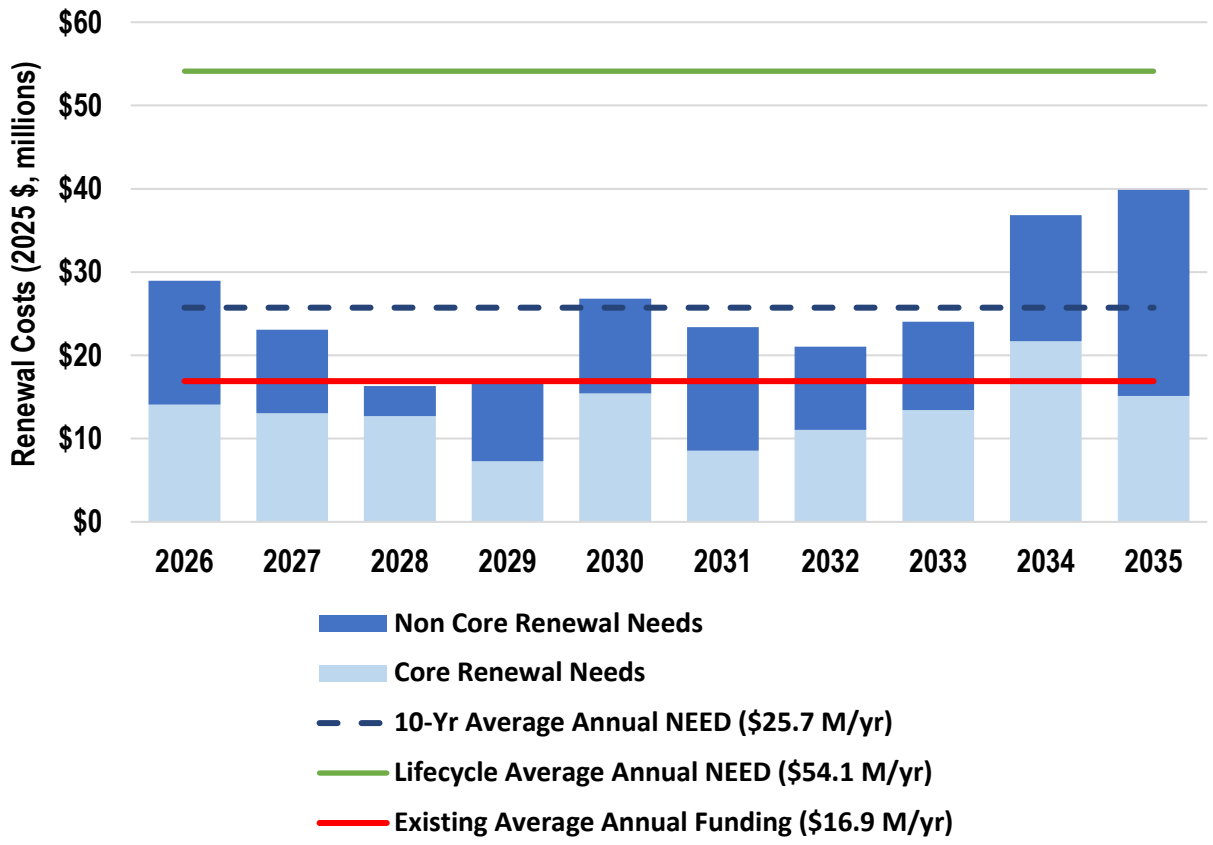


Figure 3 identifies a total 10-year spend of approximately $257 million to maintain approved levels of service. It should be noted that inflation is excluded from the model. The existing Asset Management annual funding allocated within the approved 2026 budget is only $16.9 million. Without further increases to funding, there would be a total 10-year shortfall of approximately $88 million. Figure 3 shows the forecasts for the approved levels of service as follows:

- The average annual renewal need over the next ten (10) years is **$25.7 million (dashed blue line).**
- The current average annual renewal funding for the same period is **$16.9 million (solid red line).**
- The whole lifecycle annual needs (total renewal costs divided by the service life) is **$54.1 million dollars (solid green line).** This is the amount needed on average annually, in perpetuity, to renew the assets over their entire lives and should be considered when building reserves to ensure sufficient money is available to fund the state of good repair of these assets as they age.
- The average annual infrastructure renewal gap is **$8.8 million** for the approved levels of service over the next ten (10) years and **$37.2 million** over the life of the assets.

Funding sources to address asset management needs will be required. While external sources such as grant funding will continue to be explored and applied to projects where possible, utilizing a combination of investment revenues and the continuation of an infrastructure levy will be required. An updated financial framework and funding strategy will be brought forward to Council through the upcoming Financial Sustainability Plan update.

Figure 3 Projected 10-Year Annual Infrastructure Requirements and Funding



The Town of Ajax is at an advantageous position with its municipal infrastructure given most assets are relatively young and in good or better condition. The key to successful asset management is to perform preventative maintenance (crack sealing of roads or parging of the brick walls at facilities) on these assets when applicable. Preventative maintenance activities can extend the lives of the assets thereby decreasing the average annual expenditures of these assets. Rehabilitation and reconstruction work will need to be performed as assets reach their end of useful lives.

Impediments to Asset Management

The following are some of the impediments to successful asset management practices being realized at the Town of Ajax:

A. To achieve the Levels of Service that were approved by Council in the 2025 Corporate Asset Management Plan (CAMP), available spending must align with the funding requirements identified in the Plan.
B. While the CAMP identified the 10-year average annual need as $23.9 million (2024 dollars) and the 2026 Asset Management Progress Report identifies $25.7 million in required spend on average, the 2026 Capital Budget included spend of only $10.5 million in approved capital projects to address Asset Management needs. Spending much less than identified increases the backlog of assets requiring maintenance which could increase service interruptions in the future.
C. The Town of Ajax requires a more robust Decision Support System (DSS) which will be the asset data repository and will assist with asset management analytics. The current Asset Management (AM) model is Excel-based and inefficient to maintain. The current AM model does not provide the same analytical functionality as software that has been designed for asset management. This software solution will be the single source of truth.
D. Missing data such as install years and observed conditions. The current model estimates the current age based upon the condition rating that has been assigned. Having the correct data is crucial to be able to provide the analytics that are needed now and into the future.
E. Library services capacity metrics difficult to achieve. To increase library space, these works will need to be budgeted.

Strategies to Address Impediments to Asset Management

Below are strategies to address the impediments listed above, the letters of each strategy correspond with the letter of the impediment above.

A. Ensure asset management projects are prioritized and funded through the Capital Budget and Long-Range Capital Forecast (LRCF) process.
B. Ensure asset management projects are prioritized and funded through the Capital Budget and Long-Range Capital Forecast (LRCF) process.
C. An Asset Management Software Request for Information (RFI) is currently being developed to solicit industry responses on available system functionality. This software needs to function with existing software such as Cityworks and ArcGIS Pro, as well as the Town's ERP system.
D. The various Service Areas within the Town of Ajax have made great progress in filling data gaps, this work will continue for future iterations of the Corporate Asset Management Plans.

E. For the collections, an increased focus should be expanding the electronic collections within the library's resources, these do not take up physical space and provide residents with materials by going to the website.

Appendix A – Service Area Approved Levels of Service

Transportation – Levels of Service

Community Level of Service Category	Community Level of Service Measures	Technical Level of Service Measure	2024 Performance	2025 Performance	Approved Level of Service	Trend
Capacity and Use	Convenient access to alternative routes or transport modes	% of lane-kilometres of dedicated/shared bicycle lanes as a proportion of roadway lane-kilometres	19%	19%	19%	No Change
Capacity and Use	Convenient access to properties at all times	# of lane-kms of arterial B roads as a proportion of square kms of land area of the municipality (lane-km/km2) **(O.Reg.588/17)**	0.65	0.65	0.65	No Change
Capacity and Use	Convenient access to properties at all times	# of lane-kms of arterial C roads as a proportion of square kms of land area of the municipality (lane-km/km2) **(O.Reg.588/17)**	1.38	1.38	1.38	No Change
Capacity and Use	Convenient access to properties at all times	# of lane-kms of collector roads as a proportion of square kms of land area of the municipality (lane-km/km2) **(O.Reg.588/17)**	1.4	1.4	1.4	No Change

Community Level of Service Category	Community Level of Service Measures	Technical Level of Service Measure	2024 Performance	2025 Performance	Approved Level of Service	Trend
Capacity and Use	Convenient access to properties at all times	# of lane-kms of local roads as a proportion of square kms of land area of the municipality (lane-km/km2) **(O.Reg.588/17)**	7.83	7.83	7.83	No Change
Capacity and Use	Convenient access to properties at all times	% of parking spaces out of service during winter (made not available for public use)	24%	24%	24%	No Change
Functionality	Roads smooth enough for different road users based on their comfort needs	% of roads with ride comfort rated fair or better based on Roughness Condition Index (RCI) >45	98%	96%	95%	Decreasing
Functionality	Bridges and culverts that are suitable for intended functional needs	% of bridges in the municipality with loading or dimensional restrictions **(O.Reg.588/17)**	0%	2%	0%	Decreasing
Functionality	Traffic management system complies with legislation and is secure	% of Town owned traffic signals in compliance with AODA legislation	61%	61%	100%	No Change
Functionality	Traffic management system complies	% of Town owned traffic signals with battery backup	17%	17%	100%	No Change

Community Level of Service Category	Community Level of Service Measures	Technical Level of Service Measure	2024 Performance	2025 Performance	Approved Level of Service	Trend
	with legislation and is secure					
Functionality	Adequate lighting in places where lighting is required	% of parking lots with lighting	65%	65%	65%	No Change
Functionality	Adequate lighting in places where lighting is required	% walkways with lighting	48%	48%	48%	No Change
Reliability	Roadways - Paved kept in state of good repair	* For paved Arterial B roads, the average pavement quality index (PQI) **(O.Reg. 588/17)**	70.4	72.0	70	Increasing
Reliability	Roadways - Paved kept in state of good repair	* For paved Arterial C roads, the average pavement quality index (PQI) **(O.Reg. 588/17)**	68.7	70.4	70	Increasing
Reliability	Roadways - Paved kept in state of good repair	* For paved Collector roads, the average pavement quality index (PQI) **(O.Reg. 588/17)**	68.3	70.8	60	Increasing
Reliability	Roadways - Paved kept in state of good repair	* For paved Local roads, the average pavement quality index (PQI) **(O.Reg. 588/17)**	67.1	67.9	55	Increasing

Community Level of Service Category	Community Level of Service Measures	Technical Level of Service Measure	2024 Performance	2025 Performance	Approved Level of Service	Trend
Reliability	Roadways - Paved kept in state of good repair	% of Arterial B roadway pavement in fair or better condition based on Pavement Quality Index (PQI) **(O.Reg. 588/17)**	86.6%	84.0%	100%	Decreasing
Reliability	Roadways - Paved kept in state of good repair	% of Arterial C roadway pavement in fair or better condition based on Pavement Quality Index (PQI) **(O.Reg. 588/17)**	95.1%	96.4%	100%	Increasing
Reliability	Roadways - Paved kept in state of good repair	% of Collector roadway pavement in fair or better condition based on Pavement Quality Index (PQI) **(O.Reg. 588/17)**	93.5%	97.6%	100%	Increasing
Reliability	Roadways - Paved kept in state of good repair	% of Local roadway pavement in fair or better condition based on Pavement Quality Index (PQI) **(O.Reg. 588/17)**	93.1%	95.7%	91%	Increasing
Reliability	Roadways - Unpaved kept in state of good repair	% of unpaved roadway surface condition in fair or better condition	100%	100%	80%	No Change
Reliability	Roadway Bridges kept in state of good repair	* For bridges, the average Bridge Condition Index (BCI) value **(O.Reg. 588/17)**	79.03	86.61	80	Increasing

Community Level of Service Category	Community Level of Service Measures	Technical Level of Service Measure	2024 Performance	2025 Performance	Approved Level of Service	Trend
Reliability	Roadway Bridges kept in state of good repair	* For culverts, the average Bridge Condition Index (BCI) value **(O.Reg. 588/17)**	72.56	85.17	75	Increasing
Reliability	Roadway Bridges kept in state of good repair	% of roadway bridges in fair or better condition based on Bridge Condition Index (BCI) **(O.Reg. 588/17)**	95%	100%	95%	Increasing
Reliability	Roadway Culverts kept in state of good repair	% of roadway culverts (over 1.4m span) in fair or better condition based on Bridge Condition Index (BCI) **(O.Reg. 588/17)**	94%	98%	95%	Increasing
Reliability	Retaining Walls kept in state of good repair	% retaining walls in fair or better condition	97%	97%	95%	No Change
Reliability	Sidewalks kept in state of good repair	% sidewalks in fair or better condition	100%	99.8%	95%	No Change
Reliability	Traffic management kept in state of good repair	% traffic management assets in fair or better condition	96%	98%	99%	Increasing
Reliability	Guiderail kept in state of good repair	% guiderails in fair or better condition	100%	99.8%	95%	No Change

Community Level of Service Category	Community Level of Service Measures	Technical Level of Service Measure	2024 Performance	2025 Performance	Approved Level of Service	Trend
Reliability	Parking kept in state of good repair	% parking assets in fair or better condition	72%	79%	80%	Increasing

Environmental Services – Levels of Service

Community Level of Service Measures	Technical Level of Service Measure	2024 Performance	2025 Performance	Level of Service	Trend
Adequate stormwater system capacity	% of municipal stormwater management system resilient to a 5-year storm **(O.Reg. 588/17)**	100%	100%	100%	No Change
Adequate flood protection for properties	% of properties resilient to a 100-year storm **(O.Reg. 588/17)**	93%	93%	95%	No Change
Complies with legislation	% of Town with up-to-date stormwater quality control	58%	58%	100%	No Change
Storm sewers and appurtenances kept in a state of good repair	% of storm sewers and appurtenances in fair or better condition	98%	95%	80%	Decreasing
Stormwater detention facilities kept in a state of good repair	% of stormwater detention ponds in fair or better condition	56%	58%	80%	Increasing
Forestry assets are kept in a state of good repair	% of woodlots in fair or better condition	91%	91%	95%	No Change

Community Level of Service Measures	Technical Level of Service Measure	2024 Performance	2025 Performance	Level of Service	Trend
Forestry assets are kept in a state of good repair	% of boulevard and park trees in fair or better condition	86%	58%	90%	Decreasing
Maintenance work done as and when required	% of boulevard trees pruned every 5-7 years in accordance with best industry practices	66%	67%	100%	Increasing
Maintenance work done as and when required	% of park trees pruned every 5-7 years in accordance with best industry practices	50%	52%	100%	Increasing
Maintenance work done as and when required	Average frequency in years for boulevard tree pruning	10	10	5-7	No Change
Maintenance work done as and when required	Average frequency in years for park tree pruning	10	10	5-7	No Change

Parks, Recreation and Culture – Levels of Service

Community Level of Service Category	Community Level of Service Measures	Technical Level of Service Measure	2024 Performance	2025 Performance	Level of Service	Trend
Capacity and Use	Indoor Recreation and Culture assets are of sufficient numbers to support the surrounding populations	# of Youth Spaces / total Youth population of Town	1/6,000 (age 10-19)	1/6,000 (age 10-19)	1/6,000 (age 10-19)	No Change

Community Level of Service Category	Community Level of Service Measures	Technical Level of Service Measure	2024 Performance	2025 Performance	Level of Service	Trend
Capacity and Use	Indoor Recreation and Culture assets are of sufficient numbers to support the surrounding populations	# of Ice Pads / registered participants	1/800	1/800	1/800	No Change
Capacity and Use	Indoor Recreation and Culture assets are of sufficient numbers to support the surrounding populations	# Multi-Purpose Rooms / total population	1:5,900	1:5,900	1:5,900	No Change
Capacity and Use	Indoor Recreation and Culture assets are of sufficient numbers to support the surrounding populations	# Fitness Spaces / total population	1/21,700	1/21,700	1/21,700	No Change
Capacity and Use	Outdoor Active Recreation Trails are resilient to any disruptions caused by external hazards	% of trails resilient to 100yr storm flows	85%	85%	85%	No Change
Capacity and Use	Indoor Recreation and Culture assets are available to customers when desired	# of customer suggestions related to equipment availability	Future Measure	Future Measure	Future Measure	Future Measure

Community Level of Service Category	Community Level of Service Measures	Technical Level of Service Measure	2024 Performance	2025 Performance	Level of Service	Trend
Capacity and Use	Indoor Recreation and Culture assets are available to customers when desired	# of 55+ spaces/ total 55+ population	1/6,000	1/6,000	1/6,000	No Change
Capacity and Use	Indoor Recreation and Culture assets are available to customers when desired	# Gymnasiums / total population	1/47,300	1/47,300	1/30,000	No Change
Capacity and Use	Indoor Recreation and Culture assets are available to customers when desired	# Squash Courts / total population	1/26,000	1/26,000	1/26,000	No Change
Capacity and Use	Indoor Recreation and Culture assets are available to customers when desired	# of indoor aquatic centres/ total population	1/43,300	1/43,300	1/40,000	No Change
Reliability	Parks, Recreation & Culture assets kept in a state of good repair	% of indoor recreation assets in fair or better condition	95%	94%	95%	Decreasing
Reliability	Parks, Recreation & Culture assets kept in a state of good repair	% of outdoor recreation assets in fair or better condition	97%	94%	90%	Decreasing

Fire Services – Levels of Service

Community Level of Service Category	Community Level of Service Measures	Technical Level of Service Measure	2024 Performance	2025 Performance	Level of Service	Trend
Functionality	To provide safe, functional and accessible fire services for the community	% fire facilities which meet all gender requirements	33%	33%	67%	No Change
Functionality	To provide safe, functional and accessible fire services for the community	% fire facilities which meet cancer prevention checklist requirements	33%	33%	67%	No Change
Capacity and Use	Providing efficient fire services to ensure protection of people and property	Communications Equipment assets need to be upgraded to meet future needs. (Portable Radios 80, mobile radios 17, repeaters 3 – Oshawa is taking over dispatch com equipment)	100%	100%	100%	No Change
Reliability	Personal Protective Equipment kept in a state of good repair	% Personal Protective Equipment in good or better condition	95%	99.7%	100%	Increasing

Community Level of Service Category	Community Level of Service Measures	Technical Level of Service Measure	2024 Performance	2025 Performance	Level of Service	Trend
Reliability	Fire Licensed Vehicles are kept in a state of good repair	% Apparatus/ vehicles being serviced for repairs at any given time	Future Measure	Future Measure	Future Measure	Future Measure
Reliability	Fire Service suppression equipment kept in a state of good repair	% Suppression Equipment in good or better condition	89%	98%	100%	Increasing
Reliability	Fire Service respiratory equipment kept in a state of good repair	% Respiratory Equipment in good or better condition	89%	98%	100%	Increasing
Reliability	Fire Service rescue equipment kept in a state of good repair	% Rescue Equipment in good or better condition	89%	97%	100%	Increasing

Library Services – Levels of Service

Community Level of Service Category	Community Level of Service Measures	Technical Level of Service Measure	2024 Performance	2025 Performance	Level of Service	Trend
Quality	Library assets are kept in a state of good repair	% of library collection assets in fair or better	65%	28%	50%	Decreasing

		condition (age-based)				
Quality	Library assets are kept in a state of good repair	% of library technology assets in fair or better condition (age-based)	85%	17%	75%	Decreasing
Quality	Library assets are kept in a state of good repair	% of library furnishings assets in fair or better condition (age-based)	33%	37%	66%	Increasing
Capacity and Use	Library collections meet customer needs and expectations	Collection holdings per capita	1.8	1.8	2.3	No Change
Capacity and Use	Library space meets the needs of the community	Library facility space square feet per capita	0.43	0.43	0.6	No Change

Information Technology – Levels of Service

Community Level of Service Category	Community Level of Service Measures	Technical Level of Service Measure	2024 Performance	2025 Performance	Level of Service	Trend
Capacity and Use	Information Technology equipment assets adequate to meet user needs	# of laptops & desktops in reserve / total of staff in need	5%	5%	2%	No Change

Capacity and Use	Information Technology equipment assets adequate to meet user needs	# of access points in reserve / total number of access points	1%	6.8%	4%	Increasing
Capacity and Use	Information Technology equipment assets adequate to meet user needs	# of switches in reserve / total number of switches	5%	9.8%	8%	Increasing
Reliability	Information Technology assets kept in a state of good repair	% of end user devices in fair or better condition, based on age as a proportion of estimated life	66%	62%	75%	Decreasing
Reliability	Information Technology assets kept in a state of good repair	% of server equipment in fair or better condition, based on age as a proportion of estimated life	46%	37%	60%	Decreasing
Reliability	Information Technology assets kept in a state of good repair	% of networking equipment in fair or better condition, based on age as a proportion of estimated life	76%	57%	60%	Decreasing

Fleet Services – Levels of Service

Community Level of Service Category	Community Level of Service Measures	2024 Performance	2025 Performance	Trend

Capacity and Use	# of bays available / # of bays required	5 / 7	5 / 7	No Change
Capacity and Use	Fleet storage capacity (volume of indoor stacked storage available / need)	Future Measure	Future Measure	Future Measure
Capacity and Use	Fleet storage capacity (area of indoor storage available / need)	Future Measure	Future Measure	Future Measure
Capacity and Use	% of light-duty vehicles (Cars and Light-duty Trucks) used <= 5,000 km annually	Future Measure	Future Measure	Future Measure
Capacity and Use	# of licensed mechanics to total # of fleet	0.13	0.13	No Change
Capacity and Use	Small engine mechanic staff complement to support total # of rolling equipment (# mechanic staff / # fleet)	Future Measure	Future Measure	Future Measure
Functionality	# of tonnes of GHG emissions for fleet	Future Measure	Future Measure	Future Measure
Reliability	% of Cars in fair or better condition	88%	95%	Increasing
Reliability	% of Light-duty and Medium-duty in fair or better condition	63%	59%	Decreasing
Reliability	% of Heavy-duty in fair or better condition	59%	59%	No Change
Reliability	% of Fire and Emergency Response in fair or better condition	67%	100%	Increasing
Reliability	% of Heavy-duty Construction Equipment in fair or better condition	48%	57%	Increasing
Reliability	% of Heavy-duty Tractors in fair or better condition	95%	87%	Decreasing
Reliability	% of mechanics with training in new technology (FMIS, CityWorks)	50%	100%	Increasing

Facility Services – Levels of Service

Community Level of Service Category	Community Level of Service Measures	Technical Level of Service Measure	2024 Performance	2025 Performance	Level of Service	Trend
Reliability	Facilities kept in a state of good repair	% of facilities in fair or better condition	86%	86%	85%	No Change
Quality	Building Maintenance work done as and when required	% of completed to total building maintenance service requests work orders	85%	85%	85%	No Change