

Metadata for: MECP Common Service Standards Performance Results

This table provides essential information about the program data.

Title	Ministry of the Environment, Conservation and Parks Common Service Standards Performance Results
Alternative Title	n/a
Description	<p>The Ontario Public Service (OPS) Common Service Standards (CSS) are organization-wide standards that foster a culture of high-quality service delivery that helps the OPS earn the respect of customers and clients, and builds confidence and pride in the public service.</p> <p>The CSS categories are as follows:</p> <ul style="list-style-type: none"> • Telephone - Calls will be answered by the fourth ring during core business hours or directed to voice mail. Calls will be returned within one business day. Calls received through contact centres during core business hours will be answered within two minutes unless otherwise communicated. • In-Person - Core business hours for staff-assisted services will be at least 8:30 a.m. to 5 p.m. from Monday to Friday (except holidays), unless otherwise posted. When visiting an in-person centre without an appointment, wait time will be less than 20 minutes unless otherwise posted. • E-mail/Online - E-mails and online messages that require a response will be acknowledged within two business days and answered within 15 business days. If a conclusive response is not possible, an interim response along with an estimated date for a complete response will be provided within 15 business days. • Mail/Fax - Correspondence by mail or fax that requires a response will be answered within 15 business days. If a conclusive response is not possible, an interim response along with an estimated date for a complete response will be provided within 15 business days. • Social Media - Staff-assisted social media services will be available from 9:00 a.m. to 5:00 p.m., Monday to Friday (excluding holidays) unless otherwise indicated. During these periods, all interactions which present a service opportunity will receive a response acknowledging or answering the request within 4 business hours. For acknowledged requests, a conclusive response will be provided within 5 business days. For complicated requests that require additional time, notification and/or an alternative communication channel will be provided.
Status	Ongoing
Frequency of Updates	Yearly
Contact	<p>Name: Michelle Goodwin Voice: 647 200 8792 Email: michelle.goodwin@ontario.ca Organisation: Ministry of the Environment, Conservation and Parks Role: Author</p>
Cited Responsible Parties	<p>Name: Michelle Goodwin Voice: 647 200 8792 mail: michelle.goodwin@ontario.ca Organisation: Ministry of the Environment, Conservation and Parks Role: custodian</p>
Keywords	Common Service Standards
Tags	Government, Commitments

Use Limitations	n/a
Legal Constraints	See the Open Government Licence - Ontario
Geographic Bounds	Ontario: province-wide West bound: -95.15699 East bound: -74.30798 South bound: 41.6723 North bound: 56.850117
Supplemental Information	n/a
Date Stamp	March 4, 2022

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