

Service Delivery Review Levels of Service

June 26, 2018

Project Objectives- Defining Success

- The overall goal of the service delivery review is to better understand the services provided by the Municipality and to assist Council in making better informed, strategic choices regarding those services

Project Objectives – Defining Success

- **Specific project objectives include:**
- Investigate and understand the current services and service delivery models.
- Assess alternative service delivery methods, possible changes to the level of service, and organizational structure.
- Determine opportunities to be more efficient and effective in the sustainable delivery of municipal services

Project Drivers - Why do it and what problem are we trying to solve?

- As with all municipalities, South Huron seeks to balance stakeholder expectations and the financial constraints of rate payers in the delivery of municipal services.
- South Huron is poised to experience growth that requires us to think about how municipal services will be delivered sustainably over the long term.

Project Principles –What is important to us?

- The knowledge and expertise of Municipal employees and Members of Council and the Public will be fully engaged, building upon their knowledge and expertise to arrive at recommended actions through a transparent, participative and inclusive process facilitated by the consultant.
- Provide alignment with Federal and Provincial legislation, and recommendations on how to meet these expectations in the future.
- The aim is to, wherever possible, transfer knowledge and necessary "tools" to Municipal staff to enable them to better develop their own solutions to operational and process issues and challenges over time.

Project Principles –What is important to us?

- The framework and approach will be based on leading practice from municipal or other levels of government experience and/or private sector.
- There is no expectation that lay-offs will result from this review. This is not an exercise to reduce staff complement.
- Lastly, this is not an audit. This is a review to build on successes and identify opportunities to improve the efficiency and effectiveness of how the Municipality delivers services to the community and residents of South Huron.

Project Timing

- The project commences September 2018
- Total project time is anticipated to be completed within 18 months

Project Phases

Project
Initiation



Environmental
Scan and
Benchmarking



Current Service
Delivery Model
and Opportunity
Identification

Project Phases

Final Report



Post Report
Engagement

Directions and Next Steps

- 1) That the service delivery review be internally managed by the Municipality of South Huron; and
- 2) That the Chief Administrative Officer provide Council with a work plan and methodology for the service delivery review by July 16, 2018 with the expectation that the project would be initiated in September 2018.