

Service Delivery Review

To be completed by:

Office of the CAO

Deadline:

2/1/2020

2018-2020

Phase	Activity	Start Date	Due Date	% Done	Progress
Project Initiation	Draft workplan and process for Council review and approval	6/23/2018	7/16/2018	0%	
Project Initiation	Creation/approval of internal communication/educational strategy	8/1/2018	9/1/2018	0%	
Project Initiation	Creation of educational material for management and staff	8/1/2018	9/1/2018	0%	
Project Initiation	Education and awareness campaign internally	8/1/2018	9/30/2018	0%	
Project Initiation	Setting performance targets and measurable for the process	9/1/2018	9/30/2018	0%	
Environmental Scan & Benchmarking	Creating templates for the gathering of information	9/1/2018	11/1/2018	0%	
Environmental Scan & Benchmarking	Education on the specific process/timelines	11/1/2018	11/1/2018	0%	
Environmental Scan & Benchmarking	Facilitation of information gathering	12/1/2018	3/31/2019	0%	
Environmental Scan & Benchmarking	Collect, tabulate, and review gathered information	3/31/2019	4/15/2019	0%	
Current Service Delivery Model & Opportunity Identification	Create and review current list of services/location/budget	3/31/2019	4/15/2019	0%	
Current Service Delivery Model & Opportunity Identification	Review information as a senior management team to identify internal improvements	4/15/2019	5/31/2019	0%	
Current Service Delivery Model & Opportunity Identification	Review services that cannot be internally improved and assess the possibility of outsourcing, partnering etc. that service to improve the service	4/15/2019	5/31/2019	0%	
Current Service Delivery Model & Opportunity Identification	Review information as a senior management team to identify and recommend the cessation or development of a service	4/15/2019	5/31/2019	0%	
Current Service Delivery Model & Opportunity Identification	Draft a recommendation comparing past service practices/budget and review with staff	6/1/2019	00/00/0000	0%	
Current Service Delivery Model & Opportunity Identification	Draft a recommendation comparing past service practices/budget and provide as an update for Council review	00/00/0000	1/16/1900	0%	
Public Engagement	Draft/get Council approval on a public communication plan	00/00/0000	1/17/1900	0%	
Public Engagement	Draft/get Council approval on a public engagement plan	00/00/0000	1/18/1900	0%	
Public Engagement	Enact communication and engagement process to gather community feedback	00/00/0000	1/19/1900	0%	
Public Engagement	Review draft recommendations against community feedback and make changes to recommendations as needed	00/00/0000	1/20/1900	0%	
Final Report	Draft report comparing current services with staff recommendations and public consultation for council review/consideration/approval	9/1/2019	9/30/2019	0%	
Implementation/Review	Incorporate Council approved services/levels into 2020 budget	9/1/2019	12/31/2019	0%	
Implementation/Review	Educate and train staff/council & public on service changes	11/1/2019	12/31/2019	0%	
Implementation/Review	Role out service changes in 2020	1/1/2020	12/31/2020	0%	