



Township of Douro-Dummer Agenda for a Special Meeting of Council

Tuesday, May 5, 2020, 4:00 p.m.

Douro-Dummer YouTube Channel

https://www.youtube.com/channel/UCPpzm-uRBZRDjB89o2X6R_A

Please note, that Council may, by general consensus, change the order of the agenda, without prior notification, in order to expedite the efficiency of conducting business

Meetings During COVID-19

Council met on April 2, 2020 and amended the Township Procedure By-Law to permit meetings to be held electronically, under the authority of the Municipal Emergency Act, 2020, in order to function during the pandemic.

During the COVID-19 pandemic, regular meetings of Council are being held electronically. Meetings will be recorded and live-streamed on the Township YouTube channel.

Please contact the Clerk if you require an alternative method to virtually attend the meeting. crystal@dourodummer.on.ca or 705-652-8392 x205

Pages

1. Reason(s) for Special Meeting:

Presentation of the interim report on the Township's Service Delivery and Organization Review

2. Disclosure of Pecuniary Interest:

3. Adoption of Agenda: Special May 5, 2020

4. Delegations, Petitions or Presentations:

4.1 Presentation – Service Delivery and Organizational Review

Tammy Carruthers, WSCS – Service Delivery and Organizational Review
Interim Report

5. Other Business and Staff Reports:

**5.1 Service Delivery Review and Organizational Review Project Update -
March - April 2020, C.A.O.-2020-05**

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6. Adjournment

Overview:

As part of the Service Delivery and Organizational Review being completed by WSCS Consulting, project status reports were to be submitted to the Steering Committee and to Council to assist in maintaining clear lines of communication.

Conclusion:

Status reports for the period running until March 27, 2020 has been submitted by WSCS Consulting for Council's information. Please note that while in-person discussions and office visits are not able to take place, the project is still moving forward by utilizing teleconferencing, document sharing platforms and Council and Staff surveys.

Recommendation:

That the report C.A.O.-2020-05, dated April 14, 2020, regarding the Service Delivery Review and Organizational Review Status Report for March 2020 from WSCS Consulting be received for information.

Financial Impact: N/A

Strategic Plan Applicability: N/A

Sustainability Plan Applicability: N/A

Township of Douro Dummer Service Delivery Review Project Status Report					
Project	Service Delivery Review				
Date	March 6, 2020	Reporting Period	February 22, 2020	To	March 6, 2020

Distribution List			
Project Authority	Martina Chait, Interim CAO	WSCS Project Lead	Tammy Carruthers, Principal

1. Overall Project Status		
Scope	As agreed upon with Project Authority	
Budget	As agreed upon with Project Authority	See Appendix A of status report for budget details.
Schedule	As agreed upon with Project Authority	

2. Major Milestones/Deliverables Performance			
Milestone / Deliverable	Planned Completion Date	Date Completed	Status
Planning Phase			
Kick-off meeting/ Project Plan for planning phase	February 24, 2020	February 24, 2020	Complete
Documentation Review	April 7 2020		Underway
SWOT Sessions	March 5, 2020	March 4, 2020	Complete
Service Profiles Oniste	April 7, 2020		Underway, Scheduled for March 2020
Service Profiles – Delivered	April 24, 2020		
Surveys	April 15, 2020		Draft developed
Benchmarking	April 15, 2020		
Interim Report	May 5, 2020		Council Meeting
Opportunity Identification	May 19, 2020		

2. Major Milestones/Deliverables Performance			
Milestone / Deliverable	Planned Completion Date	Date Completed	Status
Draft Final Report to Steering Committee	May 29, 2020		
Final Report	June 19, 2020		
<ul style="list-style-type: none">GREEN – On target to achieve Planned Delivery Date.AMBER – Planned Target Delivery Date is in danger of not being achieved but a managed solution capable			
2. Activities & Risks/Issue Monitoring			
Activity Description		Date of Completion	
Key Activities Completed over the Reporting Period			
<ul style="list-style-type: none">Workplan completedDocumentation is being gathered and reviewed.Interview with Public Works ManagerService Inventory and Site Visit – Public WorksLEAN Six Sigma Session with Steering CommitteeInterview with TreasurerInterview with Clerk/Planning Coordinator, Fire Chief, Interim CAOSWOT Sessions, Staff and Council		<ul style="list-style-type: none">February 24, 2020OngoingMarch 2, 2020March 3, 2020March 2, 2020March 3, 2020March 4, 2020March 3, 4 2020March 3, 4 2020	
Key Activities Planned for Next Reporting Period – March 7, 2020 – March 20, 2020			
<ul style="list-style-type: none">BenchmarkingData AnalysisParks and Recreation -Arenas			
Risks/Issue Management			
No.	Risk/Issue Description	Mitigation Strategy	Date Approved by Project Authority

Appendix A

Budget reporting – work completed versus budget spent to date, as at March 6, 2020.

<i>APPENDIX A: BUDGET</i>	<i>Budget</i>	<i>Actuals to Date</i>	<i>Budget Remaining</i>	<i>Forecast for Completion</i>	<i>Comments</i>
<i>Project Management</i>	5,000	2,531	2,469	5,000	Kick off meeting and updated project plan
<i>Consultations</i>	22,000	13,155	8,845	22,000	SWOT Sessions and first round of interviews complete
<i>Draft Service Profiles</i>	15,000		15,000	15,000	
<i>Reporting</i>	10,000		10,000	10,000	
<i>Total (excl HST)</i>	52,000	15,686	36,314	52,000	
<i>Disbursements</i>	5,000	1,576	3,424	5,000	

Township of Douro Dummer
Service Delivery Review
Project Status Report

Project	Service Delivery Review				
Date	March 27, 2020	Reporting Period	March 7, 2020	To	March 27, 2020

Distribution List

Project Authority	<i>Martina Chait, Interim CAO</i>	WSCS Project Lead	Tammy Carruthers, Principal
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1. Overall Project Status

Scope	As agreed upon with Project Authority	
Budget	As agreed upon with Project Authority	See Appendix A of status report for budget details.
Schedule	As agreed upon with Project Authority	

2. Major Milestones/Deliverables Performance

Milestone / Deliverable	Planned Completion Date	Date Completed	Status
Planning Phase			
Kick-off meeting/ Project Plan for planning phase	February 24, 2020	February 24, 2020	Complete
Documentation Review	April 7 2020		Underway
SWOT Sessions	March 5, 2020	March 4, 2020	Complete
Service Profiles	April 7, 2020		Underway- Proceeding remotely
Service Profiles – Delivered	April 24, 2020		
Surveys	April 15, 2020		Draft developed
Benchmarking	April 15, 2020		
Interim Report	May 5, 2020		
Opportunity Identification	May 19, 2020		

2. Major Milestones/Deliverables Performance			
Milestone / Deliverable	Planned Completion Date	Date Completed	Status
Draft Final Report to Steering Committee	May 29, 2020		
Final Report	June 19, 2020		
<ul style="list-style-type: none"> GREEN – On target to achieve Planned Delivery Date. AMBER – Planned Target Delivery Date is in danger of not being achieved but a managed solution capable 			

2. Activities & Risks/Issue Monitoring			
Activity Description		Date of Completion	
Key Activities Completed over the Reporting Period			
<ul style="list-style-type: none">Interview with Treasurer/IT Coordinator _IT relatedMeetings with EVO and PSDInterviews with Recreation Manager, 4 CouncillorsBenchmarks identified and analysis underway		<ul style="list-style-type: none">March 19,2020March 25, 2020March 26,2020	
Key Activities Planned for Next Reporting Period – March 28, 2020 – April 10, 2020			
<ul style="list-style-type: none">BenchmarkingData AnalysisAdditional Interviews - offsite			
Risks/Issue Management			
No.	Risk/Issue Description	Mitigation Strategy	Date Approved by Project Authority

Appendix A

Budget reporting – work completed versus budget spent to date, as at March 27, 2020.

<i>APPENDIX A: BUDGET</i>	<i>Budget</i>	<i>Actuals to Date</i>	<i>Budget Remaining</i>	<i>Forecast for Completion</i>	<i>Comments</i>
<i>Project Management</i>	5,000	2,706	2,294	5,000	Kick off meeting and updated project plan
<i>Consultations</i>	22,000	19,115	2,885	22,000	Interviews ongoing
<i>Draft Service Profiles</i>	15,000	1,050	13,950	15,000	
<i>Reporting</i>	10,000	-	10,000	10,000	
<i>Total (excl HST)</i>	52,000	22,871	29,129	52,000	
<i>Disbursements</i>	5,000	1,576	3,424	5,000	