

Recommendation:

That the C.A.O.-2023-05 report, dated February 7, 2023, regarding a Service Delivery Review Status Update be received; and

That Staff provide quarterly updates to Council on the progress of the recommendations and initiatives identified in the Township of Douro-Dummer Service Delivery and Operational Review.

Overview:

Following the completion of the Service Delivery and Operational Review and the report provided in 2020, an implementation committee was established to prioritize and maintain a timeline for completion of the recommendations within that report.

In 2021 and 2022 the Service Delivery Implementation Committee met regularly to review the progress and track the tasks and assignments of each department and staff member.

Significant progress has been made especially in areas such as human resources and internal financial procedures have seen significant improvements due to the completion of many of the recommendations.

Attached is a copy of the final Township of Douro-Dummer Service Delivery Review and Operational Plan prepared by WSCS Consulting and the corresponding spreadsheet identifying the recommendations and progress that has been made since Council received the report in 2020.

Conclusion:

As we prepare to update our Strategic Plan, it was felt that this document should be provided to Council in advance for your review and to promote discussion about priorities as we move forward and plan for this term of Council.

Staff are suggesting at this time that the formal Committee with a Council appointee is not necessary due to the accomplishments but that staff will continue to monitor the progress and report quarterly to Council.

Financial Impact:

There is no financial impact with this report.

Strategic Plan Applicability:

To ensure and enable an effective and efficient municipal administration.