



INFORMATION REPORT

TO:	Mayor and Members General Issues Committee
COMMITTEE DATE:	March 1, 2023
SUBJECT/REPORT NO:	Service Delivery Review (FCS23038) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Duncan Robertson (905) 546-2424 Ext. 4744
SUBMITTED BY:	Brian McMullen Director, Financial Planning, Administration and Policy Corporate Services Department
SIGNATURE:	

COUNCIL DIRECTION

At its meeting January 10, 2023, the General Issues Committee (GIC) directed staff to identify the programs and services that exceed the prescribed service standard or level of service and report back through the 2023 GIC Operating Budget.

INFORMATION

In 2011, Council and staff undertook a Service Delivery Review to develop a strategy to reduce service delivery costs and improve service to citizens. KPMG was engaged as an external consultant to assist in the development of the service delivery strategy. They applied a methodology called the Municipal Reference Model in review of City services. The Municipal Reference Model is a proven methodology used to evaluate the delivery of municipal services from a customer perspective versus carrying out municipal operations at a technical level.

Through this review, KPMG and City staff identified several opportunities that were presented to Council through Report CM11009(b)/FCS11059(b) and has been attached as Appendix "A" to Report FCS23038 for reference.

APPENDICES AND SCHEDULES ATTACHED

Appendix "A" to Report FCS23038 – Corporate Service Delivery Review – Opportunities for Service Improvement (CM11009(b)/FCS11059(b))