



Special Committee of the Whole – Strategic Planning

Service Delivery Review

Agenda

Friday September 16, 2016, at 10:00 a.m.

Warming Room, Durham Arena

1. Call to Order
2. What is Service Delivery Review?
 - It is an evaluation process with specific municipal Services that are reviewed to determine the most appropriate way to provide it.
3. Determine Process – certain services identified in Action Plan 2020
4. Establish Level of Service
 - Do we need to provide these services? Mandated or required?
 - How is the best way to provide this service?
 - What service level can we afford to provide?
5. Understand the Value and Efficiency of Current Services
 - Consider internal Methods – own staff and equipment?
 - Investigate other service delivery methods – contracting out or ?
6. Public Input
 - How do we get the public involved in the process – committee, surveys, open house, public meetings or ?
 - How do we keep the public informed – reports, website, print or ?
7. Investigate, Evaluate and Report
8. Adjournment