



Special Committee of the Whole – Strategic Planning

Service Delivery Review

Agenda

Friday November 18, 2016 at 9:00 a.m.

Council Chambers, Municipality of West Grey

1. Call to Order
2. Declaration of Pecuniary Interest & General Nature Thereof
3. Service Delivery Review – Public Works Department
4. Adjournment

Service Delivery Review Procedure

1. 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.

2. Determine Process – certain services identified in Action Plan 2020

3. 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?

4. Understand the Value and Efficiency of Current Services

- Consider internal Methods – own staff and equipment?
- Investigate other service delivery methods – contracting out or ?

5. 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 ?