



**TOWN OF ERIN
Special Council Meeting
AGENDA**

June 23, 2015

1:00 PM

Municipal Council Chamber

Pages

- 1. Call to Order**
- 2. Declaration of Pecuniary Interest**
- 3. Topics for Discussion**
 - 3.1 Michael Fenn and John Matheson, Strategy Corp - Operational Review Presentation
 - 3.2 CAO - Operational Review Report
- 4. Closed Session**

Matters under the following exemptions in the Municipal Act S. 239 (2) :

(d) labour relations or employee negotiations (implementation of recommendations)
- 5. Return from Closed Session**
- 6. Adjournment**

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Staff Report

Report #: 2015 – 08

Date: June-23-15

Submitted By: Kathryn Ironmonger, CMO, CMMIII

Subject: Operational Review

Recommendations:

Be it resolved that Council receives StrategyCorp’s Town of Erin Operational Review Report and supports the recommendations in principle;

And further that the CAO in consultation with senior staff provide an analysis of the findings and develop an implementation plan.

Background:

July 22, 2014, the former Council passed a resolution directing CAO/Town Manger to initiate and manage the process to undertake an Operational Review and to issue the Town of Erin’s RFP – Operation Review Study as presented. The expenditure was approved in the 2015 budget process.

Eight firms were invited to provide a proposal for an Operational Review Study for the Town of Erin as described, in accordance with the Terms and Conditions and other instructions as stated in the RFP - to assess the existing processes and procedures, practices, staffing, technology for the departments to identify opportunities for improvement that will optimize service delivery while making the best use of resources.

Four firms responded, however only two firms formally submitted proposals.

The Operational Review Study was designed to focus solely on internal improvements. Municipalities provide a variety of services and programs to their residents and businesses with the level of service being dependent on local means and priorities. The review assessed how well we are delivering a service and how that delivery can be improved or streamlined. On October 30th, 2014, the CAO/Town Manager received consensus to move forward with the study. StrategyCorp submitted the successful proposal. The Operational Review was launched in November of 2014 who worked directly with the CAO/Town Manager, the Senior Management Team and the frontline workers. Understanding how we deploy resources and

how we provide services is the only means, ultimately, to make sustainable internal improvements. The review focused on processes and procedures that staff executes on a daily basis. A baseline needs to be established in order to understand how well we are delivering our services and therefore we need to develop an understanding of our current performance and compare ourselves to the communities with best practices.

It is important to recognize the contribution of our staff and more specifically the Department Heads for giving their staff the information and time needed to complete the study. Everyone involved was committed to supporting the process and the final product is directly the result of their willingness to participate.

The Operational Review Report contains a lot of information and provides recommendations to improve operational efficiencies. The review provided us with an opportunity to look at our services and processes to determine what we do well and what we need to improve, and how we can improve. The report outlines how the Corporation can achieve efficiencies by upgrading our systems and modifying our processes.

Financial Impact:

It is recommended that a cost analysis be undertaken for the recommendations identified.

Consultation:

It is important to recognize the contribution of our staff, and more specifically the Department Heads for giving their staff the information and time needed to complete the study. Everyone involved was committed to supporting the process and the final product is directly the result of their willingness to participate.

Communications Plan:

Once Council receives and supports the recommendations in principle, the report will be distributed to all municipal staff and posted on the Town's Website for public view.

Conclusion:

The report covers most of the areas of the Town's operations and given the scope of recommendations set out in the report. The CAO/Town Manager should be directed to undertake an analysis on the recommendations and to present an implementation plan in September. Once Council approvals of the report's recommendations in principle, the senior management team will begin working on the implementation process.

Appendices:

None