

PROGRAM AND SERVICE REVIEW POLICY GP-E-2.1**Issue**

The Program and Service Review Policy GP-E-2.1 is provided for Council's approval.

Motion Proposed by Administration

That the Program and Service Review Policy GP-E-2.1 be approved as recommended by the Governance and Priorities Committee.

Report, Analysis and Financial Implications

At the May 21, 2024 Governance and Priorities Committee (GPC) meeting, Members discussed draft Program and Service Review Policy GP-E-2.1.

Attached is Appendix A of the policy as of May 27, 2024. Appendix A will be continually developed throughout the year using the Municipal Reference Model (MRM). It is anticipated Appendix A will be complete with current external service and service levels by this fall. The MRM is a model used by municipalities across Canada to describe the government's services and to generate insights that help improve the provision of services. The MRM helps describe the business of government from the outside in using programs and services, and how these contribute to achieving defined outcomes. Focusing on outcomes, and how those outcomes are achieved through programs and services, provides insight to assess if the Town is doing the right things and if it is doing it effectively.

Appendix A contains the first phase of current services and service level inventory. This primarily represents the services provided by the Parks, Recreation, Operations, Waste, and Water business centres. Some services provided in these areas will be added throughout the schedule as some services are provided by more than one area.

The schedule for the development and presentation of the remaining external programs and services outlined in Appendix A is proposed as follows:

June 10, 2024	Transportation and any external services from Fleet and Facilities, Community Wellness, Indigenous
June 24, 2024	Engineering, Community Growth & Investment, Permits & Assessment, Fire & Rescue, Okotoks Municipal Services, RCMP contracted services
July 15, 2024	Community Identity, Culture, Heritage, Events, Economic Development Environmental Sustainability
August 19, 2024	Business and Financial Management – Finance, Grants, Corporate Reporting, Communications, etc.)
September 9, 2024	Governance and Legislative, Client Services across the organization

Strategic Plan Goals

<input type="checkbox"/>	Responsibly Managed Growth	<input type="checkbox"/>	Demonstrated Environmental Leadership
<input checked="" type="checkbox"/>	Strong Local Economy	<input type="checkbox"/>	Enhanced Culture & Community Health
<input checked="" type="checkbox"/>	Organizational Excellence		

Equity/Diversity/Inclusivity Impacts and Strategy

n/a

Environmental Impacts

n/a

Public Participation Strategy

n/a

Alternatives for Consideration

n/a

CAO Comments

This policy is an essential document to help complete Council's governance framework. The policy aligns services with service levels and provides an understanding of what taxpayers get for their tax and utility dollars. It also helps the organization move to priority based budgeting (now called outcome based budgeting) allowing Council to determine if the right amount of inputs are creating the right amount of outputs for the community.

Attachment(s)

1. Program and Service Review Policy GP-E-2.1
2. Appendix A - Services and Service Level Inventory as of May 27, 2024

Prepared by:
Paula Bernat
Senior Manager, People, Process & Technology
May 22, 2024