



PROGRAM AND SERVICE REVIEW POLICY GP E 2.1 – APPENDIX A UPDATE

Issue

The Program and Service Review Policy GP E 2.1 – Appendix A with updates as of July 10, 2024 is provided to Council for information.

Motion Proposed by Administration

That the Program and Service Review Policy GP E 2.1 - Appendix A Update as of July 10, 2024 be adopted as recommended by the Governance and Priorities Committee.

Report, Analysis and Financial Implications

At the May 27, 2024 Council meeting Program and Service Review Policy GP E 2.1 was approved with the first phase of Appendix A – Services and Service Level Inventory.

Attached is Appendix A of the Policy as of July 10, 2024, Phase 4. 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 Fall 2024. 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 they 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 has been updated to include the current services and service levels for the Culture, Heritage & Events business areas. Some services provided in these areas will be added throughout the schedule as some services are provided by more than one area.

Strategic Plan Goals

| | | | |
|-------------------------------------|----------------------------|--------------------------|---------------------------------------|
| <input type="checkbox"/> | Responsibly Managed Growth | <input type="checkbox"/> | Demonstrated Environmental Leadership |
| <input 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

Community Engagement Strategy

n/a

Alternatives for Consideration

n/a

CAO Comments

The service levels are being added to the Council Governance Framework on a phased basis with the final additions to be complete in 2024.

Attachment(s)

1. GP E 2.1 Program and Service Review Policy
2. Appendix A - Services and Service Level Inventory as of July 10, 2024 Red Line Version
3. Appendix A - Services and Service Level Inventory as of July 10, 2024 Final

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July 3, 2024