



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 August 14, 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 to include Transportation, Facilities and Community and Social Development business area services as of August 14, 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 August 14, 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 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 has been updated to include the current services and service levels for the Engineering, Finance, Economic Development and Environment business areas. 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:

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

This is an important component of Council's governance framework. Administration is providing a phased update to service levels to ensure this is complete prior to consideration of the new operating budget.

Attachment(s)

1. GP E 2.1 Program and Service Review Policy
2. Appendix A - Services and Service Level Inventory as of August 14, 2024 Red Line Version
3. Appendix A - Services and Service Level Inventory as of August 14, 2024 Final

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