



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 September 4, 2024 is provided for Council approval.

Motion Proposed by Administration

That the Program and Service Review Policy GP-E-2.1 - Appendix A Update as of September 4, 2024, be approved 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 September 4, 2024, with the complete external services listed for the organization. This was developed using the Municipal Reference Model (MRM). 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 external services and service levels for Fire & Rescue, Community Engagement, Council, Strategic Leadership Team, Legislative Affairs, Customer Experience, Water Asset Management Services and Client Services across the organization. Also, the Affordable Housing Grant was added and the Below Market Housing Grant Removed.

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 September 4, 2024 Red Line Version
3. Appendix A - Services and Service Level Inventory as of September 4, 2024 Final

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