



PROGRAM AND SERVICE REVIEW POLICY UPDATE

Issue

The Program and Service Review Policy GP-E-2.1 detailing the Town's program and service reviews update for internal services is provided to Council for approval.

Motion Proposed by Administration

That the addition of internal services to Program and Service Review Policy GP-E-2.1, addition of Appendix B, and updates to Appendix A be approved as presented.

Report, Analysis and Financial Implications

The Program and Service Review Policy and process enhances the Town's understanding of the services it delivers, their costs, and alignment with its core mandate and strategic objectives. This supports a priority-based approach that ensures effective resource allocation towards appropriate service levels to achieve internal municipal operations and community outcomes.

Proposed revisions to Policy GP-E-2.1 define the management of internal services and their service levels. The service inventory in Appendix B of the draft policy was developed using the Municipal Reference Model (MRM), a common framework used by Canadian municipalities to assess and improve service delivery. Appendix B identifies enabling services that support organizational functions and contribute to external service delivery.

Specific updates include:

1. Moving items from Appendix A to Appendix B that are enabling services that support organizational functions and/ or contribute to external service delivery already defined in Appendix A.
2. Moving Utility Account Management, Tax Payment and Collection and Accounts Payable to Clients Services.
3. Revised to provide updated information regarding hours of service.

Given their organization-wide impact and alignment with Council-approved service levels, internal services are recommended to be overseen by the Chief Administrative Officer (CAO). Council's oversight remains through the establishment of financial policies affecting internal services and approval of internal service changes through budget consideration.

The review process encourages continuous improvement by identifying ways to use resources more efficiently. Additional policy items for the review process are being developed and will

be finalized later this year to include elements from the Enterprise Risk Management Project underway.

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

Governing Policies/Bylaws/Legislation or Agreements

Council’s Roles and Responsibilities Policy GP-B-2.0

Community Engagement Strategy

n/a

Alternatives for Consideration

n/a

CAO Comments

I support these changes as they align with our governance framework and provide clarity on both internal and external service levels.

Attachment(s)

- 1. Program and Service Review Policy GP-E-2.1 - Redlined Version
- 2. Draft Program and Service Review Policy GP-E-2.1

Prepared by:
Bernice Gordon
Corporate Planning Specialist
May 05, 2025