



REPORT N° ADMIN 2019-017

Date	18/11/2019
Submitted by	Helen Collier, CAO
Subject	Municipal Modernization Program
File N°	n/a

1) **NATURE/GOAL :**

To request permission to apply for the Municipal Modernization Program.

2) **DIRECTIVE/PREVIOUS POLICY :**

n/a

3) **DEPARTMENT'S RECOMMENDATION :**

WHEREAS Council, during budget deliberations, has requested a service delivery review; and

THAT Council hereby mandates the Administration to submit an application for the Municipal Modernization Program in order to obtain funding to undertake expenditure reviews with the goal of finding service delivery efficiencies and lowering costs in the longer term.

ATTENDU QUE le conseil a demandé, durant les délibérations budgétaires, un examen de la prestation des services ; et

QUE le conseil mandate l'Administration à soumettre une demande de financement dans le cadre du programme de modernisation municipale dans le but d'obtenir le financement nécessaire pour entreprendre une révision des dépenses avec l'objectif de trouver des efficacités au niveau de la prestation des services et de réduire les coûts à long terme.

4) **BACKGROUND :**

During the 2020 Budget review, a request was made by Council to have a review of municipal services with the goal of finding efficiencies.

5) **DISCUSSION :**

A review of municipal service delivery of expenditures is a healthy thing to do for any organization. The City of Clarence-Rockland has not completed a complete service review in the past 5 years. An approach of continuous improvement has been used to always look at ways to be more efficient or save money. Now is an excellent time to complete a corporate service delivery review. The time is good because most the

Directors are in place that will be here to guide the departments into the future. The province has a funding stream that will assist municipalities to complete this review, see Attachment 1. The province has a prescribed review process which is recommended to be followed. See attachment 2.

6) **CONSULTATION:**

n/a

7) **RECOMMENDATIONS OR COMMENTS FROM COMMITTEE/ OTHER DEPARTMENTS :**

n/a

8) **FINANCIAL IMPACT (expenses/material/etc.) :**

It is expected that the cost of the review would be \$150,000.

9) **LEGAL IMPLICATIONS :**

n/a

10) **RISK MANAGEMENT:**

n/a

11) **STRATEGIC IMPLICATIONS:**

This initiative meets two of the strategic plan pillars, efficiency and financial responsibility.

12) **SUPPORTING DOCUMENTS:**

Attachment 1: Municipal Modernization Program Guidelines

Attachment 2: A Guide to Service Delivery Review for Municipal Managers