



Township of South Algonquin
Service Delivery Review

Presentation of Final Report

March 3, 2021



Agenda

- Introduction
- Objectives of the Review
- Key Findings
- Potential Courses of Action
- Questions

Objectives of the Review

- Evaluation of current service offerings provided by the Township;
- Review operating effectiveness and efficiency of the Township's processes;
- Identifying potential opportunities intended to increase the overall effectiveness and efficiency of the Township.

Scope of Work

1. Development of municipal service profiles
2. Comparative analysis
3. Process mapping of various workflow processes across the organization
4. Identification of potential opportunities for enhancing efficiencies, reducing operating costs and increasing non-taxation revenues

Key Findings

- From an overall perspective, the majority of the Township's municipal services are either mandatory in nature (i.e. required by legislation) or essential.
- Our review has identified a number of issues that constrain operating efficiencies and increase the amount of time required by staff to complete processes given the manual nature of the processes.
 - Potential courses of action include reducing manual processes and increasing the overall use of technology
 - Processes that rely upon on the production of paper based records
- Reviews and /or revisions to the Township's policies and procedures should be considered to either a) to address long-term strategic needs of the organization or b) ensure the policies and procedures still meet the needs of the organization.

Potential Courses of Action

The following are the key areas for potential courses of action within the Township's services:

- Reduction in manual processes and the production of physical documents, with an increased emphasis on the use of system capabilities to facilitate the processes
- Elimination of duplicative/unnecessary work steps
- Review and revision to policies as a result of gaps in municipal policies and procedures

Potential Courses of Action

The following are the key areas for potential courses of action within the Township's services:

- Increased use of technology for internal service delivery (considering existing systems to reduce the impact of the potential changes)
- Potential adjustments to service delivery consistent with municipal common/best practices



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