



**Date:** Wednesday, July 19, 2023

**From:** Niall Lobley, Acting CAO/Director Community & Environmental Services

**Subject:** Biannual Core Service Report

**Report** CAO-2023-13

This document and its attachments are public and available in an accessible format upon request.

## **Recommendation**

That Council receive the first Biannual Core Services Report for information.

## **Background**

In early 2023, as part of the 2023 budget process, Council reviewed a draft Business Plan for the work of the municipality. Through those discussions, Council asked staff to prepare a consolidated overview of the roles and responsibility of each department or service area within the Township and provide information relevant to those areas of the Core Services that are delivered.

In June of 2023, an organizational realignment was undertaken to better clarify the organizational structure of the Township. This report reflects the first Biannual Core Services report which highlights the core services delivered by the municipality for residents and communities, the role and function of each department and team, and provides some high-level metrics reflecting the activity within each area.

## **Analysis**

The attached document is the first Biannual Core Service Report. This will be developed every six months, reporting on activity over the past six-month period. The report includes key indicator data for the four departments at the Township; Development & Infrastructure Services, Community & Environmental Services, Corporate Services and the Office of the CAO. The report includes both data driven metrics of services delivered and includes narrative and highlight information reflecting key achievements or areas of activity in each department. It is presented in an infographic way, with the hope being that this provides an easily accessible 'snapshot' of the municipality's core service delivery; this report is not meant as a comprehensive report detailing all activity of the



municipality, but rather a key performance indicator approach to reflect the core service areas.

## **Financial Impact**

The activities included above were funded through budgetary provisions for the year and are reflective of regular workflow from Township staff.

## **Strategic Priorities**

### 1. Improve Communication, Collaboration and Transparency

The Township of Georgian Bluffs wishes to become more transparent and improve communication with all ratepayers, stakeholders, and neighbouring municipalities. Communication is key in all aspects of Township governance and service.

## **Conclusion**

Following the direction provided at the Special Council meeting of February 27, 2023, senior management and responsible service delivery staff have identified activities reflective of the daily functions for inclusion in this report. It is the goal that a finalized report, reflecting the most significant functions of each service area be developed and presented to Council on a biannual basis and will form part of the Township of Georgian Bluffs Business Planning process.

Respectfully Submitted: Niall Loble, Acting CAO/Director, Community & Environmental Services