



Town of Lakeshore Service  
Delivery

# Presentation of Final Report

October 6, 2020



# Agenda

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

# Objectives of the Review

- A review of municipal services;
- Assessing current service delivery models;
- Identification of opportunities including the enhancement in the efficiency and effectiveness of service delivery, reductions in operating costs, and potential revenue generation.

# Scope of Work

1. Current state assessment
2. Comparative analysis
3. Process mapping of various administrative processes
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 Town's municipal services are either mandatory in nature (i.e. required by legislation) or essential.
- Generally, the Town's financial indicators compare favorably to the selected municipalities included in our comparative analysis.
- While the Town's complement of services and financial performance appear to be consistent with similarly sized municipalities, there are areas where the Town may need to make investments in the short and long-term.

# Key Findings

- Our review has identified a number of issues that constrain operating efficiencies and increase the amount of time required by staff to complete processes.
- One area that the Town may want to focus on in the short term is the development of key performance indicators ('KPIs') as an analytical tool to assist in its decision making processes.
- As part of the upcoming organizational review, the Town may want to examine the concepts of strategic versus operational management and review of roles and responsibilities across the organization to ensure they align with current roles and responsibilities and demonstrate balance

# Potential Courses of Action

- Operating efficiencies
- Service level adjustments
- Alternate service delivery
- Revenue generation



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