

MEMORANDUM

February 3, 2006

MEMO TO: Ms. Diane Pearce
C.A.O.

FROM: Brenda J. Hamilton, CMO
Township Clerk

SUBJECT: Municipal Act, 2001 – Section 300
- Report on Service Barriers and Improvements

BACKGROUND:

Section 300 (1) of the Municipal Act, 2001 indicates the following:

”A Municipality shall, at least once each calendar year, provide notice to the public of:

- a) improvements in service and effectiveness of the delivery of services by the municipality and its local boards; and
- b) barriers identified by the municipality and its local boards to achieving improvements in the efficiency and effectiveness of the delivery of services by them.

This is the third year for reporting. The previous reports are currently posted on the website and copies were sent to the Ministry of Municipal Affairs and Housing each year.

ISSUE:

A summary of service improvements for all departments is shown on Schedule ‘A’ attached to this report.

RECOMMENDATION:

That the Township Clerk’s report, February 3, 2006 re: Municipal Act, 2001 – Section 300 be received and a copy be forwarded to the Ministry of Municipal Affairs as the municipality’s official report on Service Improvements and Barriers to Improvements; And further that the report be posted on the website as the official notification to residents.

Brenda J. Hamilton, CMO
Township Clerk

SCHEDULE 'A'
LOYALIST TOWNSHIP
SERVICE IMPROVEMENTS - 2005

What we have done differently	Improvement in efficiency/effectiveness	What barriers are there to further improvements
CLERK'S DEPARTMENT		
Two buildings and one piece of vacant land were sold after being declared surplus by Council	There were monetary savings related to: <ul style="list-style-type: none"> • Insurance premiums reduced • Utility charges reduced • Staff time – there will be no requirement for staff to monitor and maintain the sites 	There are still two surplus pieces of vacant land to sell. Sales are dependent on individuals interested in purchasing.
An in-depth Records Management System was implemented in 2005. Paper documents will be categorized in a common manner throughout all departments.	<p>The corporate records of Loyalist Township are an integral component of the municipality for historical information and to maintain a paper trail of all municipal actions. In order to conduct business efficiently and protect against liability, it is important to manage the corporate records effectively and to make them readily available.</p> <p>There are legal requirements under the Municipal Act and the Municipal Freedom of Information and Protection of Information Act (MFIPPA), which require that the municipality have an efficient and effective records management program. There is a legal obligation to ensure that the records of Loyalist Township and its three predecessor municipalities are preserved and retained in accordance with the retention periods outlined in the corporate retention bylaw.</p>	Insufficient staff time to implement the system throughout all municipal departments. Completion of project dependant on grant funding to hire Records Management Coordinator
CORPORATE		
Development of corporate network structure and standardized security profiles	Electronic document filing by department rather than by individual plus improved security of documents due to network storage rather than occasionally on local hard drives	Insufficient time to fully deploy structure and to ensure security profiles are effective
EMERGENCY SERVICES DEPARTMENT		
N/A	N/A	N/A

SCHEDULE 'A'
LOYALIST TOWNSHIP
SERVICE IMPROVEMENTS - 2005

What we have done differently	Improvement in efficiency/effectiveness	What barriers are there to further improvements
ENGINEERING SERVICES DEPARTMENT		
Added contract staff for development	Able to respond faster to development review and inspections	
BUILDING DEPARTMENT		
Contract Staff hired during summer to assist with Building Permit applications	Building Permits applications were processed faster	
PLANNING DEPARTMENT		
Trained staff to perform additional duties	Staff can assume responsibilities when other staff members have increased workload or are away	None
RECREATION DEPARTMENT		
Training on new Facility Booking Program.	Will eliminate double bookings and reduce staff time to prepare reports. Also will improve treasury functions within the Recreation Department.	None identified
Recreation Master Plan	The Master Plan is a road map, determining the recreation, parks and cultural priorities for the next five to ten years and up to twenty years.	None identified
Recreation Department Strategic	The strategic plan was developed to focus and reposition the department to continue to be effective in meeting the recreational needs of Loyalist Township residents.	None identified
Organizational Review	The organizational review determined the best organizational structure to effectively and economically meet the needs of the department.	None identified
Hiring of a Pool Program Coordinator	To assist the Pool Supervisor and to more effectively operate pool programs to meet the needs of residents	None identified

SCHEDULE 'A'
LOYALIST TOWNSHIP
SERVICE IMPROVEMENTS - 2005

What we have done differently	Improvement in efficiency/effectiveness	What barriers are there to further improvements
TREASURY		
Implementation of add-on report writing tool.	Facilitates analysis of information in Accounting system (general ledger, payroll, accounts payable and tax)	Insufficient time to develop standards for archiving report templates and provide training to staff
Add a new Pre-authorized tax payment plan (Tax Due Dates)	Offers more flexibility to taxpayers in pre-authorized payment options	None identified
TRANSIT		
Added auxiliary bus	Improved service by doubling bus frequency during rush hour and allowing opportunity to use transit within the community	
UTILITIES		
Increasing filtration capacity at Fairfield Water Treat Plant	In response to growth in community we are adding addition filters, extra filters will also assist during plant maintenance	
Adding new pumps at Lakeview and Bath # 1 sewage pump stations	New energy efficient pumps are being added, new pumps will add redundancy, minimizing chance of sewage spills at these facilities	
Added new position Compliance Co-ordinator	Purpose of position is to streamline the implementation of new regulations and complete reporting duties and monitor compliance issues, allows manager to focus on operational issues and capital projects	This activity is expensive