



TOWNSHIP OF NORTH HURON

REPORT

Item No.

REPORT TO: Reeve Vincent and Members of Council
PREPARED BY: Sharon Chambers, CAO
DATE: 02/06/2016
SUBJECT: Shared Services Project Update
ATTACHMENTS: none

RECOMMENDATION:

THAT the Council of the Township of North Huron hereby accepts the Report of the CAO providing a Shared Services Project update for information purposes.

EXECUTIVE SUMMARY

The CAO provides periodic updates to Council and the public on the status of the Shared Services Project. Following is a summary of activities undertaken in May.

DISCUSSION

Implementation of the Public Works component of the Shared Services Project is underway. The new Director of Public Works, Jeff Molenhuis started work on May 16th. Jeff is currently working with the Public Works supervisory team to plan and coordinate operational and construction activities.

Going forward, Jeff will report to Council on the Shared Service Public Works Department. The following reporting schedule has been established and approved by the Steering Committee.

- For the first introductory meeting to North Huron Council, Director to attend the June 6th regular meeting
- For the first introductory meeting to Morris Turnberry Council, Director to attend the June 7th regular meeting.
- Director to report monthly to North Huron at the first meeting of the month
- Director to report monthly to Morris Turnberry at the second meeting of the month.
- Schedule may have to be modified based on project specific decision-making priorities within each municipality.

Hiring of a Public Works and Building Department administrative assistant has been finalized. Nicole Graf will begin work on July 4th.

The Shared Services Steering Committee continue to meet to receive updates on the progress of the project and to receive reports from the CAO's and Director of Public Works on employment related matters.

The Implementation Team Finance Sub-Committee members have been meeting to develop the financial processes required for the Shared Services Department.

A new telephone system has been installed at Town Hall and the Morris Turnberry office to facilitate communication between departmental staff. Additionally, the North Huron Customer

Service function will be redeveloped for the Administration and Finance Departments. A front line customer service representative will be assigned for financial inquiries, and the Clerk's Department/Office of the CAO. The goal will be to train customer service staff to deal with a wider range of routine inquiries, allowing Department Heads to focus on broader management issues and providing more timely response to public inquiries. Dedicated administrative staff will be responsible for ensuring website content is up to date and meets the needs of the community.

The hiring of a new Chief Building Official is underway. After the new CBO is on board, the departmental workload will be assessed to determine future staffing needs for the Building and By-law Enforcement Department.

FINANCIAL IMPACT

A shared services budget and financial reporting is currently under development.

FUTURE CONSIDERATIONS

A review of the Administration Department will begin in 2017.

RELATIONSHIP TO STRATEGIC PLAN

Goal #4 - Our administration is fiscally responsible and strives for operational excellence