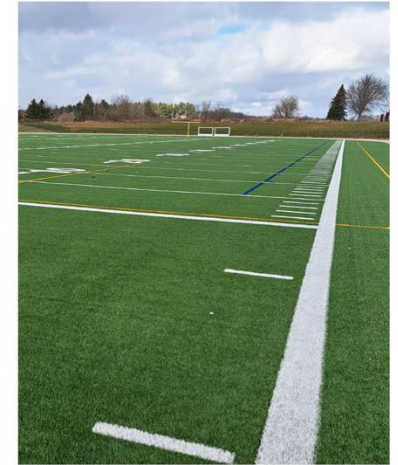


Service Delivery Review Report

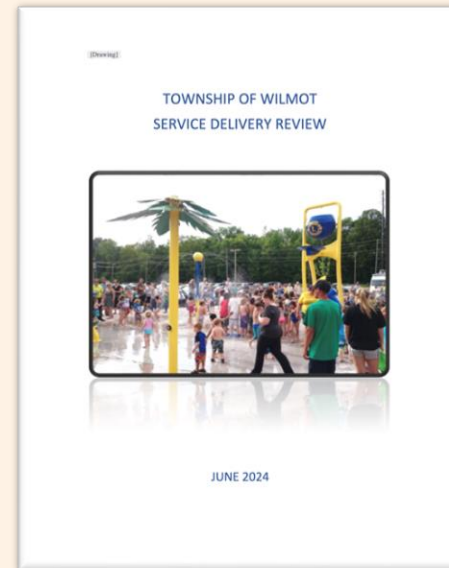
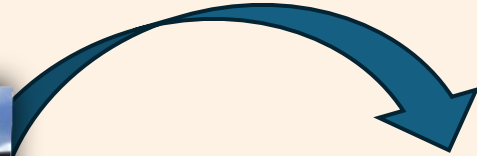
COMMUNITY SERVICES MASTER PLAN



Why a Service Delivery Review?

- Provincial Government Regulations, Requirements, and Restrictions.
- Community Growth
- More Diverse Demographics
- Activity Shifts from the COVID-19 Pandemic
- New and Emerging Trends
- Increased Customer Demands/Expectations
- Shrinking Volunteer Base
- New Risk Management Practices
- Growing Financial Pressures
- Updated Master Plan

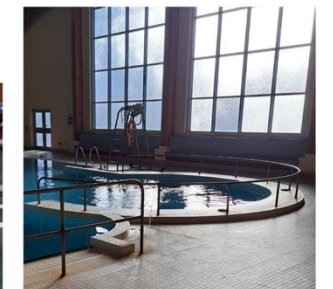
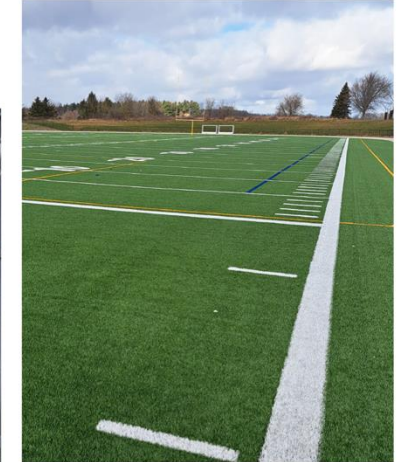
Master Plan Relationship to the Service Delivery Review?



Service Delivery Review Process



Key Findings





Key Findings

- Substantial Quantity of Facilities
- Under-Utilized Halls
- Escalating Deferred Maintenance
- Strong Program Partnerships
- Lean Staff Resourcing
- Limited Capital Reserves
- Dedicated Staff

Recommendations

- Wilmot Recreation Complex
- Resourcing Standards – Facilities
- Resourcing Standards – Parks and Cemeteries
- Part-time & Seasonal Staff
- Job Costing/Cost Centre Structure
- Organizational Structure
- Asset Management

QUESTIONS?

