



Memorandum

Office of the City Clerk
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TO: Members of Council
FROM: Krista Power, City Clerk
DATE: Thursday, September 24, 2020
SUBJECT: **Additional Information**
Committee of the Whole – September 24, 2020

COMMITTEE OF THE WHOLE

Additional Information

1. Memorandum from Councillor M. Bentz, dated September 23, 2020 containing a motion relative to Report on the Program and Service Review from Administration.

Memorandum

Office of the City Clerk

Fax: 623-5468

Telephone: 625-2230

TO: Krista Power, City Clerk

FROM: Councillor Mark Bentz

DATE: September 23, 2020

SUBJECT: Motion for Consideration – Report on the PSR from Administration
Special Committee of the Whole – September 24, 2020

City Council has been engaged in a process for a review of the programs and services offered by the City of Thunder Bay for the last year. In June, the Phase 2 report was received by Grant Thornton which provided for options and recommendations for reductions and efficiencies. While this document provides a long list of options, it is important that Council be fully informed of the impacts of some of these changes as we proceed with this work.

It is my request that Administration provide a report to City Council on their assessment of the recommendations provided in the Program and Service Review. This will allow for City Council to better understand the financial impacts and timelines for implementation that would be associated with making some of these changes. To allow that work to proceed, I provide the following motion is provided for Council's consideration.

With respect to the City of Thunder Bay's Program and Services Review - Phase 2 report received by Grant Thornton, we recommend that Administration be directed to provide a report that offers an assessment of the recommendations that provides information on the financial impacts, associated timelines and information about potential implementation opportunities in the following areas:

- IT Modernization
- Human Resources & Corporate Safety
- Enhanced customer service initiatives
- Operational efficiencies
- Community partnerships
- Facilities rationalization
- Minimizing competition with existing private sector and non-profit organizations
- Service level reductions/enhancements
- Enhanced revenue generating opportunities
- Cost recovery policies for municipal programs, services and facilities

AND THAT this report identify required costs and expected savings/efficiencies as well as the timelines associated with the implementation of the recommendations;

AND THAT this report be received in advance of the 2021 Budget;

AND THAT any necessary by-laws be presented to City Council for ratification.