



**Meeting Date:** October 13, 2021

**Submitted by:** M. Di Lullo, CAO

**Report No:** CAO-23-2021

**Subject:** Continuous Improvement 2021 Year-End Review

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**Recommendation:**

THAT Report CAO-23-2021 re: Continuous Improvement 2021 Year-End Review be received for information

**Purpose:**

To update Council on the continuous improvement initiatives that have taken place over the last year.

**Background:**

In 2020, funds were set aside to promote and implement ideas brought forward by staff to improve all aspects of the organization from operations to staff wellness. Due to the COVID-19 pandemic, the initiative was placed on hold and brought forward for implementation in 2021.

**Analysis:**

Information was provided to staff in Spring 2021 (and throughout the year) regarding the continuous improvement program. Under the continuous improvement initiative, all staff are encouraged to suggest ways in which we can improve operations, processes and how to work together. Instead of directives from management, staff are able to come forward and propose ideas for the betterment of the organization.

The list appended to the report outline some great initiatives that have taken place to advance the organization. From cost-savings to implementation of communication groups, the program has had many benefits.

**Financial Implications:**

Some of the ideas brought forward by staff do have cost implications however in reviewing the ideas brought forward, the municipality has realized greater efficiencies with an overall gain.

**Strategic Plan:**

This matter aligns with following strategic priorities:

- Responsive Municipal Government

This report aligns with Item 5.2 – Foster a culture of innovation, continuous improvement and cost-effective service delivery. Having staff come forward who are the experts of their operations is one-way to realize gains for the organization

**Attachments:**

Attachment – Listing of 2021 Continuous Improvement Ideas

## 2021 Continuous Improvement Ideas

<b>Action Item</b>	<b>Focus of Improvement</b>
Revise & Update Procurement Templates and Documents	Operational
Records Management Organization	Organizational
Municipal Tree Planting Initiative	Community
Planning Workshop for Council	Council
Staff support and synergy between building and finance	Operational
Tracking Costs of Incidents and Minimizing	Operational
Corporate Services - Wheelie Bin Review - found revenues	Operational
Customer Service Congratulatory Message - Online Forms	Community
Cost-Savings Grass Cutting and allocation of staff Estimated at 12,500 / month	Operational
Implementation of Toolbox Talks at PWE and CSD	Organizational
Rain Coats for CSD	Staff Wellness
Furnishings for Water/Waste Water for managerial presence at on-site locations	Operational
Health/Wellness Programs for Staff	Staff Wellness
Development Planning - Explore efficiencies to move development forward	Community
Automated planning application - CloudPermit	Community
Expansion of civil marriage program - onsite weddings	Community
Furnishings planned for main streets in Spring 2022 (Ilderton/Delaware)	Community
Agricultural property change notices - notified 16 people of property change to assist - customer service - other than saving staff time and residents time.	Operational
Bank forms for online payments - customer service improvement	Operational
Paymentus implementation - customer service improvement	Operational
Benefits summary provided to staff - employee satisfaction	Staff Wellness
Budget Automation - Questica implementation	Organizational

Notification to Residents (email) on due date reminder -customer satisfaction	Community
Rogers Cell Phones - reduce billing and VOR contract	Operational
Cleaning up phone lines with new phone system	Operational
OECM - new paper contract VOR	Operational
LTD and Life negotiate cost savings	Organizational
MPAC and Building Permit tracking - supps/omits and timing improvement	Operational
Water/Wastewater and Stormwater Account review - completeness and accuracy	Operational
Collection Company for OS payments - Fire	Operational
Parachute system launched - employee satisfaction	Staff Wellness
Work from home policy - employee satisfaction	Staff Wellness
Human Resources Personal (Stat) Days Updated - employee satisfaction	Staff Wellness
Newspaper Advertising on municipal events/information - customer satisfaction	Community
Pre-approved consultants list	Operational
Wellness Program for Staff and new EAP - CI - employee satisfaction	Staff Wellness
Automated PWE Permitting - CloudPermit	Operational
Expansion of wedding guidelines – on-farm	Community
Operational adjustments to Komoka WWTF for expansion of life longevity	Operational
Working cooperatively and with County on parking lot painting	Operational
Changed process for municipal water and wastewater locates to free up staff time for higher priority tasks	Operational
Community engagement and other Municipal support (Fanshawe partnerships, County Mutual Aid, FPO program)	Operational
Integrate new OFM Core Trauma - enhancing current PTSD Program	Operational
TAPP-C Program (Enhance Public Ed program for children)	Operational

Continue to streamline and maintain online application forms	
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