



Meeting Date: February 2, 2022

Submitted by: Michael Di Lullo, CAO and Tiffany Farrell, Director of Corporate Services

Report No: CAO-6-2022

Subject: Municipal Modernization Funding Program Intake 3 – Announcements

Recommendation

THAT Report CAO-6-2022, re: Municipal Modernization Funding Program Intake 3 – Announcements be received;

AND THAT the Mayor and Clerk be authorized to execute the funding Intake 3 agreements.

Purpose:

The purpose of this report is to provide a follow-up to council in regards to the successful applications put forth for modernization funding (Intake 3).

Background:

Correspondence was provided by Steve Clark, Minister of Municipal Affairs on January 25, 2022 announcing funding approvals for modernization initiatives. These projects are the third intake provided by the Province. The Municipality has worked with municipal counterparts including the County and has been successful on previous modernization initiatives such as the Information Technology Master Plan Review.

Analysis:

Middlesex Centre

The municipality has received approval for two projects:

- \$76,320 towards a Customer Relationship Management Review

- The intent of this project is to examine our systems in response to responding to residents to ensure timely service delivery
- The Director of Corporate Services will oversee this project and report back on the findings which are due by January 31, 2023
- \$55,968 towards a Fire Service Master Plan Review
 - The intent of this project is to undertake a review of the structure of the fire department and determine if it is appropriate as we continue to grow
 - The Fire Chief will oversee this project and report back on the findings which are due by January 31, 2023

Middlesex Centre, Strathroy-Caradoc and Thames Centre

The municipality, in collaboration with Strathroy-Caradoc and Thames Centre has received approval for one project:

- \$101,760 towards an Organizational Review
 - The intent of this project is to determine if the municipalities have the appropriate resources in place to respond to growth demands
 - The CAO will oversee this project in collaboration with the other two municipalities and report back on the findings which are due by January 31, 2023

Middlesex Centre & County of Middlesex

The municipality has worked collaboratively with the County and area municipalities to work towards progressing and modernizing operations. There is one project that has been approved:

- \$33,072 towards Joint Budget Enhancements and Reporting Modernization
 - The intent of this project is to examine methods of enhancing the budget experience for council and residents 65% of total eligible costs to implement and complete this project
 - The Director of Corporate Services will oversee this project as part of a working group and report back on the findings which are due by February 28, 2023

Financial Implications:

Staff will provide reports to keep council apprised as the projects move towards implementation and in accordance with the provincial guidelines.

Strategic Plan:

This matter aligns with following strategic priority:

- Responsive Municipal Government

Utilizing funds from the Government to address service and make improvements positions the municipality to manage future demands such as growth, pandemic and above all, ensuring that staff have the systems in place to operate effectively.

The service delivery reviews as discussed in this report directly responds to:

- Responsible Government – Objective 5.1 – Enhance Customer Service
 - By implementing a customer service policy
- Responsible Government – Objective 5.3 – Foster a culture of innovation, continuous improvement and cost-effective service delivery
 - By sharing information and gathering input, continuing our timely and effective communication to the public
 - By reviewing and enhancing our processes
- Responsible Government – Objective 5.4 – Expand our Partnerships
 - By working with Middlesex County, neighbouring municipalities and community organizations

Attachments:

Appendix 1 – Memorandums from Minister Clark dated January 25, 2022