



Meeting Date: November 20, 2024

Prepared By: Michael Di Lullo, CAO

Submitted by:

Report No: CAO-31-2024

Subject: Continuous Improvement Program for 2024

Recommendation:

THAT Report CAO-31-2024 re: Continuous Improvement Program for 2024 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. The program launched in 2021 and was well received with a number of initiatives to contribute to our organizational success. This program continues today whereby staff are continuing to bring forward ideas for the betterment of the organization.

Analysis:

Information was provided to staff in Spring 2024 (and throughout the year) regarding the continuous improvement program. Under the continuous improvement initiative, all staff are encouraged to bring forward and 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 outlines 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.

We are at the forefront of using Artificial Intelligence (AI) and this will be one of the main goals for 2025 to learn more on this technology and how best to implement throughout our organization to realize efficiencies. Over the past year, there is already some usage of this technology in our operations and that is noted in the attached.

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 net-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. Enabling staff to come forward who are the experts of their operations is one-way to realize gains for the organization.

Attachments:

Attachment – Listing of 2024 Continuous Improvement Ideas