



**BLACKLINE
CONSULTING**
A Higher Standard

Service Delivery Review: Discussion with Council

The Town of Milton

June 2019

DRAFT FOR DISCUSSION

Private and Confidential

Agenda

/ Scope of Our Review

/ Progress

/ Outcomes of SDRs

/ Q&A

Scope of Our Review



What are typical SDR outcomes?

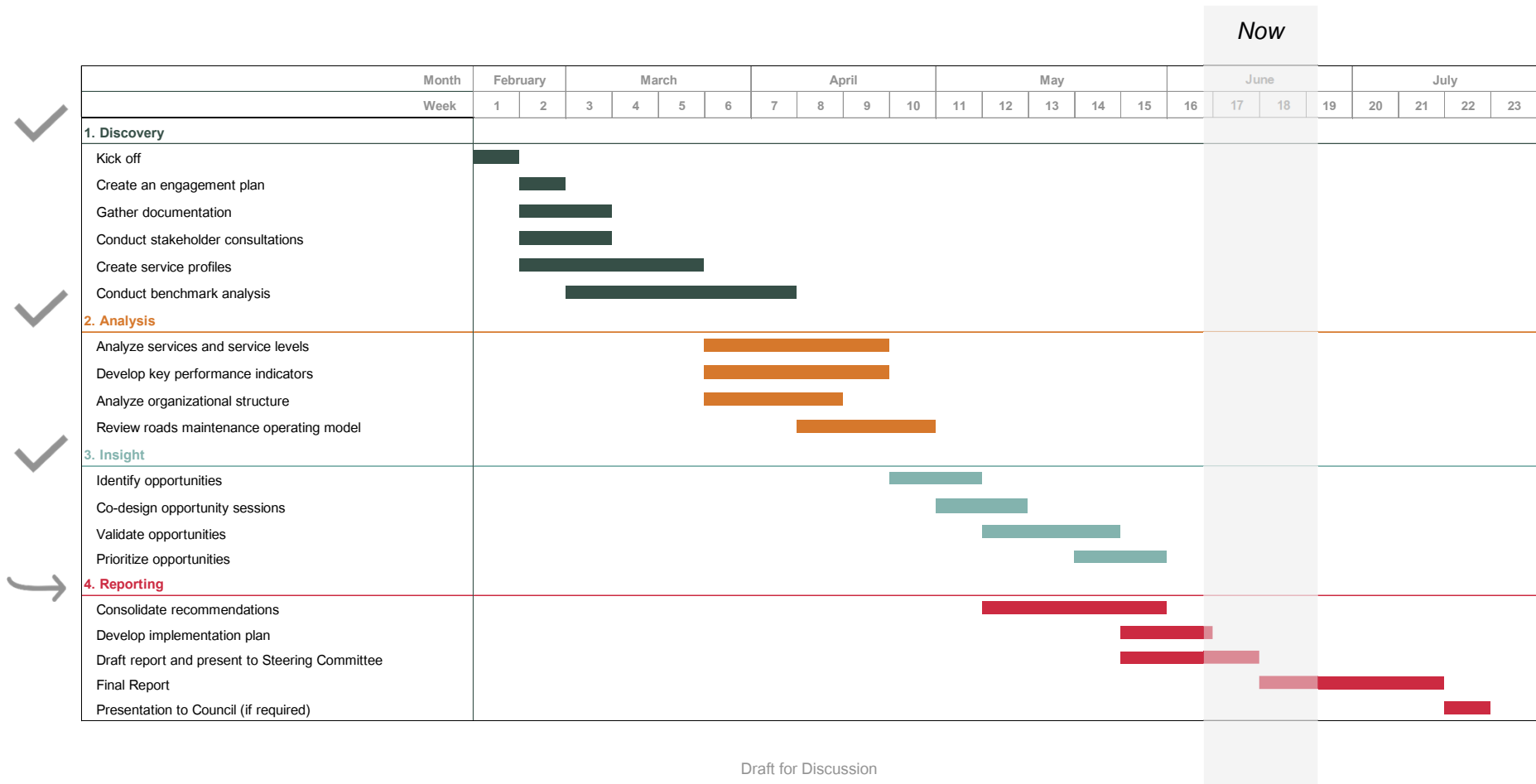
Service Improvements

- Activities we should stop
- Increase or decrease service level
- Change the way we deliver the service

Efficiency Gains

- Change in fee structures
- Which services are delivered by third parties
- Consolidating activities (specialization)
- Grant management
- Collaborate with other municipalities on IT

Current Progress



Draft for Discussion

Theme of Identified Opportunities

Community Services	Operations
40	43
<ul style="list-style-type: none">▶ Facility repurposing▶ User fees and cost recovery▶ Service standards▶ Energy management▶ Use of 3rd parties for service delivery▶ Staff levels	<ul style="list-style-type: none">▶ Process improvements and workload management▶ Use of technology▶ Park garbage▶ Snow clearing▶ Fleet utilization▶ Staff levels

Q&A



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