



Motion

Re: Service Review on Service Centres, Municipal Information Desks and Customer Service Delivery

“That administration conduct a Service Review on Service Centres, Municipal Information Desks and Customer Service Delivery and report back to Council before fall 2021 prior to the formation of the 2022 Budget.

The service review should identify changing client habits, the movement to cashless payments and on-line transactions and phone service delivery models.

The service review should consider closing Service Centres, Municipal Information Desks or reducing / combining services into existing other municipal operations / hubs and discussions should include other services provided at each location (for example Library Services and Police Services) to determine if buildings could be divested.

The report should review the Service Ontario offices and recommend options moving forward. The service review should include engaging the community to determine what solutions make the most sense.”

Signed: Councillor Latimer

Notice Given On: February 1, 2021