

**Present:** Mayor Mitchell  
Councillor Emm  
Councillor Gleed  
Councillor Leahy  
Councillor Mulcahy  
Councillor Roy  
Councillor Yamada

**Also Present:** R. Petrie, Chief Administrative Officer  
S. Beale, Commissioner of Public Works  
P. LeBel, Commissioner of Community & Marketing Services  
W. Mar, Commissioner of Legal and By-law Services/Town Solicitor  
K. Nix, Commissioner of Corporate Services/Treasurer  
R. Short, Commissioner of Planning  
D. Speed, Fire Chief  
C. Harris, Town Clerk  
S. Cassel, Deputy Clerk

**Regrets:** Councillor Drumm

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The meeting began at 7:28 pm due to the Special Planning and Development Committee Meeting held at 6:00 pm.

1. Declarations of Pecuniary Interest

1.1 There were no declarations of pecuniary interest.

**Resolution # 316-16**

Moved By Councillor Roy  
Seconded By Councillor Leahy

That Council resolve itself into Committee of the Whole.

**Carried**

2. Presentations

**2.1** John Rockx, Partner, Advisory Services and Bruce Peever, Senior Manager, Public Sector Advisory, KPMG Canada  
Re: Service Delivery Review Interim Report

John Rockx, Partner, Advisory Services and Bruce Peever, Senior Manager, Public Sector Advisory, KPMG Canada, appeared before Council to provide a PowerPoint presentation regarding the Service Delivery Review Interim Report. Highlights of the presentation included:

- an overview of the project to date;
- summary of findings from the consultation with staff and Council;
- benchmarking and performance perspectives; and,
- next steps in the project.

Mr. Peever provided an overview of some key indicators identified through consultations with staff:

- the need for greater clarity in performance measurement;
- the need for greater symmetry across the organization;
- the need to examine the balance of responsibilities amongst departments;
- security in terms of processes and follow up from the vulnerability assessment conducted for Town Hall;
- the need to address shortage of work space for Town staff;
- the need to invest in e-government;
- the need to streamline Town processes and evaluate how the Town does business, reflecting on modern practices; and,
- the percentage of staff eligible for retirement over the next five years and the need to prepare for succession planning.

A detailed question and answer period ensued between Members of Council and Mr. Peever regarding various aspects of the presentation.

Mr. Peever advised that next steps would include bringing a report back to Council in early September, which would identify the opportunities arising from the Review, and then proceeding with the public consultation process.

Moved By Councillor Leahy

That Council rise from the Committee of the Whole.

**Carried**

3. Adjournment

3.1 Motion to Adjourn

**Resolution # 317-16**

Moved By Councillor Emm  
Seconded By Councillor Leahy

That the meeting adjourn.

**Carried**

The meeting adjourned at 9:11 p.m.

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Christopher Harris, Town Clerk

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Don Mitchell, Mayor