

Full Authority
19 January 2017
Agenda Item: 10

Service Delivery Review Update

As per the Board's direction at the 13 December 2016 Board meeting, a draft Terms of Reference has been prepared for the Board's review and consideration.

The ToR has been prepared based on the recommendation by staff at the last meeting that a consultant will either 1) take on the role of preparing the Service Delivery Review or 2) the consultant will offer to assist (coach, review and provide advice) with the development of a process (work plan); including templates for staff to conduct the review and facilitate discussion between staff and the Board.

Should the Board choose to hire French Planning Services, a five step approach has been developed to complete the SDR as follows:

- Step One: Scope the Project and Discuss the Work Plan - Meet with Board and staff
- Step Two: Prepare the Work Plan – Provide estimates of services to be approved by CVCA Board
- Step Three: Assist Staff with Internal Review of Services – Development of templates, work with staff to complete templates, review of work, conduct meetings with staff
- Step Four: Facilitate Board/Staff Meeting to Review Results
- Step Five: Review and Finalize Product

Timeline and Expenses for French Planning Services

- Step One: 1 day x \$500 (2 per diems) = \$1,000.00 + \$130.00 (HST) = \$1,130.00
(first step is discounted)
- Step Two: To be completed following Step One
- Step Three: To be completed following Step One
- Step Four: To be completed following Step One
- Step Five: To be completed following Step One

Normal per diems are \$800/day or \$100/hr (mileage and travel expenses are included in per diem).