



TOWN OF  
**HALTON HILLS**  
*Working Together Working for You!*

## REPORT

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**TO:** Mayor Bonnette and Members of Council

**FROM:** Susan Silver, Senior Advisor, Strategic Initiatives

**DATE:** February 28, 2022

**REPORT NO.:** ADMIN-2022-0010

**SUBJECT:** Transfer Payment Municipal Modernization Program Intake 3

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### RECOMMENDATION:

THAT Report No. ADMIN-2022-0010 dated February 28, 2022, regarding the Transfer Payment Agreement Municipal Modernization Program Intake 3 be received;

AND FURTHER THAT the Mayor and Town Clerk be authorized to enter into a Transfer Payment Agreement with the Ministry of Municipal Affairs and Housing for the Municipal Modernization Program to undertake a Customer Service Delivery Review and Modernization Strategy;

AND FURTHER THAT a By-Law be enacted authorizing the Mayor and Clerk to enter into a Transfer Payment Agreement for the Municipal Modernization Program.

### KEY POINTS:

The following are key points for consideration with respect to this report:

- In 2019, the provincial government launched the Municipal Modernization Program (MMP), a grant program for eligible municipalities to undertake service reviews or fund strategies to modernize and achieve efficiencies.
- In January 2022, under intake 3 of the MMP, the Town was notified of funding awarded in the amount of \$152,640 to be used towards Customer Service Delivery Review and Modernization Strategy.
- To receive the funds that have been allocated to the Town, a Transfer Payment Agreement (TPA), see Attachment 1, with the Ministry of Municipal Affairs and

Housing must be executed and a By-Law must be enacted by Council to enter into the Transfer Payment Agreement.

## **BACKGROUND AND DISCUSSION:**

In 2019, the Ford government launched the MMP to help small and rural municipalities modernize service delivery and identify new ways to be more efficient and effective.

In 2021, the Town received \$143,845 under intake 2 of the MMP to be applied to projects that deliver modern, efficient services that are financially sustainable, namely the Property Tax Citizen Portal and Accessible Transit Scheduling Service Expansion. Reports [ADMIN-2021-0018](#) - Municipal Modernization Program Intake 2 Applications & [TPW-2021-0039](#) - Transfer Payment Agreement - Municipal Modernization Program provide details of previous application and funding.

At the Association of Municipalities of Ontario 2021 conference, Minister Clark announced the launch of the third intake under the MMP for which the Town submitted an application, [ADMIN-2021-0045](#) - Municipal Modernization Intake 3 Application. In January of 2022, the Town received confirmation that funding in the amount of \$152,640 was awarded under the third-party review stream. The review stream stipulates that the project:

1. Be a review of municipal service delivery by an independent third-party reviewer for the purpose of finding savings and efficiencies. The review project can take the form of a review of service delivery and modernization opportunities.
2. Result in a report by the independent third-party reviewer that provides specific and actionable recommendations for cost savings and improved efficiencies.
3. All funding be for the cost of an independent third-party reviewer to deliver a final report with specific and actionable recommendations for cost-savings and efficiencies by January 31, 2023.

## **Customer Service Review**

The implementation of Service Halton Hills was the first step towards a centralized, one-stop customer service experience, which delivered a customer first approach through the creation of an inviting and welcoming environment.

Customers expect to access Town services across a multitude of service channels, including in-person, by phone, e-mail or online and to receive seamless, responsive, and consistent service each time.

Throughout the pandemic, staff has demonstrated tremendous resiliency in their ability to pivot, learn and adopt new ways to deliver services and in some areas accommodate an exceptional volume of additional work to ensure a coordinated, timely and effective response. As we continue to move along the recovery continuum, return to the office

and future of work have become critical in the ongoing discussions related to Customer Service.

Through this funding, the Town of Halton Hills intends to seek the services of a consultant to develop a corporate Customer Service Strategic Plan that will define our service philosophy, guiding principles and outline a strategic action plan that is built around the needs of our customers and the Town.

In order to receive the funds that have been allocated to the Town, a Transfer Payment Agreement (TPA), see Attachment 1, with the Province must be executed.

In addition, the Province also requires that a by-law be enacted by Council to enter into the TPA. Staff have prepared the necessary by-law for Council approval.

### **STRATEGIC PLAN ALIGNMENT:**

This report aligns to the Town's Strategic plan recognizing the value to provide responsive, effective municipal government and strong leadership in the effective and efficient delivery of municipal services.

This report also identifies fiscal and corporate management as one of the Town's Strategic priorities.

### **RELATIONSHIP TO CLIMATE CHANGE:**

This report is administrative in nature and does not directly impact or address climate change and the Town's Net Zero target.

### **PUBLIC ENGAGEMENT:**

Public Engagement was not needed as this report is administrative in nature.

### **INTERNAL CONSULTATION:**

This report was discussed internally with Senior Management Team members and staff from Finance.

**FINANCIAL IMPLICATIONS:**

This report will be funded through an existing approved budget source.

Upon execution of the Transfer Payment Agreement under the Municipal Modernization Program, the Town will receive an allocation amount of \$152,640 from the Provincial Government to be applied to the approved project.

Reviewed and approved by,

Richard Cockfield, Director of Strategic Planning

Chris Mills, Chief Administrative Officer