

Township of Middlesex Centre  
2006 Service Delivery Improvements

Section 300 of the Municipal Act, 2001 requires that a Municipality shall, at least once each year, provide notice to the public of,

- a) improvements in the efficiency and effectiveness of the delivery of services by the municipality
- b) barriers identified by the municipality and its local boards to achieving improvements in the efficiency and effectiveness of the delivery of services by them.

This requirement achieves a number of purposes, including;

- Informing the public of service improvements made by the municipality
- Promoting a greater public understanding of the choices that the municipality has made
- helps the municipality identify barriers and set goals to overcome them
- provides information and best practices that may be useful to other municipalities

Township of Middlesex Centre  
2006 Service Delivery Improvement

Middlesex Centre continues to improve services for its citizens. The report details how we have improved services in the area of Corporate Services Department – Election Services

**What have we done differently:**

We have introduced Vote by Mail for the 2006 Election.

**Improvement in efficiency:**

Vote by Mail will provide an easier way for residents to vote, with the hope of a higher voter return as a result. With a higher voter return, the 2006 Election will be more cost effective.

**Improvement in effectiveness:**

Voter participation in the municipal election should increase as a result of making voting easier.

**What barriers are there to further improvements:**

None at this time.

Township of Middlesex Centre  
2006 Service Delivery Improvement

Middlesex Centre continues to improve services for its citizens. The report details how we have improved services in the area of Corporate Services Department – Fire and Emergency Services

**What have we done differently:**

We are continuing to improve and update of Primary Emergency Operation Centre at the Coldstream offices

**Improvement in efficiency:**

We have purchased and installed a permanent generator attached to the building to ensure that the building always has access to power during an emergency.

**Improvement in effectiveness:**

Not only will the generator assist during emergency situations, but the permanent generator will ensure that the municipal office will also be operational.

**What barriers are there to further improvements:**

None at this time.

Township of Middlesex Centre  
2006 Service Delivery Improvement

Middlesex Centre continues to improve services for its citizens. The report details how we have improved services in the area of Recreation and Facility Services

**What have we done differently:**

The centralization of pavilion rentals for the entire Municipal Parks System is now the responsibility of Township staff. In the past this responsibility has been carried out by several departments and community caretakers within the municipality,

**Improvement in efficiency:**

By centralizing the rental operations, this permits the main office staff to effectively rent all facilities from one location. We now have the ability to work directly with potential clients wishing to utilize these facilities. Prompt and consistent booking services and procedures are now in place.

**Improvement in effectiveness:**

The residents of the entire municipal have more responsive service with respect to using municipal facilities.

**What barriers are there to further improvements:**

None at this time.

Township of Middlesex Centre  
2006 Service Delivery Improvement

Middlesex Centre continues to improve services for its citizens. The report details how we have improved services in the area of Recreation and Facility Services

**What have we done differently:**

The elevation of a new staff position – Facility Foreperson.

**Improvement in efficiency:**

This has permitted the continuity of the maintenance program within the Recreation and Facilities Department.

**Improvement in effectiveness:**

The delivery of the Township's recreation maintenance program within fifteen municipal parks, one arena, four libraries, and five community centres is far more effective than in the past. The maintenance program has now been centralized. Our residents now have a program that is well structured weekly which in turn permits our residents to use facilities that are well maintained and clean.

**What barriers are there to further improvements:**

We do require further summer staffing to enhance the level of service, and need to have access to better summer assistance programming for students in the future. At the present time there are very few programs offered by our provincial or federal governments.

Township of Middlesex Centre  
2006 Service Delivery Improvement

Middlesex Centre continues to improve services for its citizens. The report details how we have improved services in the area of Recreation and Facility Services

**What have we done differently:**

Implementation of a municipal alcohol policy.

**Improvement in efficiency:**

The implementation of a municipal alcohol policy will introduce reasonable rules for the consumption of alcohol within all of our facilities within Middlesex Centre for the provider, as well as the occupier.

**Improvement in effectiveness:**

We are not able to provide a reduced risk for our residents when using our facilities when consuming alcohol. The program will include all reasonable rules for consumption, and the enforcement of these rules.

**What barriers are there to further improvements:**

Access to further grant programs from the province would be helpful to assist with this initiative.

Township of Middlesex Centre  
2006 Service Delivery Improvement

Middlesex Centre continues to improve services for its citizens. The report details how we have improved services in the area of Public Works and Engineering - Transportation

**What have we done differently:**

We have hard surfaced sections of Bear Creek Road and Woodhull Road.

**Improvement in efficiency:**

Hard surfacing the sections of the road system reduces maintenance costs of these roads and improves road conditions for the users.

**Improvement in effectiveness:**

The road sections have been raised to acceptable standards in accordance with the Township's Road Needs Study.

**What barriers are there to further improvements:**

Lack of adequate funding to keep pace with the road network reconstruction needs. Lack of limited funding to meet routine maintenance of the road system as based on the Roads Needs Study.

Township of Middlesex Centre  
2006 Service Delivery Improvement

Middlesex Centre continues to improve services for its citizens. The report details how we have improved services in the area of Public Works and Engineering - Transportation

**What have we done differently:**

We have replaced a nineteen (19) year old vehicle.

**Improvement in efficiency:**

With this vehicle replacement repairs of the fleet are reduced.

**Improvement in effectiveness:**

Improved vehicle reliability for use, including winter snowplowing.

**What barriers are there to further improvements:**

Lack of adequate equipment funding to replace vehicles as needed resulting in higher maintenance costs and lower reliability

Township of Middlesex Centre  
2006 Service Delivery Improvement

Middlesex Centre continues to improve services for its citizens. The report details how we have improved services in the area of Public Works and Engineering – Water Services

**What have we done differently:**

Inform the residents that the annual reports are placed on the Township website.

**Improvement in efficiency:**

Better public access to information regarding our water systems.

**Improvement in effectiveness:**

Public inquiries can be responded to more efficiently.

**What barriers are there to further improvements:**

Limited staff resources for further efficiencies to public responses.

Township of Middlesex Centre  
2006 Service Delivery Improvement

Middlesex Centre continues to improve services for its citizens. The report details how we have improved services in the area of Public Works and Engineering – Water Services

**What have we done differently:**

We are advancing the timing of a Lake Huron supply for Kilworth-Komoka.

**Improvement in efficiency:**

COMRIF funding is being sought to assist with financing of the project.

**Improvement in effectiveness:**

This project will improve the water capacity for this growth area.

**What barriers are there to further improvements:**

Lack of adequate funding may delay the project.

Township of Middlesex Centre  
2006 Service Delivery Improvement

Middlesex Centre continues to improve services for its citizens. The report details how we have improved services in the area of Public Works and Engineering – Wastewater Services

**What have we done differently:**

We have completed a catalogue of as-built drawings of our infrastructure.

**Improvement in efficiency:**

We can provide a more timely response to data inquires.

**Improvement in effectiveness:**

Staff is able to provide data with a higher confidence level.

**What barriers are there to further improvements:**

Limited staff resources to organize plans and input for the next level.

Township of Middlesex Centre  
2006 Service Delivery Improvement

Middlesex Centre continues to improve services for its citizens. The report details how we have improved services in the area of Public Works and Engineering – Wastewater Services

**What have we done differently:**

We are undertaking an Environmental Assessment for the Kilworth Wastewater Treatment Facility.

**Improvement in efficiency:**

No interest funding from the County of Middlesex is being sought to assist with financing the project.

**Improvement in effectiveness:**

This upgrade and expansion will provide better effluent quality and allow development to continue for the short term.

**What barriers are there to further improvements:**

Lack of adequate funding may delay the project from being undertaken.

Township of Middlesex Centre  
2006 Service Delivery Improvement

Middlesex Centre continues to improve services for its citizens. The report details how we have improved services in the area of Corporate Services Development – Information Technology

**What have we done differently:**

We have acquired a new scanner and plotter to assist with updating electronic records.

**Improvement in efficiency:**

This technology will allow us to prepare and copy mapping information that could not be undertaken previously. The technology is useful for internal report preparation and for external customers. We can provide a timelier response to servicing data inquiries.

**Improvement in effectiveness:**

Staff is able to provide data with a higher confidence level.

**What barriers are there to further improvements:**

Limited staff resources to organize plans and input for the next level.

Township of Middlesex Centre  
2006 Service Delivery Improvement

Middlesex Centre continues to improve services for its citizens. The report details how we have improved services in the area of Corporate Services Department – Fire and Emergency Services

**What have we done differently:**

We have introduced an enhancement of our extrication tools over a three year period.

**Improvement in efficiency:**

In 2006 we have purchased enhanced extrication tools for the Delaware Station including a hydraulic power pack, cutter and spreader. This program will continue in 2007 at the Coldstream Station and 2008 at the Bryanston Station.

**Improvement in effectiveness:**

The enhanced tools permit firefighters to assist motor vehicle accidents victims in a timely manner.

**What barriers are there to further improvements:**

The Program to purchase the equipment has been faced as adequate funding was not available to purchase the tools at once.

Township of Middlesex Centre  
2006 Service Delivery Improvement

Middlesex Centre continues to improve services for its citizens. The report details how we have improved services in the area of Corporate Services Department – Fire and Emergency Services

**What have we done differently:**

We have undertaken renovations and an addition to the Delaware Fire Station.

**Improvement in efficiency:**

The renovations and addition to the station has provided a larger apparatus bay, training room, washrooms and offices. The building is also wheelchair accessible.

**Improvement in effectiveness:**

The improved and large Delaware Station provides an area for greater opportunities to provide training for the firefighters.

**What barriers are there to further improvements:**

None at this time.

Township of Middlesex Centre  
2006 Service Delivery Improvement

Middlesex Centre continues to improve services for its citizens. The report details how we have improved services in the area of Corporate Services Department – Community Development Department – Planning Services

**What have we done differently:**

We have undertaken two “housekeeping” amendments to the Comprehensive Zoning By-law 2005-005.

**Improvement in efficiency:**

These amendments will facilitate the accurate and expedient provision of zoning information to the public.

**Improvement in effectiveness:**

These amendments will facilitate an improvement in the accuracy of zoning information which is important from a legal perspective and service to the public.

**What barriers are there to further improvements:**

None at this time.

Township of Middlesex Centre  
2006 Service Delivery Improvement

Middlesex Centre continues to improve services for its citizens. The report details how we have improved services in the area of Community Development Department – Building Services

**What have we done differently:**

We continue to update the qualifications of our building officials through ongoing training.

**Improvement in efficiency:**

We are able to carry out Plumbing Inspections that had previously been undertaken by the City of London on our behalf.

**Improvement in effectiveness:**

Both structural and plumbing inspections can be carried out by the same person at the same time.

**What barriers are there to further improvements:**

None at this time.