

2018-2022 DISTRICT OF HOUSTON COUNCIL ORIENTATION

Municipal Service Delivery & Planning

November 2018



Council Orientation Agenda

TIME	MONDAY	TUESDAY	WEDNESDAY
8:30 – 10:00	Local Government 101	Municipal Service Delivery & Planning	Asset Management
10:00 – 10:15	Refreshment Break	Refreshment Break	Refreshment Break
10:15 – 11:45	Governance & Ethics	Budgeting, Taxation, and Financial Affairs	Risk Management & Dispute Resolution
11:45 – 12:45	Lunch (Provided)	Lunch (Provided)	Lunch (Provided)
12:45 – 2:15	Setting Priorities, Delivering Outcomes	Community Planning & Development	Human Resource Management
2:15 – 2:30	Refreshment Break	Refreshment Break	Refreshment Break
2:30 – 4:00	Council Meeting Simulation	Municipal Facility Tour (Will Run to 5pm)	Public Relations



Outline

- Service Planning, Delivery & Governance
- Protective Services
- Parks, Recreation & Cultural Services
- Public Works, Operations & Utilities
- Q&A



Role of Local Government

- A municipality is **a corporation of the residents of its area... governed by its Council...** established per Provincial Law.
- Provide for Good Governance of the community
- Provide services, laws and other matters for community benefit;
- Provide for stewardship of the public assets of the community;
- Fostering the economic, social and environmental well being of the community.



Fundamental Powers

(By Bylaw)

- Municipal Services
- Public Places
- Trees
- Firecrackers, fireworks, explosives
- Bows and arrows, knives and other weapons except firearms
- interment and disposition of the dead and places for such
- Health, safety and protection of persons or property
- Protection and enhancement of the well-being of its community by prevention of nuisance, disturbances
- Public health
- Protection of environment
- Animals
- Buildings & other structures
- Removal and deposit of soil and other materials
- Signs and other advertising
- Discharge of firearms
- Business
- Land use planning & development
- Heritage Conservation
- Traffic Control & Roads
- **Taxation, User Fees, Fines & Financial Matters**



Fundamental Powers

A Cautionary Tale

- **May not regulate matters which the province has precedence over.**
- Health, protection of environment, animals, removal and deposit of soil and other materials
- May adopt bylaw for such matters with approval of the Province
- **A provision of a municipal bylaw has no effect if inconsistent with a Provincial Enactment (i.e. We cannot say red means go!)**



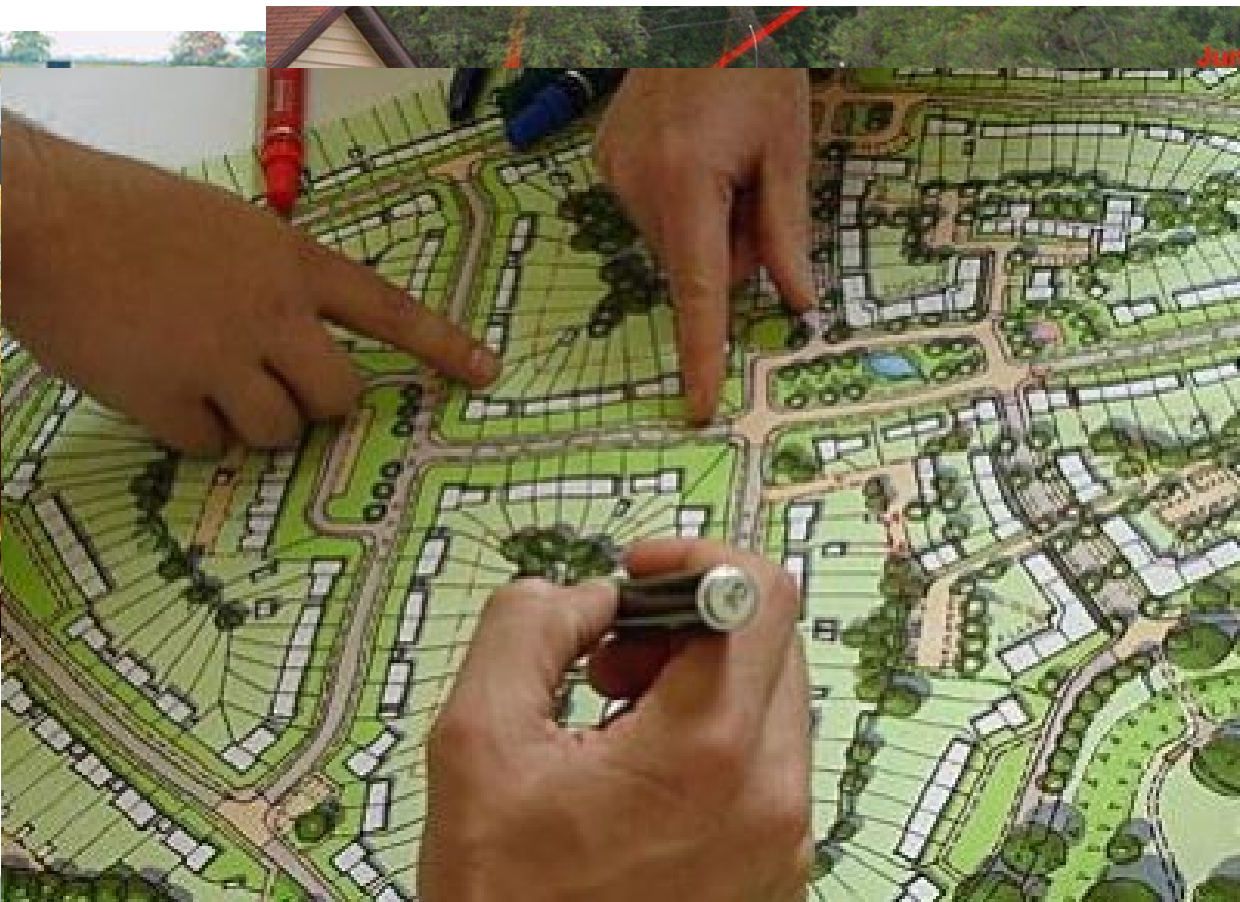


How many local government employees does it take to screw in a light bulb?



1. Applicable legislation states that to ensure proper selection, removal of existing and replacement of a new bulb, a lengthy technical study is required that will sit on a shelf for months on end before said bulb replacement can be assigned to a properly trained and certificated bulb replacement technical team.
2. One
3. None of the above - our light bulb changers are contractors

What is a “Service” Anyway?



Service Planning

Defining the Service to be Provided

- Is this service available to:
 - A specific neighbourhood? (sidewalks and parking lots)
 - Part of the community? (water, sewer)
 - Entire Community? (i.e. parks, bylaw enforcement)
 - Anyone? (i.e. pool, roads)
- Do you need to register/apply for the service?
- Is there a fee for the service?



Service Planning

Determining the Needs

- Are we required to provide this service?
- If not, desired by residents / taxpayers?
- Willing & able to pay?
- Do we have capacity?



Service Planning

Surveying the Landscape

- Other Organizations
(Community Groups, NPO's, Charities, other Governments, etc.)
 - Partnerships
 - Outsourcing
 - Public-Private Partnerships
 - Fine, I'll do it myself!
- Drawbacks of each model?



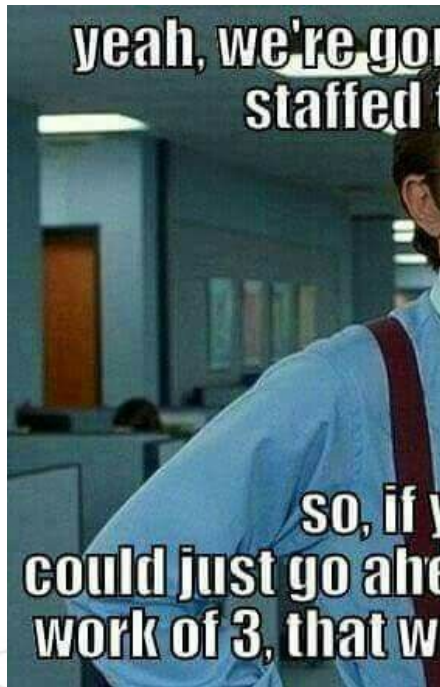
Service Planning Legal & Regulatory Implications

- Do we have the authority?
- Implementation processes?
- Legal requirements?
- Regulations in place?
- Others?

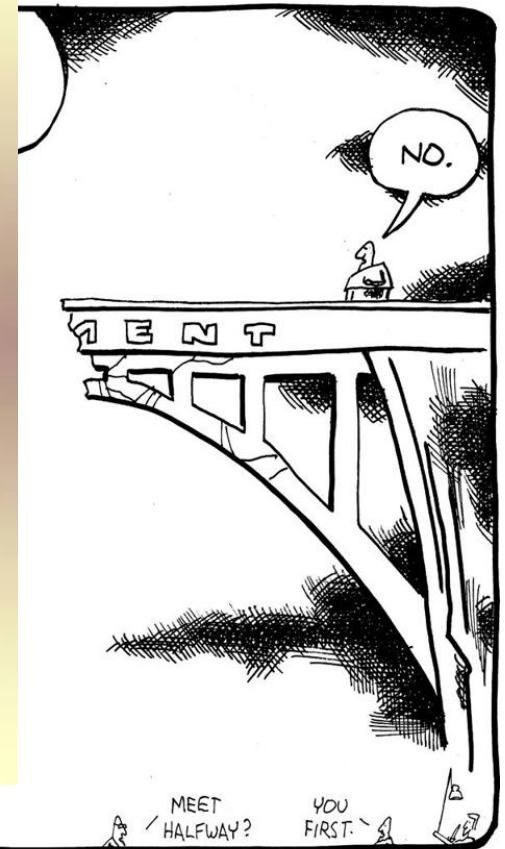


Service Planning

How are we doing this?



I'm having an
OUT-OF-MONEY
experience



Service Delivery Assessing Perf

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Service Delivery Assessing Performance

- Customer Feedback
- Monthly / Annual Reporting
- Reporting “As Needed”
- Service Assessment
- Performance Review / Audit
- Organizational Review



Service Planning & Delivery

Deciding Factors



Protective Services



Parks, Recreation & Cultural Services

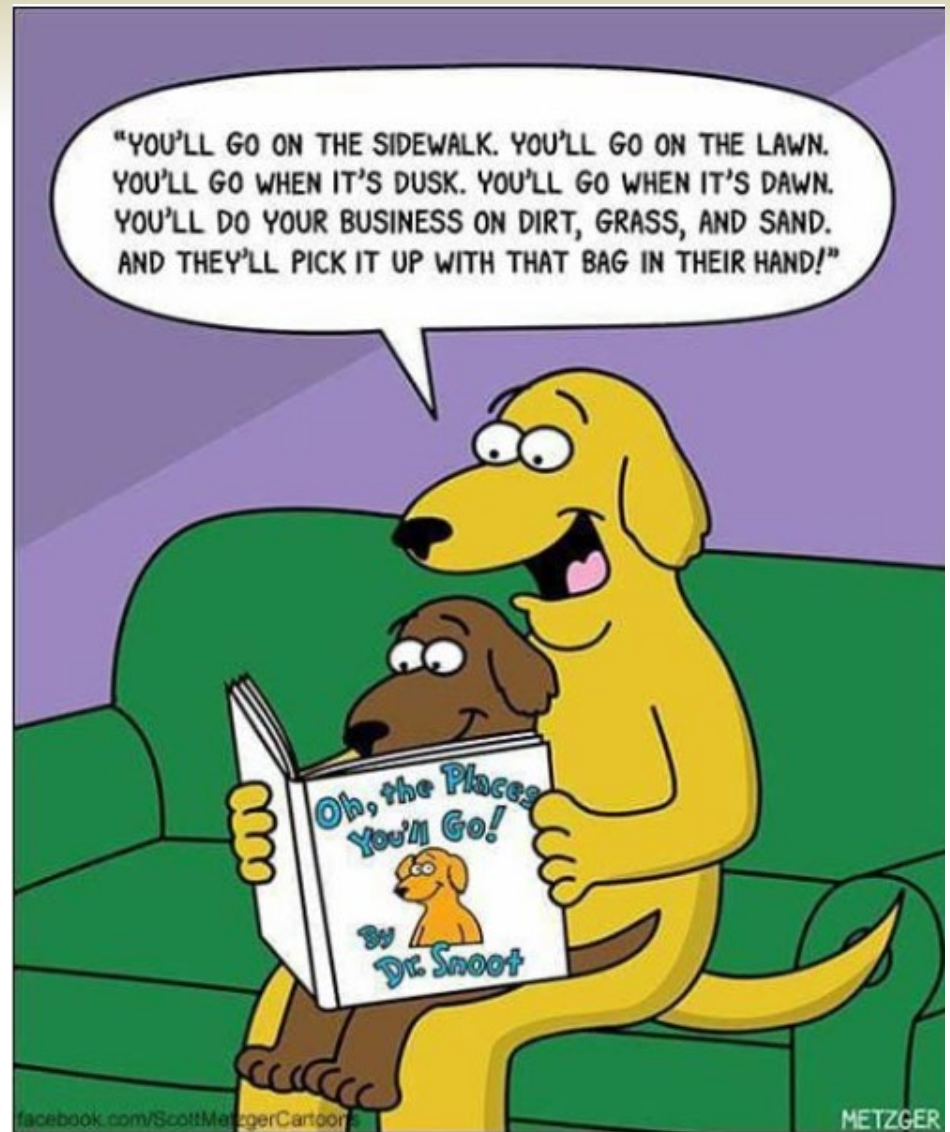


Public Works, Operations & Engineering



Bylaw Enforcement

- Bylaw Enforcement is still a service!
- Driven by regulatory measures and desire for enforcement
- Still requires resources!



Questions!



**"It's not a great mission statement,
but we'll revise it if things get better."**

