

different heritages and cultures, highlighting the diversity and creativity of the region, and offer diversity-themed performances, presentations, conversations, and activities.

Ms. Purdon asked that Council and staff help to promote the event.

- 7.c Deputation from the Poet Laureate, Richard-Yves Sitoski, and the Owen Sound & North Grey Union Public Library CEO Re: National Poetry Month

The Owen Sound & North Grey Union Public Library CEO advised that the Owen Sound Poet Laureate is a program of the Owen Sound & North Grey Union Public Library established in 2007 which seeks to support and highlight the literary arts in the area. The Poet Laureate writes poetry about the area, composes poems for special events, participates in public performances, works with local poets and writers, and acts as literary ambassador for the City and region. The work of the Poet Laureate culminates with the creation of a legacy project which is a unique and lasting contribution to the community.

Mr. Nicholls-Harrison noted that Richard-Yves Sitoski is a songwriter and performance poet who has served as the Poet Laureate since 2019, having had his term extended through the pandemic until the end of Summer 2023 as the Library Board wanted to ensure that his term included opportunities to perform in public settings. Mr. Yves Sitoski has appeared in many literary journals, is the winner of the 2021 John Newlove Award, and the second place winner of the 2022 Don Gutteridge Award. His legacy project, "No Sleep 'til Eden", was published by the Ginger Press in 2020 and is an augmented reality multimedia collection of poems on the environment.

Mr. Yves Sitoski premiered a new poem entitled "Show Me How You Live".

Following his poem, Mr. Yves Sitoski invited Council to attend his one-person show, Butterfly Tongue, which is his second legacy project. It will be held at the Grey Roots Auditorium on Thursday, June 8 at 7:00 p.m. and Saturday, June 10 at 2:00 p.m.

8. PUBLIC QUESTION PERIOD

There were no questions from members of the public.

9. CORRESPONDENCE RECEIVED FOR WHICH DIRECTION OF COUNCIL IS REQUIRED

There were no correspondence items presented for consideration.

10. REPORTS OF CITY STAFF

- 10.a Report CM-23-004 and Presentation from the City Manager and Steven Luckie and Graeme Wedge, MNP Consulting Re: Service Delivery Review Consultant's Executive Summary and Next Steps

The City Manager provided an overview of the report.

Mr. Simmonds introduced Steve Luckie and Graeme Wedge of MNP Consulting. Mr. Luckie advised that MNP's primary focus was conducting an independent service delivery review, looking at each of the primary services provided by the City from an efficiency perspective as well as finding opportunities for these primary services. The review was divided into two phases:

1. A current state review in which MNP conducted a documentation review, developed service profiles, benchmarked services to similar organizations, and conducted interviews with identified stakeholders. This provided an overview of the current state to understand the root causes of challenges and enabled the identification of emerging organizational and service delivery opportunities.

2. A recommendations report and implementation roadmap in which MNP further evaluated the emerging opportunities and analyzed each opportunity on a matrix that outlines their relative potential financial impacts, service impacts, and execution risks. This analysis provides a perspective on advantages/disadvantages and incorporates a risk-reward perspective. MNP included this analysis in its final report.

Mr. Wedge outlined the key findings of the current state summary, the factors that were considered in the current state assessment of services, as well as the six primary recommendations and thirteen suggested sub-recommendations for the City to consider. The recommendations are based on municipal service delivery best practices and focus on five key strategic focus areas for improvement: organizational effectiveness, service delivery efficiencies, increasing communication and clarity, prioritizing core services, and staffing capacity limitations.

Mr. Wedge advised that in terms of next steps, Council adopt MNP's Service Delivery Review Recommendation Report as a broad road map for the City's strategic growth and service delivery over the next three years, the City's management team review the six recommendations to assign resources for each activity, and the City's management team outline a detailed workplan, timing and key milestones required to implement each of the activities.

Council expressed their concern with MNP's Service Delivery Review Recommendation Report as they were expecting MNP to provide more specific recommendations and action plans for consideration on what levels of service can be reduced.

Mr. Luckie and Mr. Wedge advised that they have provided a detailed report and recommendations to the City's senior leadership team for consideration. City staff will be reviewing those details and bringing forward more information to Council in July.

In response to a question from Council, Mr. Wedge noted that the results from the Citizen Satisfaction Survey were utilized as part of the calculation for the service valuation as the perceived importance rating.

In response to questions from Council, the City Manager advised that MNP has provided some high-level business analysis on the recommendations; however, it is a consultant's viewpoint and report, and staff need to take this information and analyze it further and then provide this information to Council at the special meeting in July for discussion. At this meeting, staff will present the Action and Implementation Plan which will contain the primary recommendations and sub-recommendations, and highlight the actions and timelines associated with each recommendation. Following Council approval of the Action and Implementation Plan, staff will present quarterly update reports to Council.

In response to questions from Council, Mr. Wedge noted that all City services were reviewed and evaluated, and they wanted to ensure that opportunities for the Tom Thomson Art Gallery were identified for increasing revenue and independence because it is an asset to the City. Regarding the recommendation of expanding the use of tablets to leverage digital processes, Mr. Wedge explained that some City processes could benefit from the use of tablets. For example, some staff are still completing time sheets via paper, and this can create a lot of extra time and work for staff.

In response to a question from Council, the City Manager advised that when staff present the Action and Implementation Plan to Council in July, MNP's independent analysis will be included along with the proposals from staff.

R-230417-003

Moved by Councillor Farmer

"THAT in consideration of Staff Report CM-23-004 respecting Service Delivery Review Consultant's Executive Summary and Next Steps, City Council:

- 1. Receives the presentation from MNP Consulting for information purposes;**
- 2. Directs staff to prepare an Action and Implementation Plan to implement the proposed recommendations outlined in the *Service Review Executive Summary*; and**
- 3. Directs staff to add a Special Council meeting to the 2023 Council and Committee Meeting Calendar on July 17, 2023, at 9 a.m. in Council Chambers to consider a staff report respecting the service review Action and Implementation Plan."**

Carried.

Having declared a conflict of interest with Item 10.b, Councillor Merton left the Council Chambers at this time.

- 10.b Report CS-23-028 from the Facilities Booking Coordinator Re: 2023 RCMP Musical Ride Show – Harry Lumley Bayshore Community Centre – September 9-10, 2023

The Director of Community Services provided an overview of the report.

R-230417-004

Moved by Deputy Mayor Greig

"THAT in consideration of Staff Report CS-23-028 respecting 2023 RCMP Musical Ride Show, City Council:

- 1. Approves the use of the Harry Lumley Bayshore Community Centre for the 2023 RCMP Musical Ride Show on Saturday, September 9, 2023, and Sunday, September 10, 2023, subject to the conditions outlined in Schedule 'A'; and**
- 2. Directs staff to bring forward a by-law to authorize an agreement with Mary Ellen Black on behalf of the Owen Sound Rotary Club."**

Carried.

Councillor Merton returned to her chair.

The Senior Manager of Strategic Initiatives and Operational Effectiveness left the meeting.

- 10.c Report CR-23-034 from the Deputy Clerk Re: Public Appointment to the Corporate Services Committee

The Deputy Clerk provided an overview of the report.

In response to a question from Council, the Deputy Clerk advised that the purpose of the sunset clause is to encourage turnover on Committees and to bring new ideas to the Committees.