

TO:	CHAIR AND MEMBERS FINANCE AND ADMINISTRATION COMMITTEE MEETING ON SEPTEMBER 28, 2011
FROM:	JEFF FIELDING CHIEF ADMINISTRATIVE OFFICER
SUBJECT:	SERVICE LONDON

RECOMMENDATION

That, on the recommendation of the Chief Administrative Officer, further to the discussion of the Service Review Committee meeting on August 31, 2011, the Service London initiative be a priority and that \$2.1 million from the Efficiency, Effectiveness and Economy Reserve **BE COMMITTED** as a source of financing subject to the submission and approval of a three-year implementation plan.

PREVIOUS REPORTS PERTINENT TO THIS MATTER

Report to Finance and Administration Committee, May 18, 2011 – Service London

BACKGROUND

In May 2011, Council endorsed the concept of Service London, an umbrella framework encompassing numerous initiatives aimed to improve the delivery of customer service. This initiative supports our corporate mission of “At Your Service: A respected and inspired public service partner.”

Since that time, Civic Administration has established an internal leadership team as well as an interdepartmental Service London Steering Committee. Preliminary work on several of the initiatives within the Service London framework has begun, including conversations with ServiceOntario to explore potential partnership opportunities and other projects such as the proposed Business Enterprise Centre. A three-year implementation plan of all initiatives within the Service London framework will be presented to Council by January 2012.

At the Services Review Committee meeting on August 31, 2011, Council members expressed an interest in transferring \$2.1 million from the Efficiency, Effectiveness and Economy Reserve to support the Service London initiative. This reflects Council’s commitment to improving the delivery of and access to services for citizens and business alike as a top priority. The three-year implementation plan would detail how these funds would be allocated, and no dollars will be spent until such time as the implementation plan is approved by Council.

PREPARED BY:	RECOMMENDED BY:
KATE GRAHAM MANAGER, CORPORATE INITIATIVES	JEFF FIELDING CHIEF ADMINISTRATIVE OFFICER

CC: Service London Steering Committee