



## The Corporation of the Town of Tecumseh

Corporate Services & Clerk

**To:** Mayor and Members of Council

**From:** Laura Moy, Director Corporate Services & Clerk

**Date to Council:** October 26, 2021

**Report Number:** CS-2021-31

**Subject:** Clerk Services Business Process Optimization Review

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### Recommendations

It is recommended:

**That** CS-2021-31 entitled “Clerk Services Business Optimization Review” **be received;**

**And that** the \$25,000 allocation in the Clerks Department 2021 Operating budget under Professional Fee – Other be applied to the Clerks Services Business Optimization Review Project.

### Background

The Town of Tecumseh recently undertook an Organizational Review. The report of the consultant retained to conduct the Review, KPMG, presented their Organizational Review Final Report to Council at the [Special Meeting of Council](#) held Tuesday, June 29, 2021.

One of the 35 recommendations contained in the report was to have a business process optimization assessment undertaken for the Clerk’s Department.

### Comments

A Request for Proposal was issued August 24, 2021 for submissions from prospective proponents to prepare and submit a competitive proposal for a review of the services delivered by the Town’s Clerk’s Office and to provide the Town with recommendations on how to

improve and modernize service delivery, processes, and structure (Business Process Optimization Review (BPO)).

The BPO has been awarded to WSCS Consulting Inc. and the project will be kicked off shortly with a completion expected in two to three months.

Given the Organizational Review was completed after the 2021 Budget was approved, funding for the BPO has not been allocated.

At the October 12, 2021 Regular Meeting of Council, the members received [PRS-2021-15](#) entitled "Municipal Modernization Fund 2019 Project Reallocation Request." At the meeting, a motion was passed to accept the recommendation that the Clerks Services Review Project (BPO) be added to the Municipal Modernization Fund 2019 project list with an allocation of \$20,000.

The approved 2021 Budget for the Clerk's Department contains \$25,000 under Professional Fee – Other that was intended to be used for records management support. The records management support has been deferred pending completion of the BPO. As a result, it is intended that the \$25,000 allocation in the Clerks Department budget be applied to the remaining cost of the BPO.

## **Consultations**

Financial Services

## **Financial Implications**

There are no financial implications. The current \$25,000 funding in the Clerk's Department 2021 Operating Budget under Professional Fees – Other, and the reallocation of \$20,000 from the Municipal Modernization Fund 2019 project list will be used to fully fund the BPO.

## Link to Strategic Priorities

| Applicable                          | 2019-22 Strategic Priorities  |
|-------------------------------------|---|
| <input checked="" type="checkbox"/> | Make the Town of Tecumseh an even better place to live, work and invest through a shared vision for our residents and newcomers.  |
| <input checked="" type="checkbox"/> | Ensure that Tecumseh's current and future growth is built upon the principles of sustainability and strategic decision-making.  |
| <input type="checkbox"/>            | Integrate the principles of health and wellness into all of Tecumseh's plans and priorities.  |
| <input checked="" type="checkbox"/> | Steward the Town's "continuous improvement" approach to municipal service delivery to residents and businesses.   |
| <input type="checkbox"/>            | Demonstrate the Town's leadership role in the community by promoting good governance and community engagement, by bringing together organizations serving the Town and the region to pursue common goals. |

## Communications

Not applicable ☒

Website ☐

Social Media ☐

News Release ☐

Local Newspaper ☐

This report has been reviewed by Senior Administration as indicated below and recommended for submission by the Chief Administrative Officer.

Prepared by:

Laura Moy, Dipl. M.M.  
Director Corporate Services & Clerk

Reviewed by:

Tom Kitsos, CPA, CMA, BComm  
Director Financial Services & Chief Financial Officer

Recommended by:

Margaret Misek-Evans, MCIP, RPP  
Chief Administrative Officer

| <b>Attachment<br/>Number</b> | <b>Attachment<br/>Name</b> |
|------------------------------|----------------------------|
| None                         | None                       |