

Recommendation:

That the report, C.A.O.-2026-24 dated August 4, 2026, regarding the Service Delivery Review of Development Services final report be received; and

That Council approves the final report as presented; and

That Council direct staff to prepare an implementation plan for the recommendations included the Service Delivery Review for approval.

Overview:

At the June 17, 2026, Committee of the Whole meeting, the findings and recommendations of the Service Delivery Review for Building and Planning services were presented by Triton Engineering.

The Review was conducted from January 2026 through to June of 2026 using a series of public engagement tools including; surveys, one on one interviews and a public open house / meeting. The consultant received good engagement with more than 30 surveys, 28 interviews and 15 community members attending the open house. Throughout the process, Triton and the CAO's Office kept Council, and the public informed of the progress through monthly reporting to Council.

The consultant reviewed the delivery of Building Services, By-Law Enforcement, Land-Use Planning and economic development in Douro-Dummer. The delivery of these services was considered based on the cost of delivery, volume of work, client / public feedback, requirements from upper levels of government and overall experience. The outcome of the process and review resulted in more than 33 different recommendations included in the final report (**Attachment 1**). The recommendations are categorized in the following manner:

- Potential for improved technical compliance
- Council – staff relations
- Better customer service
- Improved communication

Staff have reviewed the recommendations and heard the feedback that Council provided from their review of the draft report. The next step in the process is for internal staff to review the final recommendations and develop an implementation plan that provides the appropriate resources to ensure that the recommendations are implemented to provide positive impact on the services reviewed.

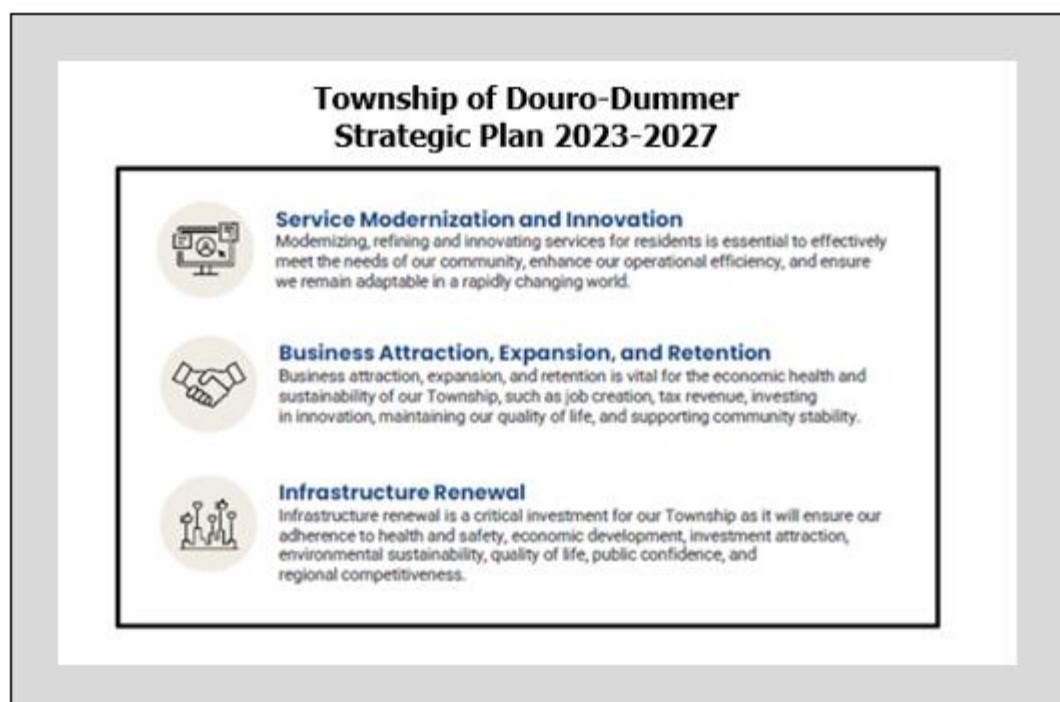
Conclusion:

The Building, Planning and Economic Development Service Delivery Review was completed on schedule, under budget with a robust public engagement process that yielded strong community feedback and helped to shape more than 30

recommendations that will assist in improving the delivery of these services in Douro-Dummer.

Financial Impact:

There are no further costs associated with the Service Delivery Review and the development of the final report. Once staff review, develop and propose a plan to implement the recommendations, there is the potential for both costs and savings that will impact future budgets and / or the fees required to deliver the services at current or improved levels.



Report Approval Details

Document Title:	Development Services - Service Delivery Review Final Report - C.A.O.-2026-24.docx
Attachments:	
Final Approval Date:	Jul 30, 2026

This report and all of its attachments were approved and signed as outlined below:

Martina Chait-Hartwig

Todd Davis