



North Simcoe Service Delivery Review: Public Consultation

Joint Release – Town of Penetanguishene, Town of Midland, Township of Tiny and Township of Tay

The Town of Penetanguishene, Town of Midland, Township of Tay, and Township of Tiny are reviewing services provided by each municipality. Service Delivery Reviews are a common exercise for municipalities to gauge their level of service across all business units and see where opportunities for efficiency and effectiveness exist.

An important part of Service Delivery Reviews involves providing members of the public the opportunity to participate in the engagement process. Over the next month, residents and businesses will be able to provide feedback on services they currently receive, and their expectations over the coming years.

In mid-December, the four municipalities will each be hosting virtual townhalls that will provide an overview of the Service Delivery Review engagement, and allow for participants to ask questions, provide feedback on current services, and offer their ideas on the future.

In an effort to promote public health guidelines associated with the response to COVID-19, these townhalls will be hosted through virtual methods. Information on each townhall's timing, and how to access them will be posted on the website of each municipality.

In addition to the virtual townhalls, the municipalities will make a survey available online, or by pickup from each Municipal Office. This community survey will provide an additional method for residents and businesses to provide input to the Service Delivery Review.

The virtual townhall and survey will both look to understand:

- Service delivery expectations;
- Strengths, and activities that each municipality should continue, and;
- Challenges faced by residents and businesses with respect to receiving services.

The services being reviewed at this time include:

- Human Resources/Health & Safety
- Procurement
- Communications/Marketing/Tourism
- Information Technology
- Legal Services
- Land Use Planning
- Building Services
- Emergency Management
- Fire and Emergency Services
- Engineering Services
- Fleet Management

Input provided by the public will support the development of recommendations for future service delivery enhancements.

Specifically, the four municipalities are looking to explore opportunities to make it easier for residents and businesses to access municipal services in a consistent manner, processes to deliver efficient and effective local services, and possibilities to reduce unnecessary and duplicate processes, to be more cost effective.

Public Consultation Dates:

All meetings will be held electronically and begin at 7:00PM.

[Town of Penetanguishene](#)

Monday, December 21st, 2020

[Town of Midland](#)

Tuesday, December 15th, 2020

[Township of Tay](#)

Thursday, December 17th, 2020

[Township of Tiny](#)

Wednesday, December 16th, 2020

Additional information on the specific timing associated with each townhall will be posted to municipal websites along with the electronic meeting information in the coming days.

For media enquiries, please contact:

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