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For Immediate Release

Elgin County Council Receives Results of Service Delivery Review

CENTRAL ELGIN, ON – The County of Elgin has finished its Service Delivery Review (SDR) which included a comprehensive review of the County’s internal operations, the County’s shared municipal services with Local Municipal Partners, and its social and community services.

In early 2020, the County received a grant through the Province’s [Municipal Modernization Program](#) to conduct the review, with the goal of finding opportunities to streamline the way services are delivered to members of our community. The program was designed to assist municipalities’ transformation efforts and reduce costs, supporting the sustainability of the services that residents rely on every day.

Over the last eight months, staff across the organization have been working with an external consultant, StrategyCorp, to identify opportunities for the County to more effectively deliver services for the County’s community and staff, as well as more opportunities to work with our Local Municipal Partners and the City of St. Thomas. The review resulted in 110 different identified improvement initiatives that could enhance municipal shared services, improve internal operations, and support increased value-added activities. These initiatives collectively have the potential to realize over \$3M in cost savings that could be achieved over ten (10) years, though it is important to note that some initial investment would be required in some service areas.

“We are very excited by what the findings of this review mean for the future of Elgin County,” said Warden Dave Mennill. “We are continuously looking for ways to make Elgin County even better, and the findings of this report show the County’s commitment to Serving Elgin, a key strategic priority of Council, and responsible use of taxpayer dollars. We’re also looking forward to improving our shared service delivery with our Local Municipal Partners and the City of St. Thomas.”

The findings of this review will be submitted to the Province of Ontario by December 4, 2020, and published on the County’s [website](#). For more information, contact Elgin County at 519-631-1460 ext. 156.

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Media Contact:

Warden Dave Mennill
dmennill@elgin.ca