

Report to Municipal Council



Meeting Date: November 27, 2024	Report Date: November 25, 2024
Reason Before Council: Policy Direction / Approval	Priority: Urgent
Department: General Government	Type of Meeting: Special Meeting

Report Title: Service Ontario Contract

Recommended Resolution:

That Council review the Amending Agreement with Service Ontario and authorize the CAO and Clerk to execute the Agreement on behalf of the Municipality.

Analysis & Background:

In early 2023, shortly after a presentation to Council of the Service Delivery review by KPMG, the Chief Administrative Officer and Clerk began discussions with representatives from the Ministry of Public and Business Service Delivery (in short – Service Ontario) regarding the contracted services being offered through the Municipality. We were expressing concerns to the Ministry that under the current contract and service model, the Municipality was losing a considerable amount of money annually in offering Provincial Services to its residents and the residents of several surrounding municipalities.

During discussions with the Ministry representative, several options were discussed, but the option that was most favourable to all was keeping the office open and the services available without the Municipality and its ratepayers having to make up the loss. This solution would ultimately require the approval of the Minister.

On November 19, 2024, the Clerk finally received an Amending Agreement from Service Ontario. Under this agreement, we would be following a different service model, whereby the Municipality would be paid in full over the course of 12 months for all expenses relating to Service Ontario to a maximum of \$67,587.49.



Under the current service model, the Municipality receives commissions for transactions completed and a monthly stipend provided we maintained full-time hours of operation. Under the new model, the Municipality will receive a monthly payment of \$5,364.08. In the 11th month of the 12-month cycle, we will reconcile to ensure that all costs for the year are recovered.

The Ministry is wanting this new service model to take effect on December 1, 2024, which is why a Special Meeting was required.

Further we are requesting that the CAO and Clerk be authorized to sign the Agreement as it must be signed by individuals who have received security clearance from the Ministry.

Council should also be aware that with the new service model, there will be additional “back office” work coming to our Service Ontario counter employee. We are not exactly sure what work is coming as this will be starting sometime in the new year. However, with the introduction of new work, this will further restrict this employee’s ability to perform municipal duties.

Attachments:

- Proposed Amending Agreement No. 1
- Service Ontario – Issuing Services Agreement, effective December 21, 2015

Prepared By: Tammy Godden, Clerk