

## Council Memorandum

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| <b>Date:</b> | January 12, 2020                           |
| <b>To:</b>   | Committee of the Whole                     |
| <b>From:</b> | Councillor Veale                           |
| <b>Re:</b>   | <b>Review of Service Levels by the CAO</b> |

### Recommendation

**That** the Memorandum from Councillor Veale, regarding a **Review of Service Levels by the CAO**, be received;

**That** the CAO review service levels in light of operational changes and changing service demands, and recommend efficiencies and service enhancements. And report back in Q2 2021; and

**That** this recommendation be forwarded to Council for consideration at the next Regular Council Meeting.

### Rationale

The global pandemic has changed the way services are provided to the public on a municipal level. Council should be made aware of possible efficiencies and savings that may have resulted from this change in service.