

Municipality of the United Townships of Head, Clara & Maria
Service Improvements 2005

The Townships of Head, Clara & Maria continue to improve services for its citizens in many areas. We attempt to achieve improved services with reduced costs; however there are often barriers to achieving our objectives. This report details the improvements to services and the barriers in achieving improvements.

What we have done differently.	Improvements in efficiency.	Improvements in effectiveness.	Barriers to past and future improvements.
General Government - Policing			
Continued involvement in Community Policing Advisory Committee bringing our community's needs to the attention of the OPP who service our area.	Reduced the number of property crime incidents from 15/1000 residents to 8.	Commitment by Councillors to attend this committee leads to our issues being heard.	Distances required travelling to meetings. Reduction in the number of municipalities remaining under OPP coverage might lead to the dissolution of the group.
Library			
Initiated community days such as: May Madness, Pot Luck Dinners, and Craft Instruction Courses. Provided support for the Veteran's Plaque committee.	Allowed for increased use of the library. Brought the library to the attention of more members of the community.	Provided volunteer man hours to assist with community involvement days and support for the veteran's plaque work.	Possible volunteer burn out.
Environmental Issues - Disposal Sites			
Closing of Deux Rivieres disposal site to Household Waste	The Deux Rivieres site was reaching its capacity limits. Waste collected from Deux Rivieres is now being diverted to the Bissett Creek site.	Bissett Creek site has larger capacity. Will enable us to provide continued services without having to locate a new disposal site for Deux Rivieres.	MOE not granting extensions to many landfill sites or licensing new ones. Challenges with ratepayers losing access to a local site.
Administration			
Implemented salary grid for employees.	New hires are now allocated to a spot on the grid system to ensure fairness of compensation.	Staff now knows what to expect when it comes to salary/wage increases. Objectivity is ensured.	Formal performance measurement guidelines were not implemented with the system. In 2006 this process has been completed. It now needs to be communicated to staff.
Roads and Property			
Garage Roof repaired with new steel and new insulation	Reduced costs of heating garage over winter – oil/electricity savings.	Not completely effective as work was substandard.	Unfortunately the work was substandard, we are not sure that we met the objectives that we intended.