

Town looks at economical ways to keep up services

By **RICHARD VIVIAN**
The Champion

Through the elimination of overlapping staff duties and streamlining of several policy processes, the Town is looking to improve service delivery without adding to the payroll.

In a report presented to Milton council last week, PSTG Consulting (hired by the Town) made 28 recommendations to improve service delivery and reduce the number of staff used to handle the increasing demands of a growing population.

As a result of Milton's population boom (expected to reach 85,000 by 2016) the Town expects to require 15 to 20 new employees each year — which would drive up the operating budget and property taxes.

"By looking at the Town's 43 processes, we were able to simplify and streamline several key development processes, clarify

roles and responsibilities of staff, eliminating staff duplication — which was rampant in a number of processes," said Gillian Flies of PSTG. "These recommendations would allow staff to handle higher volumes (of service delivery) as the community continues to grow and the population increases."

After hearing from PSTG, councillors directed Town staff to begin an implementation process for the recommendations — which will be phased in over several years, depending on cost and effectiveness.

Implementation of key recommendations would see the Town enforce standard commenting time frames for development processes, reduce the number of individuals participating on site plans and redesigning of the building permit process.

"I believe this is a very important initiative for the Town," said Milton's CAO Mario Belvedere.

"By doing these types of revisions, staff will be able to address our new efficient workloads and focus on other customer services."

Further recommendations include providing building inspectors with hand-held computers, making improvements to internal and external communications and clarifying the division between compliance and enforcement activities.

But in order to fully streamline any efficiencies in terms of development applications, outside agencies will have to review their processes as well, added Councillor Brian Penman.

"This deals with internal efficiencies. When you look at the way development occurs, you have to interface with the Region, the Province, other planning documents," he pointed out. "None of those interfaces have established efficiencies or timelines built into them."

Garbage pick-up dates to change

Due to the holidays, waste collection days will change over the next two weeks.

Instead of having waste collection Wednesday, as would normally happen, next week's collection will occur Thursday.

The same happens the following

week, as New Year's Day falls on a Wednesday.

Christmas trees will be picked up January 8 and 15, depending on what area of town you're located.

On January 8, trees will be collected from the north and west side of town, bordered by Derry Road

east of Ontario Street, Ontario Street north to Main Street, Main Street east to Wilson Drive, Wilson Drive north to Steeles Avenue, Steeles Avenue east to Fifth Line, and Fifth Line to the north edge of town. Areas to the south and east will be collected January 15.

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