

PSSDC Information-Sharing Template – September 2019

Information Sharing is collected for the purpose of the PSSDC Meeting of September 2019.

Information contained in this document cannot be shared without the approval of the member jurisdiction (author).

JURISDICTION:		Contact
1. Accomplishments: Briefly highlight major service delivery accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6-12 months.	<ul style="list-style-type: none"> MSDO held its annual conference September 16-18 in Regina, Saskatchewan. An interactive webinar was hosted where Service Ontario led a discussion with members about innovative cross jurisdictional partnerships. MSDO continues to work on refining its governance and operational structure to strengthen the organization. MSDO continues to participate as an observer at the Deputy Ministers table to represent the voice of municipalities. 	
2. Priorities: Briefly describe what your organization sees as its top service delivery priorities/initiatives over the next 12 to 36 months.	<ul style="list-style-type: none"> Municipal government in Ontario will be facing a number of significant changes through Regional government review, changes to Public Health and Paramedic services and general budget reduction targets. Our organizations are focussed on ensuring that key services to the public are maintained. MSDO is focussed on a number of future webinars to continue to build the knowledge of our members and allow for interaction. A number of these webinars may include cross jurisdictional relationships identified through our participation on PSSDC. 	
3. Showcase/Sharing: Are there any resources in your jurisdiction such as applications, processes etc. that other jurisdictions may have an interest in applying or implementing in their own jurisdiction? <i>(This information will help in agenda planning for future meetings.)</i>	<ul style="list-style-type: none"> None at this time. 	

<p>4. <u>Issues and Needs:</u> Briefly describe any service delivery issues you would like to share with the Council and what assistance you might be seeking from PSSDC.</p>	<ul style="list-style-type: none"> MSDO has many members with a solid foundation in call centre operations and a number of municipalities have been enhancing their digital presence. MSDO members continue to be interested in learning from PSSDC about future evolution of service delivery channels. Additionally, members are interested in how interjurisdictional partnerships can be established. 	
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