



PSSDC Information-Sharing Template – September 2016

JURISDICTION: Municipal Service Delivery Officials (MSDO)	Contact
<p>1. <u>Accomplishments:</u> Briefly highlight major service delivery accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6-12 months.</p>	<p>The MSDO as an organization continues to focus on increasing its membership's value. There are almost 50 large, medium and small municipal members from 7 provinces across Canada. MSDO is governed by an 8 member Board of Directors. In 2016 we achieved several major accomplishments:</p> <ul style="list-style-type: none"> - Hosted two virtual meetings with national membership to foster learning about service delivery innovations in the municipal sector. - Developed affiliation memberships with Service Canada and Service Ontario to explore a deeper relationship between MSDO, its members and these two service organizations. - Welcomed two new municipal members – City of Guelph (ON) and City of Timmins (ON) - Hosting national conference and AGM in September, 2016 (St. John's NF) focused on working and learning together. Highlights –presentation/workshop with Service Canada, updates from Service Newfoundland and Labrador, St. John's Digital Strategy, innovations in service delivery presentations from Waterloo Region, Halton Region, Town of Aurora, City of Calgary and City of Brampton, Taking Care of Business 5 and learning events at St. John's City Hall, Signal Hill and Cape Spear. -Full day board retreat to review governance and annual planning. -Hosted one day visit from ICCS sponsored Singapore delegation.



<p>2. <u>Priorities:</u> Briefly describe what your organization sees as its top service delivery priorities/initiatives over the next 12 to 36 months.</p>	<p>Finding new ways to engage and increase participation from our members in supporting the mission of MSDO e.g. board succession planning, increase member participation in planning annual conference and virtual meetings, etc.</p> <p>Revising formal partnership agreement with the Institute for Citizen Centred Service (ICCS) through exploring mutual benefits for MSDO members and ICCS.</p> <p>Enhancing participation at the Public Sector Service Delivery Council (PSSDC) through increasing observer participation to aid in succession planning and smooth transitioning for new board members.</p> <p>Connecting our members more frequently in between the annual in-person conference such as regular virtual meetings to learn and connect with each other.</p>	
<p>3. <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>	<p>Opportunity to support the growth and professionalism of municipal service delivery.</p> <p>Ability to participate in discussions with federal, provincial and municipal counterparts involving service delivery improvements, including discussions on identity management and authentication, digital service delivery, service to business and integrated community-based service delivery. Opportunity to connect with almost 50 municipalities from across Canada and solicit insights, input and active participation.</p> <p>With a growing membership representing most major municipalities from across Canada – the ability to influence and offer the municipal voice on service delivery issues at a national level.</p>	



Victoria
ICCS 2016 SEPTEMBER
SEPTEMBRE

PSSDC

Public Sector Service Delivery Council

CPSSP

Conseil de la prestation des services du secteur public



4. **Planning for**

Council Meetings:

Please **identify topics of particular interest** to your jurisdictions for future Council Meetings. *(Please provide a brief description for each item.)*

Seeking opportunities to further showcase municipal service delivery innovations at future Council meetings.