



Licensing and Standards Committee

LS6.1	ACTION	Amended		Ward:All
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Core Service Review

Committee Decision

The Licensing and Standards Committee:

1. Recommends that the Executive Committee consider the opportunities contained in Appendix A, Part 2 of the KPMG Standing Committee Summary for the Licensing and Standards Committee.

Decision Advice and Other Information

The Licensing and Standards Committee:

1. Requested the City Manger to review the List of Opportunities in Appendix A, Part 2, to ensure service efficiencies are maximized to meet the 2012 budget targets and multi-year service and financial planning objectives and report directly to the Executive Committee on September 19, 2011.
2. Requested that the City Manager include the following in his report to the Executive Committee meeting on September 19, 2011:
 - a. Any opportunities for further integration of By-law Enforcement.
 - b. The possibility of expanding animal licensing in Toronto.
 - c. The possibility of updating the online licensing system.
 - d. The possibility of maximizing online donations to Toronto Animal Services.
 - e. The possibility of establishing an animal services sub-committee of the Licensing and Standards Committee.
 - f. The feasibility of requiring micro-chipping of dogs and cats as a requirement of licensing.
 - g. A review of pet licensing options, including the option of a lifetime licensing system to replace the current annual licensing fee, with micro-chipping dogs and

cats as a requirement.

The following gave presentations to the Licensing and Standards Committee:

- Joe Pennachetti, City Manager, on the Service Review Program
- KPMG on the City of Toronto Core Service Review Project:
 - Craig Fossay, Partner, Advisory Services
 - Glen Sloutsky, Senior Manager, Advisory Services, Performance & Technology Services
 - Brian V. Bourns, Advisory Services, Public Sector

Origin

(July 18, 2011) Report from the City Manager

Summary

The purpose of this report is to transmit the Core Service Review Summary and Service Profiles prepared by KPMG LLP and the results of the public consultation, for consideration by Standing Committees at special meetings scheduled between July 18, 2011 and July 28, 2011. Service Profiles of the City's governance functions and the City's agencies will be considered by Executive Committee on July 28, 2011. The City Manager will report further on the Core Service Review to the Executive Committee at its September 19, 2011 meeting, including providing comments on recommendations coming forward from the Special Standing Committee meetings.

The Service Review Program includes: a Core Service Review that examines which services the City should be delivering, Service Efficiency Studies that examine service levels and how specific City services are delivered to ensure the most efficient and cost-effective service delivery, and a User Fee Review that examines all user fees currently in place to determine the extent to which they are fair and collect the full cost of providing the service.

The Service Review Program is being undertaken in 2011 in preparation for the 2012 Budget Process. In 2011, the City will set the foundation for its services and service levels to establish the basis for multi-year planning and service delivery to meet its budgetary objectives in 2012 and beyond.

Background Information

(July 18, 2011) Report from the City Manager on the Core Service Review

<http://www.toronto.ca/legdocs/mmis/2011/ls/bgrd/backgroundfile-39558.pdf>

(July 7, 2011) Appendix A, Part 1 - KPMG Final Report to the City Manager

<http://www.toronto.ca/legdocs/mmis/2011/ls/bgrd/backgroundfile-39559.pdf>

(July 18, 2011) Appendix A, Part 2 - KPMG Standing Committee Summary, Licensing and Standards

<http://www.toronto.ca/legdocs/mmis/2011/ls/bgrd/backgroundfile-39560.pdf>

(July 18, 2011) Appendix B - Core Service Review, Public Consultation

<http://www.toronto.ca/legdocs/mmis/2011/ls/bgrd/backgroundfile-39561.pdf>

(July 25, 2011) Presentation from the City Manager on the Service Review Program: Core Service Review

<http://www.toronto.ca/legdocs/mmis/2011/ls/bgrd/backgroundfile-39661.pdf>

(July 25, 2011) Presentation from KPMG on City of Toronto Core Service Review Project (<http://www.toronto.ca/legdocs/mmis/2011/ls/bgrd/backgroundfile-39662.pdf>)

Communications

(July 21, 2011) E-mail from Jean Glassford (LS.New.LS6.1.1)
(July 22, 2011) E-mail from Amy Cameron (LS.New.LS6.1.2)
(July 22, 2011) E-mail from Donald T. Steane (LS.New.LS6.1.3)
(July 23, 2011) E-mail from Anne Roesel (LS.New.LS6.1.4)
(July 23, 2011) E-mail from Eva Filipiak (LS.New.LS6.1.5)
(July 25, 2011) Submission from Dianne Singer (LS.New.LS6.1.6)
(July 25, 2011) Submission from Jodi Savage (LS.New.LS6.1.7)
(July 24, 2011) E-mail from M. Michelle Nadon, C4P Animal Rescue, Canada's Animal Advocacy Network (LS.New.LS6.1.8)
(July 25, 2011) Submission from Dora Sesler and Project Pet Rescue (LS.New.LS6.1.9)
(July 25, 2011) E-mail from Jennifer Valiquet and Family (LS.New.LS6.1.10)
(July 25, 2011) Submission from Camille Labchuk, Summer Student, Lawyers for Animal Welfare (LS.New.LS6.1.11)
(July 25, 2011) Letter from Ann Dembinski, President, CUPE Local 79 (LS.New.LS6.1.12)
(July 25, 2011) Letter from Councillor Paula Fletcher, Ward 30 Toronto-Danforth (LS.New.LS6.1.13)
(July 25, 2011) Submission from Ken Wood (LS.New.LS6.1.14)
(May 9, 2011) Report from Animal Control Reform in Montreal: A Working Document (LS.New.LS6.1.15)
(July 25, 2011) Submission from The Berger Blanc Experiment, Save Toronto Animal Services (LS.New.LS6.1.16)
(July 25, 2011) Submission from Deena Elieff, Volunteer, Toronto Animal Services (TAS) South Branch (LS.New.LS6.1.17)

Speakers

Ken Wood
David Behan
Peter Newell, Vice-President, Toronto Humane Society
Liz White, Animal Alliance of Canada
Nathalie Karvonen, Executive Director, Toronto Wildlife Centre
Stephanie Cliff, Toronto Animal Services
Darin Jackson
Michelle Ferman
Donald Steane
Deena Elieff, Volunteer, Toronto Animal Services
Ferne Simkin, Member, Toronto Humane Society