

**Reporting to the Public on Service Improvements and Barriers**  
**County of Renfrew**  
**2003 Service Improvements**

The County of Renfrew continues to improve services for citizens. This reports details how we've improved services in the area of Transportation Services.

**What we have done differently:**

- Major initiative to educate the senior levels of government in the need for secure and sustainable funding for Public Works
- Completion of the largest Capital Works Program in the history of County including,
  - Moffat Canal Bridge Replacement
  - Davis Mills Bridge Rehabilitation
  - Six Large Culvert Replacements
  - 38.7 km of Road Reconstruction
  - 28.6 lane kms of Road Rehabilitation
  - Roadside Safety Improvements including 1 railway crossing upgrade and major rock cut improvements
- Securing of funding from the Green Municipal Enabling Fund for the establishment of a Road Weather Information System which will assist the Department in managing our road salt use while maintaining public safety
- Update to the County's Emergency Plan
- Initiated a preliminary budget approval allowing early tendering of projects. This approach has resulted in significant savings.
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**What barriers are there to further improvements?**

- Inadequate funding for capital works which compromises the municipality's ability to sustain their public works infrastructure.
- Overly prescriptive or restrictive legislation, which stifles innovation.
- One size fits all approach to provincial legislation and regulation that unnecessarily complicates delivery of service for little or no real benefit to the taxpayer.

The County of Renfrew continues to improve services for citizens. This reports details how we've improved services in the area of General Government – Website Management.

In 2003, the County of Renfrew launched several initiatives with respect to the Corporate website.

- Live, real time information regarding the November 2003 municipal election posted as election results were in. Publicized in advance, this resulted in the highest ever recorded number of hits on the County of Renfrew website.
- Posting of the County Official Plan online.
- Posting of all Corporate Policies (Human Resources, Information Technology and General Administration) for public viewing and transparency in government processes.
- Creation of section of website for Accessibility Advisory Committee to publish minutes/information as required under Ontarians with Disabilities Act, 2001.
- Development of "New Miramichi Lodge Redevelopment Project" section of website to allow ratepayers to see the roadmap for the redevelopment of this long term care facility, as well as projections of the completed project.

The County of Renfrew continues to improve services for citizens. This reports details how we've improved services in the area of Health Services – Long-Term Care.

**What we have done differently:**

We voluntarily participated in the Accreditation process through the Canadian Council on Health Services Accreditation.

- Awarded a three year accreditation

**Improvement in efficiency:**

The three-year award provides some financial assistance to Bonnechere Manor, which enables us to continue to provide high quality service. The process also highlights programs and services that are well done as well as provides input in areas of improvement.

**Improvement in effectiveness:**

The three-year award certificate is a method in which to inform the general public of our quality of service. The Accreditation process noted the significant improvement made in quality assurance programs and helped define further areas to be developed.

**What barriers are there to further improvements?**

The continual changes in the Health Care sector often shift priorities, and projects are put on hold for more urgent requirements.

The County of Renfrew continues to improve services for citizens. This reports details how we've improved services in the area of Facility and Property Management – Bonnechere Manor Foundation Board.

**What we have done differently:**

The establishment of the Bonnechere Manor Foundation Board as an Incorporated Charitable Organization.

**Improvement in efficiency:**

The Foundation Board will assist in raising funds to enhance the lives of the residents living at Bonnechere Manor.

**Improvement in effectiveness:**

Enhancing the lives of our residents will ensure we remain a facility of choice.

**What barriers are there to further improvements?**

A noted barrier would be the continued financial support from the community.

The County of Renfrew continues to improve services for citizens. This reports details how we've improved services in the area of Health Services – WSIB Schedule I vs. Schedule II.

**What we have done differently:**

The Facility moved to Schedule II of the WSIB process, creating an opportunity to directly impact the costs related to work place injury.

**Improvement in efficiency:**

A focus on the management of WSIB issues, increased knowledge of managers and a Employee Health Coordinator position all contributed to improved responses to work place injury and developed a more effective return to work program.

**Improvement in effectiveness:**

A decrease in lost times incidents, and the promotion of prompt return to work has stabilized the costs involved in WSIB.

**What barriers are there to further improvements?**

Work place injury is often unpredictable. Maintaining a qualified specialist in the Employee Health Coordinator role.

The County of Renfrew continues to improve services for its local municipalities and citizens. This report outlines how we've improved services in the area of *Planning and Development – Municipal Plan Review*.

**What we have done differently:**

As a result of local service re-alignment, the County of Renfrew is now responsible for performing municipal plan review on all development applications it processes. Whereas applications used to be circulated to various agencies and provincial ministries, the County has been provided with information and mapping outlining provincial interests. The County now screens for these provincial interests and only contacts agencies and ministries for technical support. The County has developed a library of this municipal plan review information and has used computer technology where possible to expedite the review process. Hard copy mapping has been converted into digital format and mapping software has been developed which enables all of the different map layers to be displayed on top of a parcel fabric base. This enables us to check for provincial interests at the property-specific level.

**Improvements in efficiency:**

The housing and review of all of this provincial information at the County of Renfrew has enabled the County to provide a more complete assessment of the potential of development proposals and the issues that they may have to address. In addition, by reducing the amount of circulation to agencies and ministries, applications can be processed in a more timely manner. The use of technology has resulted in a significant savings of staff time to complete the municipal plan review function for each development application.

**Improvements in effectiveness:**

The screening of provincial interests at the County of Renfrew benefits developers by identifying issues early in a development process and can help them decide whether or not to proceed with specific development proposals. Reduced circulation also benefits citizens by facilitating more timely approvals. Local municipalities also benefit by having these resources available in one central location. The use of technology enables us to relay very effectively the impact of provincial interests on specific properties and development proposals.

**What barriers are there to further improvements?**

One barrier to further improvements is that staff resources available at the County of Renfrew cannot possibly have technical expertise in all of the provincial interests that it identifies. As a result, the County may still need to contact agencies and staff of provincial ministries for technical support. This could increase application processing and approval time.