

Growing Better Together

Modernizing Two-Tier Municipal Services

Our Ask

That Niagara meet with the Ministry of Red Tape Reduction to share an update on Niagara's shared service efforts and detail how the Province and Niagara Region can work together to modernize and streamline services with the reintroduction of the Municipal Modernization Program.

Why is this Important?

Together, Niagara Region and its 12 local area municipalities are continually exploring ways to modernize service delivery, reduce redundancies and innovate customer focused services for our residents. For example, in Spring 2023 a Strategic Transformation Office was established at Niagara Region to provide dedicated resources for large-scale strategic transformational priorities, including shared services.

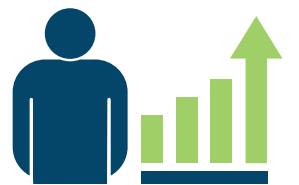
Aligning with Provincial Priorities

As the Province continues to plan for future growth, all levels of government must use resources more efficiently to meet increasing service demands. This supports the Province's ongoing efforts to reduce red tape, streamline customer service and deliver efficient and effective government.

Growing Niagara to 2051



272,000
Projected jobs
23% increase



694,000
Projected population
43% increase



We need to use resources more efficiently to meet increasing service demands as we grow

Our Opportunity

- From internal administrative functions to public facing services, Niagara Region and its local area municipalities have an excellent track record of implementing shared service initiatives that create a seamless, cost-effective and efficient experience for residents and businesses
- Recent examples implemented at the local level include shared fire service pilots, library mergers and the coordination of animal control services
- To capitalize on the efficiencies gained through these initiatives, Niagara Region's Strategic Transformation Office will work in partnership with the local area municipalities to:
 - Determine which shared services can be extended or expanded
 - Align to provincial priorities to build more homes faster
 - Collectively advance additional internal/ administrative opportunities available with minimal delay

Our Challenges

- Niagara has proven that we can tackle large, complex uploads like Niagara Regional Transit
- Other opportunities to explore and implement additional larger-scale shared services across Niagara exist; however, additional one-time resources are needed to move forward
- The reintroduction of the Municipal Modernization Program with a targeted focus on two-tier municipalities would ensure local governments can close the gap on one-time transition costs and allow Niagara to move forward with multiple new shared-service opportunities

The Impact

- Introducing additional shared services across Niagara will ensure our Regional and local governments are best positioned to deliver world class services to our growing population
- Reintroducing the Municipal Modernization Program with a targeted focus on shared service delivery between two-tier municipal governments would help local governments achieve economies of scale, reduce duplication of roles and support the exchange of best practice to allow for innovation
- It would enable us to succeed in advancing provincial objectives to grow Ontarian communities and make them more prosperous

Some potential opportunities for shared service include:

Public-Facing Opportunities

- Single water/ wastewater delivery
- Shared emergency dispatch service
- Fire services

Internal and Administrative Opportunities

- Financial management
- IT services, including cyber security
- Printing services
- Joint procurement

Contact Information

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Let's continue to implement new and innovative services that increase collaboration and improve customer service experience. Let's Grow Better, Together.