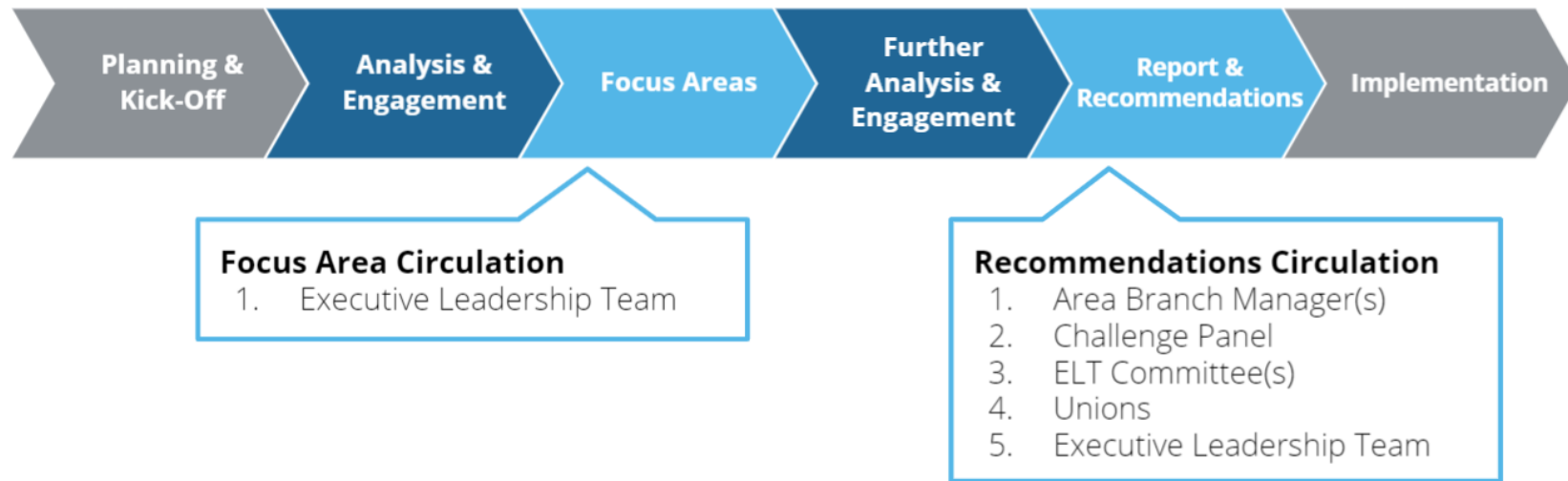


Program and Service Review Recommendation Implementation Status

Figure 1. Program and Service Review and Approval Process\*



\*Note: Recommendations are reviewed by the business area and Unions, and vetted and approved by the Challenge Panel, ELT Committee and ELT.

Table 1: Program and Service Review Recommendation Status

Service	Total Recommendations	Implemented	In Progress	Paused
Animal Welfare / Pet Licensing / Wildlife Management (3 reviews bundled)	7	5	2	0
Business Licensing and Business Retention and Expansion (2 reviews bundled)	9	0	9	0
Business Solution	9	8	1	0
Bylaw and Provincial Act Enforcement	7	2	3	2
Census Service	9	5	4	0
Corporate Policy Development	4	1	3	0
Corporate Property Management and Leasing / Residential, Commercial and Industrial Land Development (2 reviews bundled)	6	2	4	0

**Attachment 2**

Customer Access	23	12	9	2
Employee Development and Training	7	3	3	1
Environmental Strategy and Policy Development	5	2	2	1
Fire Investigation & Fire Prevention, Inspection and Enforcement (2 reviews bundled)	12	10	2	0
Geographic Information Systems and Spatial Analysis	3	1	1	1
Housing & Landlord and Tenant Advisory (2 reviews bundled)	2	0	2	0
Individual Care and Support	5	4	1	0
Infrastructure Delivery	6	3	3	0
Interment and Perpetual Care	4	0	4	0
Municipal Admin Tribunals	11	5	6	0

**Attachment 2**

Property Assessment Service & Tax Collection (2 reviews bundled)	3	1	1	1
Recreational and Sport Facility Access / Recreation and Cultural Programming (2 reviews bundled)	13	8	2	3
Risk Management	15	0	15	0
Road Services & Parks and Open Space Access (2 reviews bundled)	5	3	1	1
Safety Code Permission and Inspection	6	6	0	0
Transit	4	0	4	0
Warehousing and Inventory Management	4	2	2	0
Waste Collection and Sustainable Waste Management (2 reviews bundled)	6	4	2	0
<b>Total</b>	<b>185</b>	<b>87</b>	<b>86</b>	<b>12</b>