



# Staff Report

## Administration

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**Report To:** Committee of The Whole  
**Meeting Date:** February 27, 2019  
**Report Number:** FAF.19.028  
**Subject:** Support for Service Ontario Location  
**Prepared by:** Tim Hendry, Communications & Economic Development

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### A. Recommendations

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THAT Council receive Staff Report FAF.19.028, entitled "Support for Service Ontario Location";

AND THAT Council directs staff to submit a letter of interest to the Ministry of Government and Consumer Service identifying and demonstrating the community need for a Service Ontario location within the Town of The Blue Mountains;

AND THAT Council asks the Ministry of Government and Consumer Services to consider either a physical Service Ontario location or a hybrid Service Ontario model within the Town of The Blue Mountains during the 2019 Facility Location Assessment.

### B. Overview

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This report recommends that Council directs staff to send a letter of interest to the Ministry of Government and Consumer Services regarding the community need and desire for a Service Ontario location within the Town of The Blue Mountains.

### C. Background

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Due to the closure of the Service Ontario location in Meaford, residents within the Town of The Blue Mountains must travel to either Collingwood or Owen Sound to access the services provided by Service Ontario.

In addition, the neighbouring Service Ontario locations are only open during standard business hours, with reduced hours or closures on weekends. As a result, Town staff have heard from many residents and business owners that the closure of the Meaford location has created a challenge in accessing the required services within a timely manner.

Having a Service Ontario location within the Town of The Blue Mountains, focused on catering to local residents, business owners, and tourists would be a strong asset within the community.

## **D. Analysis**

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In speaking with representatives from the Ministry of Government and Consumer Service, staff were encouraged to have Council support a letter of interest identifying and demonstrating the community need for a Service Ontario location within the Town of The Blue Mountains. Ministry representatives confirmed that upon receiving the letter of interest, the Town of The Blue Mountains will be considered within the 2019 annual Service Location Assessment.

## **E. The Blue Mountains Strategic Plan**

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Goal #1: Create Opportunities for Sustainability

Objective #1 Retain Existing Business

Objective #2 Attract New Business

Objective #3 Promote a Diversified Economy

Objective #4 Support Value-Added Agriculture and Culinary Tourism

Objective #5 Improved Visibility and Local Identity

Goal #2: Engage Our Communities & Partners

Objective #1 Improve External Communication with our Constituents

Objective #2 Use Technology to Advance Engagement

Objective #3 Strengthen Partnerships

Goal #4: Promote a Culture of Organizational & Operational Excellence

Objective #1 To Be an Employer of Choice

Objective #2 Improve Internal Communications Across our Organization

Objective #3 To Consistently Deliver Excellent Customer Service

Objective #4 To Be a Financially Responsible Organization

Objective #5 Constantly Identify Opportunities to Improve Efficiencies and Effectiveness

## **F. Environmental Impacts**

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A Service Ontario location within the Town of The Blue Mountains would reduce carbon emissions due to the current need of travelling to Collingwood or Owen Sound.

## **G. Financial Impact**

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N/A

## **H. In consultation with**

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Senior Management Team

## **I. Public Engagement**

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The topic of this Staff Report has not been subject to a Public Meeting and/or a Public Information Centre as neither a Public Meeting nor a Public Information Centre are required. Comments regarding this report should be submitted to Tim Hendry at [economicdevelopment@thebluemountains.ca](mailto:economicdevelopment@thebluemountains.ca)

## **J. Attached**

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None at this time

Respectfully Submitted,

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