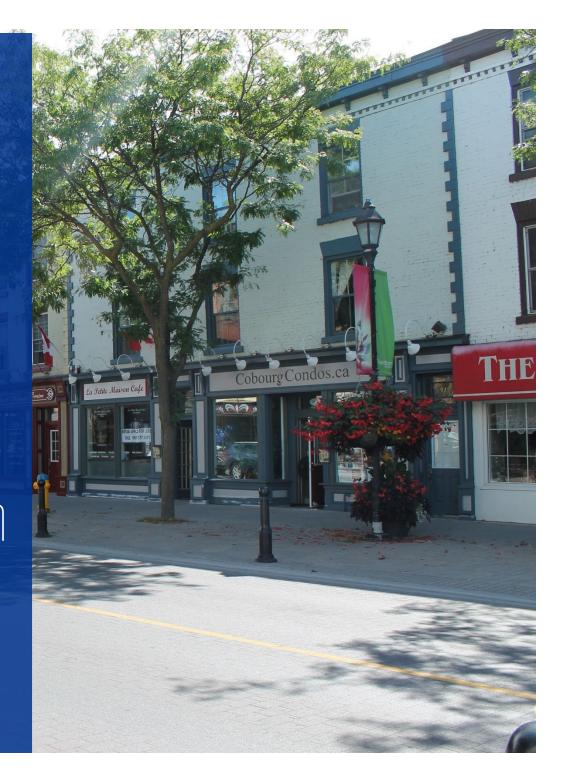


Town of Cobourg

Organizational Review

Introductory Presentation to Town Council

June 8, 2021



Introduction

- Through a competitive procurement process, KPMG has been retained to assist the Town with an organizational review, which includes (but is not limited to) an assessment of:
 - Organizational structure
 - Lines of reporting
 - Staffing levels
 - Decision-making processes
 - Alignment of internal resources to service delivery
- The organizational review builds on and incorporates the findings from the recently completed service delivery review



Proposed Scope of Work

What We'll Do: What We'll Do: What We'll Do: **Key Deliverables:** Develop options for Translate high level Understanding of Document review Delive oles: organizational the benefits and structure at the structure shortcomings of the departmental level Council interviews (staffing current structure requirements, span Evaluate options of control. lines of Staff consultation based on design Recommended reporting, KPIs, etc.) (interviews, working principles, organizational sessions, survey) jurisdictional review, structure that aligns service alignment Develop with services and and other implementation plan Community priorities considerations that will allow consultation management to (survey, information Implementation execute on sessions) Develop recommended strategy for moving recommended high to the preferred organizational level organizational structure Jurisdictional review model structure Reporting **Current State Structure Options Detailed Design**



Desired Outcomes of the Recommended Structure

- Focus on customer service excellence
- Improved ways of working
- Alignment with Council priorities and direction
- Employee engagement
- Consistency with best practices for municipal organizational design
- Clear connection between services and resource requirements





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