



**Services Efficiency Review Framework**

**Committee of the Whole**

**October 3, 2016**

**President & CEO Speech**

**Good afternoon Chair Hofflan, Mayor Guthrie, Councillors, City Staff and Members of the Public. My name is Kithio Mwanzia and I am the President & CEO of the Guelph Chamber of Commerce. We are pleased to be here today to offer the business voice and to play an active role as a dynamic solutions provider so as to build a stronger more robust economy and community here in Guelph.**

**The Guelph Chamber of Commerce is a member driven organization with over 900 members representing more than 35,000 employees. We represent employers both large employers and small and medium sized enterprise. Our membership includes both for profit and not-for-profit organizations all of whom play an important role in the economic vibrancy of our community.**

**We are particularly pleased today to be here to speak on the Business and Service Review Framework. It is a clear demonstration of the commitment to the investment in Service Efficiency & Improvement Review to ensure we are delivering 21 century services in a cost effective manner that manages the range of services and the cost of delivering those services. This will be an important element of ensuring that service delivery and investment matches desired goals and objectives. A review of this nature has served as an important guide to decision making and agenda focus in numerous municipalities.**

**This will also offer the opportunity to more effectively utilize long-term budgeting more strategically and utilizing new tactics that leverage the private sector to manage the City's capital budget programme.**

**Similarly, this will offer the City the opportunity to implement strategies to ensure a greater level of predictability in its budgeting process from year to year. Predictability sends a powerful signal to the business community that gives them the tools they need to make long term investments.**

**As the report became available, given how important this has been as an advocacy priority for the chamber, we shared the report with the wider business community and sought input on today's presentation.**

**The prevailing commentary was a welcoming of the outlined continuous improvement model – a strategy that many successful businesses in our community have implemented. In addition, the integration of strategies that have been successful in the private sector was welcomed. It is also a demonstration of city staff being responsive to the business community given the intensive involvement we have had as an organization in urging the city to move forward with this type of framework. Staff is to be commended for being both comprehensive and dynamic in bringing forward this report.**

**Thank you again for providing the Chamber with the opportunity to speak this evening, and I look forward to your questions.**