

**THE CORPORATION OF THE TOWNSHIP OF LAKE OF BAYS  
REPORT**

**TO:** Mayor and Members of Council  
**FROM:** Stefan Szczerbak, Planner  
**DATE:** October 13, 2009  
**SUBJECT:** Building and Planning Services for the Baysville Area

**Recommendation**

BE IT RESOLVED THAT Council direct staff to seek public input to determine if Planning, Building and/or other Township Services could be provided at the Baysville Community Centre on a regularly scheduled basis in an effort to improve customer service for the Baysville area residents.

**Origin**

Human Resources Review, R.A. Young, Action Recommendation # 11

**Background**

Further to the Human Resources Review, Action Recommendation # 11 requests that Council direct staff to determine the feasibility and desirability of providing Planning and Building Services at the Baysville Community Centre on a scheduled basis.

In addition, it is noted that the Township undertook a similar process during the 2003 and 2004 summer months. Staff from the Building Department provided plans review at the Baysville Community Centre every Friday afternoon. The first year appeared to be successful, but the second year was met with very little interest resulting in the cancellation of the service.

**Analysis**

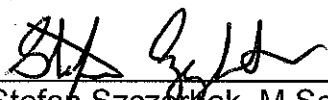
During the Township's Human Resources Review and through our recent Strategic Planning process, it seems apparent that the community of Baysville is seeking improved customer service for this area simply due to the geographic constraints (the Lake of Bays) of the municipality. Although the public's main focus is on support from the Planning and Building Departments, this feasibility study would also look at additional municipal services such as the collection of taxes

When reflecting on this additional service provided to this area back in 2003 and 2004, one complaint from the public and staff was the inability to access documents from the Dwight office. It was very difficult to prepare all documents in advance of these meetings as all the necessary paperwork had to be copied and brought with staff to ensure the work could be completed. Often, other documentation was required which caused further delay and frustration from the public. However, due to advances in technology, we have the ability to access our systems here at the Dwight office to track, log and finalize documentation from remote locations.

In an effort to ensure this additional service is desirable, staff would recommend that as part of the educational component of the upcoming Development Permit Amendment, staff would ask the Baysville community if they would benefit from this additional service delivery and if they would utilize this service if it was available on a regular basis. In addition, staff would ask what other services could be provided should the Township choose to implement this service.

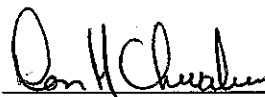
This feasibility study will provide Council with options for consideration of the various departmental service deliveries, technical requirements and financial implications for each of these programs. In addition, the feasibility study would provide a summary of the overall interest with this program.

Respectfully submitted by:



Stefan Szczerbak, M.Sc., RPP, MCIP  
Planner

Reviewed by:



Don H. Chevalier  
CAO/Treasurer