
Appendix 4

Examples of Collaboration on Shared Services in Niagara

- Joint Compliance Audit Committee: In 2018, Niagara Region, area municipalities, the District School Board of Niagara and the Niagara Catholic District School Board established a Joint Compliance Audit Committee. This committee has allowed the area municipalities to share efficiencies and resources to ensure coordinated efforts regarding election compliance during election years.
- Joint Accessibility Advisory Committee: In September 2019, the municipalities of Thorold, Grimsby, Lincoln, Niagara-on-the-Lake, Pelham and West Lincoln formed a Joint Accessibility Advisory Committee to address barriers to municipal services and programs and to assist the partner municipalities in meeting their legislated AODA obligations.
- Shared Hearing Officers for Administrative Monetary Penalties: In 2014, the Town of Fort Erie and the City of Port Colborne entered into an agreement to share a hearing officer with respect to their system for administrative penalties regarding the stopping, standing and parking of vehicles.
- Joint Procurement: In October 2019, the Mayors of Welland, Thorold, Pelham, Port Colborne and Wainfleet signed a Memorandum of Understanding to work together on joint purchasing and procurement and shared service initiatives in order to take advantage of bulk pricing opportunities. These municipalities will explore joint Requests for Proposals for a variety of contracts such as road reconstruction, sidewalk repairs, office supplies, etc. This MOU builds on the work of the Niagara Public Purchasing Committee ("NPPC"). The NPPC is a cooperating purchasing program representing over 30 agencies, both public sector and broader public sector. These agencies jointly agree to invite quotations or tenders on selected commodities and services.
- Library Services: The Niagara libraries have developed several joint initiatives, including collective purchasing and reciprocal borrowing agreements, and continue to identify additional efficiencies to realize "made in Niagara" solutions. For example, the Libraries in Niagara Cooperative (LiNC) was established in 2010. This cooperative library consortium, consisting of one college and four public libraries in Niagara, was created to share an open source library catalogue system called Evergreen.

- In February 2021 the Lincoln and Pelham Public Library Boards announced they had begun to explore the possibility of merging the two library systems. In the spirit of creating efficiencies and streamlining administrative functions and expenditures, this potential merger would provide enhanced delivery of library services for the two communities and dedicate more resources to programs and materials.
- Legal Services: In March 2020 Lincoln and Grimsby Councils approved new legal service contracts. The two municipalities joined forces to solicit & review proposals collectively for consolidated legal services. In November 2020, the Town of Pelham, the Town of Fort Erie and the Township of Wainfleet announced the joint hiring of a shared in-house Solicitor.
- Fire and Emergency Services: Since March 2020, the Town of Grimsby has shared an Emergency Services Coordinator with the Town of Lincoln which has been invaluable throughout COVID-19. The two Towns have also initiated a study of a shared fire service with working groups established between CAOs, Fire Chiefs, Deputies and Financial staff.

Wainfleet is engaging the Grimsby/Lincoln Shared Emergency Service Coordinator to assist with their municipal emergency preparedness planning. West Lincoln also purchases services from this Emergency Service Coordinator to ensure alignment with the joint West Niagara Emergency Plan.

- Dispatch: The Niagara Region is responsible for the provision of 911 services for all LAMs. This service is provided under a Service Performance Agreement with the Niagara Regional Police Services to act as the Primary Public Safety Answering Point.
- Integrating Transit Service: Since January 2016, an Inter-municipal Transit Working Group has been working together to develop options for integrated and seamless transit service in Niagara by 2021.

This plan will provide local and inter-municipal transit service to the municipalities of St. Catharine's, Niagara Falls and Welland; feeder transit systems in Niagara's smaller communities; and inter-municipal transportation connections to all of Niagara's municipalities and future GO Train stations. This integrated transit plan will consist of a connected region where residents, visitors and travelers can easily access public transportation to get to employment, recreation and travel

opportunities.

The process developed by Niagara's municipalities for improving transit in Niagara Region is an example that can be used to move forward in other service delivery areas.

- In August 2020, NRT OnDemand was launched as a pilot in West Niagara to enable inter-municipal transit service throughout Grimsby, Lincoln, West Lincoln, Pelham and Wainfleet. It provides connections to the region's major transit hubs, including the St. Catharines and Welland bus terminals and Port Colborne's City Hall. Niagara on the Lake signed on to this service in September 2020.
- Animal Care and Control: Grimsby is in the process of preparing an RFP for Animal Care and Control services. Niagara-on-the-Lake, West Lincoln and Pelham have agreed to collaborate on this procurement. Thorold, Fort Erie, and Lincoln currently have agreements that are due to expire in the next year. It is proposed that the RFP include add-on provisions so that these municipalities may procure these services at the same pricing.
- Communities of Practice: Communities of practice have been established for Clerk's, Public Works, Economic Development, Finance, Asset Management and HR, to collaborate and share best practices with staff counterparts at the Region and LAMs.