

Shared Services in Niagara

Purpose

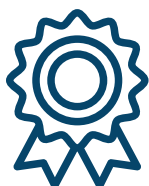
Niagara Region and area municipalities are working together to optimize service delivery through shared resources and services.

Story

This version of our shared services inventory is the most detailed one we've done to date. We're pleased to share that all 12 area municipalities participated, showing a strong commitment to collaboration across Niagara.

This is a big step forward for our shared services project and highlights our shared goal of improving efficiency and using resources better across our communities.

The inventory now includes both partnerships between Niagara Region and area municipalities and those just between the municipalities themselves. As efforts continue, we'll get a clearer understanding of the results we've achieved and find more opportunities to expand shared services.

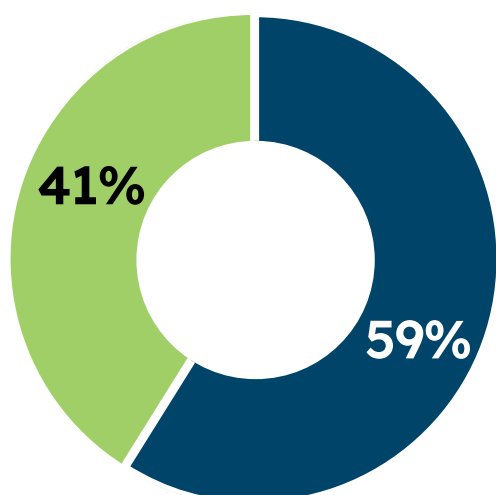


100%
response rate
(Region departments
and area municipalities)



63 unique shared service initiatives among area municipalities
157 between the Region and area municipalities

Impact



- **Administrative**
(office operations) **59%**
- **Public facing**
(direct impact to resident)..... **41%**

Type of shared service

Indicates the level of formality and commitment required to implement a particular initiative.

- 68** **Networking and information sharing** (informal)
- 42** **Partnerships and collaboration** (semi-formal)
- 110** **Shared service delivery** (formal)

Initiative lead

- Niagara Region **53%**
- Shared (between Regional and/or municipal partners) **25%**
- External (community partner) **13%**
- Area municipalities..... **9%**