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RECEIVED  
APR 27 2010  
TOWN OF INGERSOLL  
CLERK/TREASURER

March 31, 2010

To: All Municipal Clerks

Re: Municipal Service Delivery Reviews

Enclosed for your municipality's information and use is the recently updated pamphlet, *Making Choices: A Guide to Service Delivery Review for Municipal Councillors and Senior Staff*. Please make this letter available to all council members and department heads to ensure they are aware of this service delivery evaluation tool.

The Ministry of Municipal Affairs and Housing, the Association of Municipal Managers, Clerks and Treasurers of Ontario, the Municipal Finance Officers Association, and the Ontario Municipal Administrators Association developed this resource for municipalities, and particularly for elected officials, and senior staff.

There are expectations for governments to make informed choices about the service they provide, whether municipalities are facing economic growth or challenges. I hope this guide helps provide a better understanding of the benefits and overall considerations involved in a municipal service delivery review.

This document can also be read or downloaded from the ministry's website at: [www.mah.gov.on.ca](http://www.mah.gov.on.ca). A more detailed version of the pamphlet, intended for those working on a service delivery review, is also available on the ministry's website.

If you have questions, please contact staff in one of our ministry's Municipal Services Offices, which are listed on the back page of the pamphlet.

Yours truly,

Robert P. Taylor, B.A., M.Pl., Ph.D  
Assistant Deputy Minister

cc: Association of Municipal Managers, Clerks and Treasurers of Ontario  
Municipal Finance Officers Association  
Ontario Municipal Administrators' Association

Attach: