



MEDIA RELEASE

City of Welland is Making Changes to Serve You Better

For Immediate Release – August 26, 2009 – 3:00 p.m.

Welland – In a continuing effort to affordably improve our service delivery and provide our residents with the best possible customer service, the City of Welland has re-organized several key service areas. These changes will enhance customer service to all our residents by building greater flexibility and agility into the City's corporate organization.

"Council is very supportive of the changes being introduced and staff has been very cooperative and enthusiastically stepping up to the challenge in making the necessary changes that are now rolling out", states City Manager, Craig Stirtzinger.

The re-organization, which consists of a shift of several staff members to different departments, will allow the City to better meet the needs of the public and promote quality service delivery. These new changes are designed within existing staffing levels to improve our processes and practices to enable innovative approaches to deal with the various and changing community issues.

Stirtzinger notes that Council's support throughout this process has been garnered as a result of many discussions. "I have had some very frank discussions with Council on how to contain budget costs and yet still meet existing and changing community needs in light of increasing provincial regulatory compliance requirements imposed across most all departments", Stirtzinger said.



Craig Stirtzinger, City Manager

The City's re-organization consists of:

- *By-Laws: Two By-law Enforcement Officers formerly reporting to the Development Services Department will now report to the Parking & Traffic Division in the Engineering, Public Works, and Transportation Services Department. By combining traffic and by-law enforcement staff it will enable more effective enforcement of all bylaws to serve the public's needs.*
- *Clerks: The Communications Division has been moved to the Clerk's Department to enable a sharing of resources, expertise and information for a better delivery of internal and external communications.*
- *Fire: The Chief Building Official will encompass additional duties as he assists the Fire Chief in his management of the Fire Code requirements specific to the Building Code (Bill 124). This assistance will be accomplished by delegation of specific supervisory duties of the Fire Chief. Additional responsibilities of the Chief Building Official include providing technical expertise to Fire Prevention Division in areas of plans review and inspections, coordinating building and fire inspections of buildings required under the Building Code, as well as mentoring fire inspection staff.*

The City of Welland takes pride in providing exceptional customer service to its citizens and service users. With these changes, Welland City Council and Staff endeavour to further improve their service delivery pledge.

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