

His Worship Mark Sutcliffe
Mayor
City of Ottawa
110 Laurier Avenue West
Ottawa ON K1P1J1
Canada

February 27, 2023

Dear Mayor Sutcliffe,

Together, we represent over 11,000 staff employed by the City of Ottawa. And we are concerned about the Mayor's proposed Service Review.

Our members have given to our community with their whole hearts over these last few years. They took new temporary assignments to meet the needs of community members, worked more overtime than ever and came up with innovative solutions to unprecedented challenges.

We are so proud of their work.

In this context, we are especially disappointed with Mayor Sutcliffe's proposal for a Service Review. And we are concerned by language that appears to call into question the City's commitment to respect our collective agreements, which are legally binding contracts.

The goal of creating a "competitive culture" as opposed to a resilient or supportive culture is misplaced. Now, more than ever, we need to work together to provide high-quality services to residents. A culture of collaboration that contributes to productivity, trust and accountability should be our goal.

We know that Service Reviews have been consistently used by all levels of government as a tool to cut services and deliver profits to third parties. Any review taken by the City should focus on delivering high-quality service and not simply on how to cut costs.

We appreciate that the Mayor has chosen to rely on the expertise of city staff to undertake this work and that a role for unions has been built into the current framework. Beyond this, the need for the duplication of the role of the Auditor General is unclear.

If the review is to proceed, we are calling on the Mayor and Council to make immediate revisions to the Service Review proposal by:

- Focusing the review on quality service provision

- Framing the review within Council's priorities
- Ensuring the process considers all of the impacts associated with any service delivery option
- Including more input from residents who use the services under review
- Including more input from community partners providing services under review
- Ensuring unions have the information, time and resources necessary to participate meaningfully

Based on the decades of evidence and our City's recent extremely poor results with the LRT P3 project, this review should make the reduction of P3 projects and outsourcing an explicit objective. And look for opportunities for services to be provided by city staff not third parties.

We appreciate your consideration of our analysis and our expertise in the area of municipal service provision. We are available to meet with you for further discussion.

Thank you for your commitment to our City.

Sincerely,



Peter Bleyer
Executive Director, CIPP



James Watson,
President, CUPE 503

