

Service Delivery



Learn the foundations of how municipal services are set, delivered and funded to reflect council's vision to deliver long term value to your community.

About the course

This course equips participants with the knowledge to make strategic, informed decisions about municipal service delivery. Participants will explore funding models and sustainability along with core principles, models, and considerations involved in delivering services to meet the evolving needs of their communities

Quality Content

All EOEP courses are developed using subject matter experts from the municipal sector and reviewed by Alberta Municipalities and Rural Municipalities of Alberta.

Experienced and Independent Instructors

Take advantage of having councillors learn from independent instructors who are experienced in the municipal sector and reinforce concepts without any perception of bias. EOEP instructors represent a mix of individuals from consulting firms, law firms, and current and retired municipal staff and elected officials.

Cost Per Person

Online: \$295 + GST
In-Person: \$395 + GST

What you receive

Each participant will receive a course workbook, presentation materials, and the ability to ask questions during the course.

Other Benefits

A key benefit of this course is the opportunity to connect with fellow municipal leaders across Alberta. You'll engage in networking and collaborative discussions, share experiences and build relationships that support you throughout your council term.

Can administrators take EOEP courses?

Yes! CAOs and senior administrators can benefit from taking the course to understand the concepts being taught to your council so you can be on the same page.

Request to Host a Course in Your Region

If you are looking for greater flexibility in scheduling, our [Hometown EOEP](#) program gives you the option to bring expert training directly to your council at a time and location of your convenience. Choose from online or in-person delivery and you can invite neighbouring municipalities to share the experience and cost.

Questions and to Register for Service Delivery

Visit eoep.ca or email Registrar@eoep.ca.

What is covered in the Service Delivery course?

Understanding Municipal Services

- Explore the landscape of municipal services: direct, indirect, internal & external
- Identify common service areas.
- Learn responsibilities set out by the MGA
- Recognize contextual changes that shape service delivery.

Exploring Service Delivery Models

- Identify various service delivery options
- Review models for efficiency, cost and community impact
- Learn how collaboration supports service delivery

Setting Service Levels

- Define customer-facing and technical services
- Examine how to align expectations
- Learn how prioritization & budgeting influence service delivery

Service Sustainability

- Explore sustainability and financial resilience
- Assess strategic risks to long-term service delivery
- Identify how to support asset management and planning framework

Roles & Responsibilities

- Policy frameworks for service delivery
- Understand your role in setting service levels
- Clarify administrations operational roles
- Learn how to balance leadership with governance responsibilities

Monitoring & Communicating

- Learn how services are monitored for effectiveness and community impact
- Explore benchmarking, annual reporting, and service delivery reviews
- Understand the importance of communicating to the public

Funding Services

- Understand how services are funded
- Explore taxes, user fees and grants
- Learn to align decisions with policy objectives

The Elected Officials Education Program is a non-profit proudly operated through a partnership of [Alberta Municipalities](#) and the [Rural Municipalities of Alberta](#) to support Alberta's municipal elected officials to serve their community effectively.