



mchg#

consulting solutions

providing  
consulting services  
to government



# MCG Consulting Solutions

MCG Consulting Solutions evaluates organization, staffing, management and operational issues for municipal and provincial governments. We are comprised of experienced consultants, the senior most of whom have worked together as a project team for between 10-30 years. During the course of our careers, the members of our team have worked with over 1200 client agencies throughout North America.

MCG Consulting Solutions is the Canadian subsidiary of Matrix Consulting Group, an international firm.

## Our Consulting Commitment

Our commitment to our clients is to answer the following questions:

- Are services and service levels appropriate to the jurisdiction?
- Are staff achieving appropriate levels of utilization providing services to the community as well as internally?
- Are programs managed to maximize service and efficiency within available resources?
- Are government functions organized to reduce duplication?

# Our Approach to Consulting

Key characteristics of our approach to providing analytical assistance to government include the following:

- We are subject matter experts, not generalists.
- Senior experienced consultants do the work.
- Our work is based on formal analytical techniques, including:
  - We maximize input in our studies through extensive interviews and surveys of staff, policy makers and other stakeholders.
  - We collect detailed workload, service level, business practice and cost data. Our analyses are similarly detailed.
  - We have developed a “best practice” diagnostic assessment tool which provides the opportunity to focus on significant issues.
  - We believe in extensive interaction as the study proceeds through client and staff project reviews.
  - We emphasize implementation through detailed descriptions of ‘what is to be done’ to implement our recommendations, training of client staff and post study assistance.

These approaches result in very high rates of implementation for our recommendations.

## Management and Operations Analytical Services

We provide a wide range of analytical services to our clients. Selected services include:

### **General management, staffing and operational reviews**

We assist our clients to improve productivity, efficiency and effectiveness through detailed analysis of existing operations and alternatives.

### **Diagnostic assessments of organizations**

We have developed multi-phased approaches to analyzing departments and entire jurisdictions.

The approach is based on targeting the most significant issue through comparisons to “best management practices.”

#### **Public safety agency and criminal justice system studies**

We specialize in the analysis of public safety (e.g., police, fire and EMS) as well as other justice agency operations. Our experience includes management audits, master plans, deployment studies, regional service alternatives, feasibility studies and detention system assessments.

#### **Public works and utilities studies**

Our focus is based on the detailed analysis of maintenance management, preventive maintenance, infrastructure replacement and planning, and staffing needs in these labour-intensive functions.

#### **Community development**

We focus on the use of technology, business processes, the regulatory framework, customer interactions, the physical space and the ability for a “one stop” shop, cost recovery through fees, and the organizational structure used to deliver these services.

#### **Parks, recreation and library services**

We conduct management studies and master plans of community services functions in cities and counties. These studies incorporate extensive community input for program and facility evaluation and planning.

#### **Administrative services**

We also have extensive experience analyzing human resources, financial functions, information system technologies and other internal functions which focuses on centralization / decentralization, customer service and service efficiency.

#### **User fee and cost analysis services**

We specialize in establishing all types of operating fees which are comprehensive, defensible and easy to implement. We also assist in establishing the cost of administrative overhead through cost allocation plans.

#### **Other services**

MCG Consulting Solutions also draws upon the resources of long standing strategic alliances with other firms to provide executive recruiting, compensation analysis, information systems, and architectural assessments.

# MCG Consulting Solutions

- | Management Audits / Performance Audits
- | Staffing and Operations Studies
- | Organizational Studies
- | User Fees and Cost Allocation Studies
- | Service Delivery Plans / Master Plans
- | Strategic Plans
- | Inter-governmental Feasibility Studies
- | Outsourcing Feasibility Studies
- | Facility Planning Studies
- | Police • Fire • Public Works • Utilities  
Parks & Recreation • Administration  
Planning & Building

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