

Continuous Improvement Strategy Overview

In 2014, the Administration began our Civic Service Reviews (CSR) to conduct a detailed examination of each of our services to address three main questions:

- A. Is the service aligned with our Strategic Plan?
- B. Does the service provide value for citizens?
- C. Are we delivering the service in the most efficient way?

Framework for Civic Service Reviews:

1. Service Level
 - a. Asset Service Level
How the assets and services are preserved, renewed, and funded to ensure the quality of life for citizens is sustained or improved, and include:
 - Inventory of Asset(s)
 - Condition of Asset(s)
 - Costs to Preserve Asset(s)
 - Gap in Funding
 - Funding Plan/Investment Strategy
 - b. Maintenance Service Level
The maximum interval between tasks or activities required to maintain the defined level of service are referred to as Maintenance Service Levels, and include:
 - Description of Service
 - Definition of Service Level
 - Cost to Maintain Asset
 - Timelines to achieve Service Level
 - Service Level Approval
2. Efficiency
 - a. Operational Efficiency
A review of current processes identifies opportunities to improve efficiency and increase the effectiveness of the service and /or program. Savings resulting from the improvements will be quantified and reported as part of the overall Civic Service Review.

Knowledge Base for Service Saskatoon

All of this information can be used to prepare our knowledge base for Service Saskatoon and the 311 Call Centre.

Communication Plan

The CSRs provide an opportunity for the public to learn more about the City's operations, the costs to deliver the services, and to provide feedback and input into how the City can deliver any of its services more efficiently. Citizens will have the opportunity to provide input into levels of service as well as the budget using the Shaping our Financial Future budget tools.

Results from the Civic Service Reviews will be communicated on the City's website in the 'Latest Strides' and/or 'City Spotlight' sections of the *Our Performance* page at www.saskatoon.ca/strides.