

# Request for Decision



To: Regular Meeting

From: **Corporate / Administration**

Date: May 7, 2018

Subject: Service Sustainability Assessment Tool

Recommendation: **THAT Council adopts the Service Sustainability Assessment Tool as a reporting tool for use towards determining the City's performance measurements.**

---

## Background

Early in 2016, the City of Grand Forks hosted the project which was 100% funded through the 2016 Gas Tax Strategic Priorities Fund and was developed by Urban Systems. Five other communities worked in concert with the project. The program's objective was to provide a measurement tool for both Council and staff, and thus determine where improvements were required.

On April 9<sup>th</sup>, 2018 Urban Systems conducted a workshop for Council to get an idea on how the tool intends to function. Urban Systems Ltd. presented the SSAT at the COTW this morning in order to publicly present the tool, and to further to have Council consider adopting the tool at tonight's Regular meeting for best practices use for the organization.

---

## Benefits or Impacts

### General

Council has the authority to authorize the use of programs and tools to assist the organization in determining present and future needs or requirements.

### Strategic Impact



#### Community Livability

- Performance Measurements in place to gauge quality of services



#### Fiscal Responsibility

- To better plan for future projects through best practices in measuring capital needs or upgrades

### Policy/Legislation

Council has the authority to authorize the use of programs and tools to assist the organization in determining present and future needs or requirements.

## Attachments

- Snapshot of the Service Sustainability Assessment Tool for Canadian communities
- 

## Recommendation

**THAT Council adopts the Service Sustainability Assessment Tool as a reporting tool for use towards determining the City's performance measurements.**

## Options

1. RESOLVED THAT Council accepts the report.
2. RESOLVED THAT Council does not accept the report.
3. RESOLVED THAT Council refers the matter back to staff for further information.

### Report Approval Details

Document Title:	RFD 2018 - Service Sustainability Assessment Tool.docx
Attachments:	- SSAT for Canadian Communities.pdf
Final Approval Date:	Apr 30, 2018

This report and all of its attachments were approved and signed as outlined below:

**Diane Heinrich - Apr 30, 2018 - 1:49 PM**