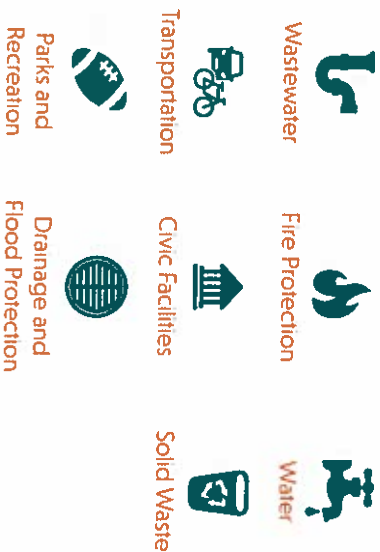# Service Sustainability Assessment Tool for Canadian Communities

What is the Service Sustainability Assessment Tool?

The Service Sustainability Assessment Tool (SSAT) is a simple tool that helps communities self-assess their sustainable service delivery performance in eight core services:

- Wastewater
- Transportation
- Parks and Recreation
- Fire Protection
- Civic Facilities
- Drainage and Flood Protection
- Water
- Solid Waste

The tool is intended to be used by any local government, of any size, and at any stage of reviewing the way that services are delivered.
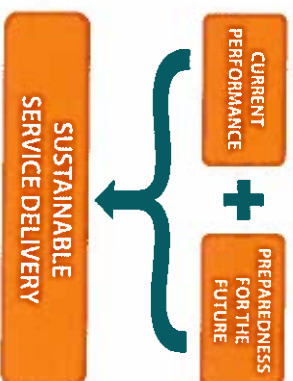
The SSAT tool will help you:

- Communicate to Council / public about sustainability
- Identify where services are doing well
- Identify where the sustainability of the service is at risk
- Develop plans to improve service provision sustainability
- Track progress over time

A service is sustainable if it is possible for the community to meet present needs without compromising the community's ability to meet future needs.

Given this definition, the SSAT assesses both current performance and preparedness for the future.

What does the tool look like?

The SSAT is an Excel file with an accompanying 3-page User Guide. Each service area has its own Excel page with questions related to both **Current Performance** and **Preparedness for the Future**. Scores in each of these two areas are combined to give an overall measure of Sustainability for the service.

CURRENT PERFORMANCE + **PREPAREDNESS FOR THE FUTURE** → **SUSTAINABLE SERVICE DELIVERY**

The SSAT is quick and easy to fill out. For each measure, enter a score between 0 and 3 that best describes the situation in your community. It should take approximately 15 minutes to complete one service area assessment. As an example, here is one of the twenty-one questions from the Water page:

SCORE	WATER QUALITY - SAFETY
0	Boil advisories occur in most years
1	Boil water advisories occur, but infrequently (no more than every 5 years)
2	Water quality consistently meets schedule B testing requirements of the DWPR.
3	Water quality consistently meets Schedule B of the DWPR requirements, plus testing is done for additional risk parameters

How are the results communicated?

Once scores have been entered, click "Generate Report" in the Excel file. The Excel file will automatically generate three different dashboards that can be used to meet different communication needs.

DASHBOARD #1 | AUDIENCE: COUNCIL / PUBLIC

OVERALL SUSTAINABILITY — TREND →

DASHBOARD #2 | AUDIENCE: SENIOR MANAGERS

CURRENT PERFORMANCE 75% + PREPAREDNESS FOR THE FUTURE 80% = OVERALL SUSTAINABILITY

OVERALL SUSTAINABILITY — TREND →

DASHBOARD #3 | AUDIENCE: DEPARTMENT STAFF

WATER	CURRENT PERFORMANCE	PREPAREDNESS FOR THE FUTURE
Service Delivery	90%	70%
Finance	75%	90%
Governance	60%	80%
	75%	80%

Where can I find the SSAT?

The SSAT is available for free to all BC municipalities at assetmanagementbc.ca