

Request for Decision



To: Committee of the Whole

From: **Corporate Services / Administration**

Date: May 7, 2018

Subject: Urban Systems Ltd. – Delegation on SSAT (Service Sustainability Assessment Tool)

Recommendation: **THAT the COTW recommends to Council to receive the information, as provided by Urban Systems Ltd., and to refer the matter to the May 7th Regular Meeting for consideration to adopt 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 9th, 2018 Urban Systems conducted a workshop for Council to get an idea on how the tool intends to function. Urban Systems Ltd. is now presenting the SSAT at the COTW 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 the COTW recommends to Council to receive the information, as provided by Urban Systems Ltd., and to refer the matter to the May 7th Regular Meeting for consideration to adopt the Service Sustainability Assessment Tool as a reporting tool for use towards determining the City's performance measurements.

Options

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