

Service Sustainability Assessment Tool

September 26th, 2018



Doug Allin, CAO
Township of Spallumcheen



City of Rosland
Village of Salmo
District of Clearwater

District of Squamish
District of Central Saanich
District of Saanich

Sustainable Service Delivery

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

Measurement and reporting is a key step in implementation



About the Project

- Initiated by City of Grand Forks
 - Sustainable service delivery a key goal
 - But no way to measure progress towards sustainable service
 - Desire to develop an **Assessment Tool**
- In 2016, City received funding to develop a framework that supports the measurement and reporting on the **sustainability of services** delivered by local governments.
- Grand Forks collaborated with a number of volunteer “cohort” communities and industry stakeholders on the project.
- Winner of an “Award of Merit” from ACECBC and a Community Excellence Award from UBCM

What do we mean by sustainability of services?

A sustainable service fulfills these criteria:

1. Meets the needs of those who receive it
2. Protects natural assets and does not degrade the environment
3. Is financially viable and stable over time

Cohort Communities

- District of Central Saanich
- City of Salmo
- District of Squamish
- District of Clearwater
- City of Rossland
- District of Saanich

Industry Stakeholders

- AGLG – Auditor General for Local Government
- AMBC – Asset Management BC
- CAO Forum
- BCWWA – BC Water & Waste Association
- BCRPA – BC Recreation & Parks Association
- GFOA – Government Finance Officers Association
- LGLA – Local Government Leadership Academy
- LGMA – Local Government management association
- MIA – Municipal Insurance Association
- MISA – Municipal Information Services Association
- Provincial Government
- PWABC – Public works Association of BC
- UBCM – Union of BC Municipalities
- Civic Info
- PWABC – Public Works Association of BC

Project Objectives

- Develop a tool to evaluate the sustainability of local government services
- Support communication with the target audiences – Council, community, and staff – through the development of accompanying reporting tools and templates
- Produce a best practice resource for other BC communities (**tool to be publicly available, free of charge**)

Public data sets - samples

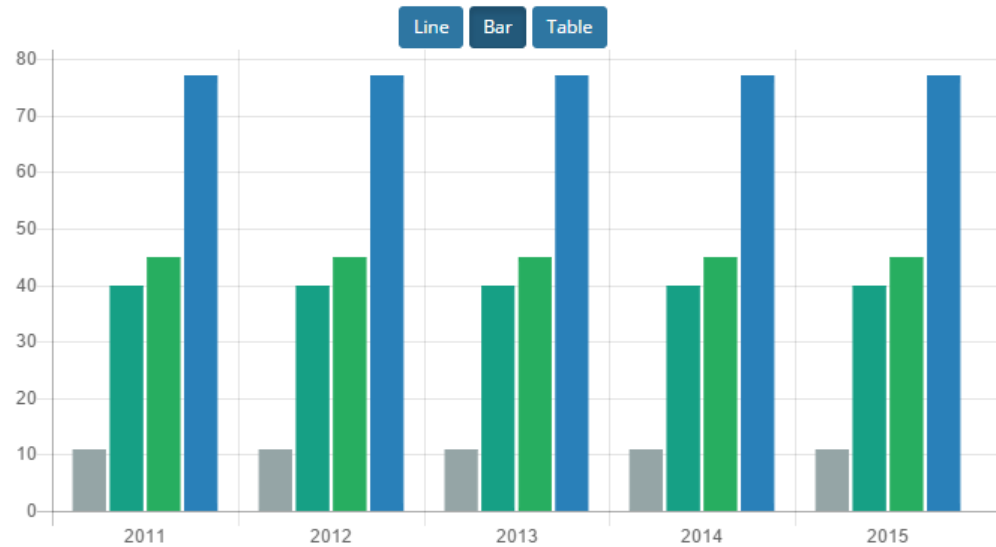
- Asset Management Data (Assessment Form)
- Local Government Data Entry
- Greenhouse Gas Emissions Reporting Program
- Air Quality Index
- CivicInfo Surveys
- BCStats
- StatsCan & Census of Canada
- LG Audited Financial Statements
- LG Open Data

CIVIC INFO

Visualizing Municipal Data

Graphs & Data

Population, Area, and Basic Infrastructure



Based on our research and consultation, we know the tool has to:

1. Be useful
2. Be simple
3. Do a great job of assessing core services as a starting point (not trying to start with all services)
4. Leverage existing processes and data
5. Support effective and proactive communication with Council
6. Drive continuous improvement
7. Be scalable and available to all BC local governments

What is the Service Sustainability Assessment Tool?

- A simple tool that helps communities self-assess their sustainable service delivery performance
- Eight Core Services
- Scalable to any size or stage
- Tracks progress over time



Wastewater



Fire Protection



Water



Transportation



Civic Facilities



Solid Waste



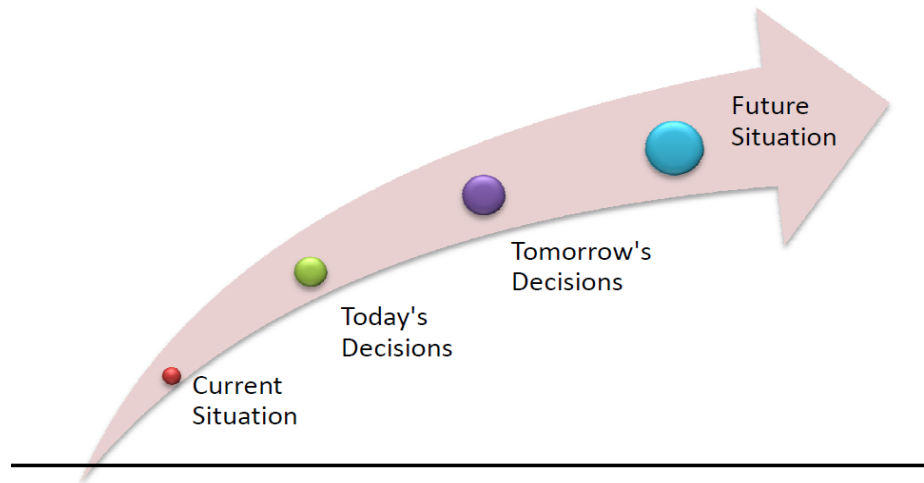
Parks and
Recreation



Drainage and
Flood Protection

The Tool will help you...

- Communicate with Council/Public
- Prepare annual reports
- Identify where services are doing well
- Identify where sustainability of the service is at risk
- Develop plans/strategies to improve service provision
- Track progress over time



What does the Tool measure?

- **Current Performance and Preparedness for the Future**
- For each of Current Performance and Preparedness for the Future, the Tool addresses:
 - **Service Delivery** - How are services provided? What quality? What quantity?
 - **Governance** – How are decisions made? How is the public consulted?
 - **Finance** – How is the service financed? Is funding sufficient?

What does the tool look like?

- Excel file with 3-page user guide
- Each service area has its own tab in excel with questions related to both **Current Performance** and **Preparedness for the Future**
- Scores in each area are combined to give an overall measure of Sustainability for the service



How do you use the tool?

- Modelled after Asset Smart
- For each measure enter a score between 0 and 3 that best describes the situation
- 15 minutes/service area

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

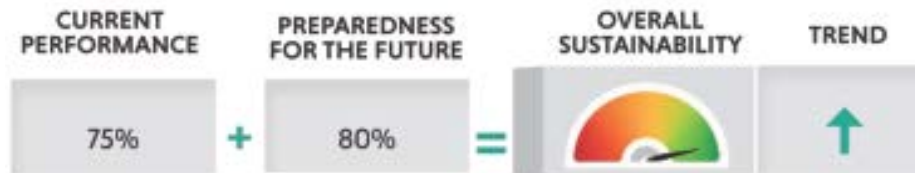
Example of one of the twenty-one questions on the Water page

How are the results communicated?

DASHBOARD #1 | AUDIENCE: COUNCIL / PUBLIC



DASHBOARD #2 | AUDIENCE: SENIOR MANAGERS



DASHBOARD #3 | AUDIENCE: DEPARTMENT STAFF

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

Service Sustainability
Assessment Tool
Example

What's next for the tool?

1. Keepin' it alive:

- Posted to AMBC website for use by all communities
- Presentation at upcoming conferences and with professional organizations
- Continue to beta test as resource for strategy development

2. As it's easy to use, expected to improve ability for local governments to provide sustainable services

Where do we go from here?

Some interesting anecdotes we heard from communities about other areas needing further companion documents to improve service delivery

- ✓ Operations
- ✓ Capital Planning
- ✓ Climate Change
- ✓ Natural Assets
- ✓ Land-use Planning
- ✓ Social Planning/Housing