
Procedure to Conduct Annual Review of Service Delivery Performance

Date Approved: **DRAFT**

Section: Capital Asset Management

Date of Last Updated:

Lead: Director, Operations

Keywords: Capital Asset Management, Asset Evaluation

Supports: **Policy CAM-004 – City of Selkirk Levels of Service Policy**

SUPPORTING POLICY, PROCEDURES & TOOLS

Policy

CAM-004 Capital Asset Management Level of Service Policy

Procedures

CAM-004-002 Procedure to Recommend Change in KPI Indicator Target

CAM-004-003 Land Drainage KPI Procedures

CAM-004-004 Transportation KPI Procedures

CAM-004-005 Wastewater KPI Procedures

CAM-004-006 Water KPI Procedures

CAM-004-007 Parks and Recreation Procedures

Tools

CAM-004-000-01 Key Performance Indicator (KPI) Database

OBJECTIVES

Outline procedure to follow when reporting annually to council on service delivery performance, and how it compares to established level of service targets.

INDEX

1	AQUIRE ANNUAL SERVICE DELIVERY PERFORMANCE DATA IN APRIL ANNUALLY	2
2	UPDATE KPI DATABASE	2
3	REVIEW AND COMPARE KPI PERFORMANCE DATA	3
4	COMPLETE ADMINISTRATIVE REPORT	3

1 ACQUIRE ANNUAL SERVICE DELIVERY PERFORMANCE DATA IN APRIL ANNUALLY

Who: GIS/Survey Technician & Appropriate Managers

- 1.1 For each service area identified in Section 4 of the *Capital Asset Management Level of Service Policy*, the GIS/Survey Technician will request the level of service performance data for the previous calendar year from each manager. Required measures and supporting data can be found in the Level of Service Target Tables approved of in the most recent Level of Service Council Resolution.
- 1.2 Each service area will have a unique procedure identifying how to collect all key performance indicator (KPI) data, which can be found in the following procedures:
 - *Land Drainage KPI Procedures*
 - *Transportation KPI Procedures*
 - *Wastewater KPI Procedures*
 - *Water KPI Procedures*
 - *Parks and Recreation Procedures*

2 UPDATE KPI DATABASE

Who: GIS/Survey Technician

Upon receiving KPI data from each service area manager, the GIS/Survey Technician will update the *KPI Database*.

- 2.1.1 Open the *KPI Database*.
- 2.1.2 Navigate to tab along the bottom and select the service area that is to be updated.
- 2.1.3 Add a column in the selected sheet, to the right of the most recent performance year, for the previous calendar year, and name the field "*Year Performance*".
- 2.1.4 Record the service delivery performance values in the row that corresponds with the KPI being measured.

2.1.5 Repeat for each KPI and for each Service Area.

2.1.6 "Save As" KPI_Database_YEAR in the folder location holding all annual performance indicator data, organized by year.

3 REVIEW AND COMPARE KPI PERFORMANCE DATA

Who: GIS/Survey Technician

3.1 For each KPI in each service area, review the service delivery performance for the last 5 years, if available.

3.2 Identify the following trends:

- How does current service delivery performance compare to the targets established in the most recent Council resolution?
- Identify KPI where service delivery falls short of the targets established in the most recent Council resolution.
- Identify KPI where service delivery exceeds the targets established in the most recent Council resolution.

3.3 If any of the above trends are present and it is the GIS/Survey Technician's opinion that a change in target should be considered, continue to *Procedure to Recommend Change in KPI Indicator Target*.

4 COMPLETE ADMINISTRATIVE REPORT

Who: Operations Clerk

4.1 Follow the City of Selkirk's Administrative Report process.