



Councillor Paul Ainslie
Toronto City Council
Scarborough East - Ward 43

Chair, Government Management Committee
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Date: December 14, 2015
To: Government Management Committee Members
Re: Departmental Efficiency Review System

In an effort to productively plan for budget cycles it would be prudent for City Divisions to have in place a budgetary efficiencies review system built into their process as a guide when developing budgets and budget forecasts. Efficiencies should play a role in every budget cycle creating for a more robust creative process initiated by the departments as a benchmark when preparing for budgets.

With the current budgetary restraints being faced by municipalities exploring opportunities and budgetary implications for implementing a departmental efficiency review system similar to the CitiStat approach utilized by Baltimore Maryland and other cities in the United States would be useful to determine if such a system could be utilized at the City of Toronto. CitiStat examines how data-driven government can increase efficiency and effectiveness.

CitiStat evaluates policies and procedures practiced by City departments for delivering all manners of services from municipal standards investigation to pothole repair. Staff analysts examine data and perform investigations in order to identify areas in need of improvement.

City Divisions are required to participate in a highly particularized presentation format designed to maximize accountability. Divisions would then prepare to report and answer any question raised by the Mayor and Committee at a bi-monthly CitiStat session.

Recommendations:

1. Requested that the City Manager report back to the May 9, 2016, Government Management Committee meeting on opportunities and budgetary implications for implementing a departmental efficiency review system similar to the CitiStat approach utilized by Baltimore Maryland and other cities in the United States.
2. Requested that the City Manager report back to the May 9, 2016, Government Management Committee meeting with a specific set of timelines and goals for the Shared Work Order Management System.

Sincerely,

Councillor Paul Ainslie
City of Toronto
Scarborough East Ward 43