



















# 2018 AWARDS FOR ENGINEERING EXCELLENCE

## Award of Merit

### Service Sustainability Assessment Tool for Canadian Communities

		CURRENT PERFORMANCE	PREPAREDNESS FOR THE FUTURE	OVERALL SUSTAINABILITY	TREND
	Water	76%	77%		↑
	Wastewater	69%	81%		↑
	Drainage and Flood Protection	80%	81%		↑
	Parks and Recreation	75%	71%		↑
	Civic Facilities	75%	68%		↓
	Transportation	48%	72%		↓
	Fire Protection	72%	85%		↑
	Solid Waste	69%	63%		↑

#### Consultant

Urban Systems Ltd.

#### Owner/Client

City of Grand Forks

#### Category

Soft Engineering

The Service Sustainability Assessment Tool (SSAT) was completed by Urban Systems Ltd for the City of Grand Forks in 2017. The overarching goal of this tool is to be an easy to use, groundbreaking resource designed to guide local governments towards a sustainable and resilient future. This incredibly simple and effective self-assessment resource identifies areas where service sustainability may be threatened and provides feedback on practices that contribute to service sustainability.


The SSAT is the first tool of its kind. The sustainability resource was developed to identify areas within local governments where services are strong, where the sustainability of service delivery is at risk, and to track progress over time. Areas included in the SSAT are wastewater; water; drainage and flood protection; transportation; fire protection; parks and recreation; solid waste; and civil facilities.

The SSAT was created as an Excel workbook to make it easy for communities to use without external guidance. Each Excel sheet represents a different service area and includes a set of measures, scored from zero to three, to assess current performance and preparedness for the future. Once scores have been entered, users are able to generate reports for the community and Council, senior managers, and department staff.

By taking only 15 minutes on an annual basis, local governments can use the Service Sustainability Assessment Tool to significantly improve communications with Council and the public, and better prepare for today and the future.

For more information, please contact:

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