

Calgary



# ZBR Program Update May 2017

PFC2017-0431

Priorities & Finance Committee

May 16, 2017

CITY OF CALGARY  
**RECEIVED**  
IN COUNCIL CHAMBER

MAY 16 2017

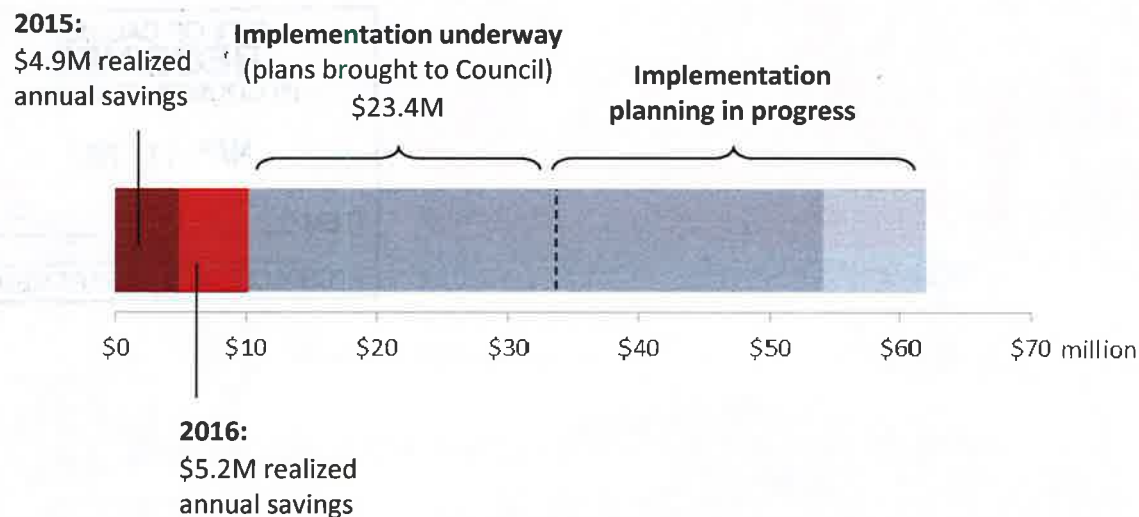
ITEM: PFC2017-0431  
CITY CLERK'S DEPARTMENT





## Completed ZBRs are delivering real results

### EFFICIENCY GAINS

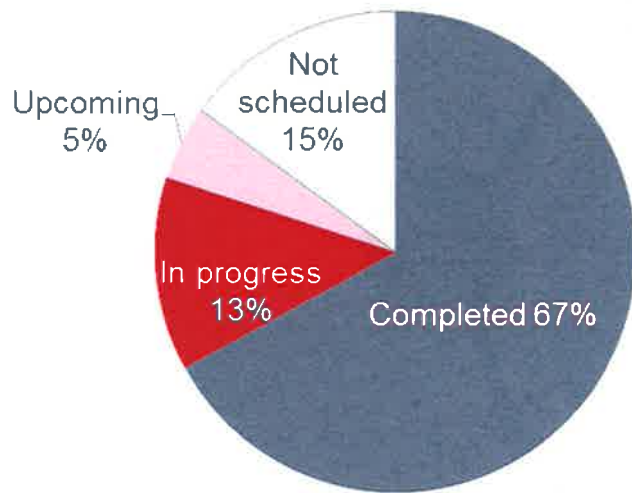


### EFFECTIVENESS GAINS





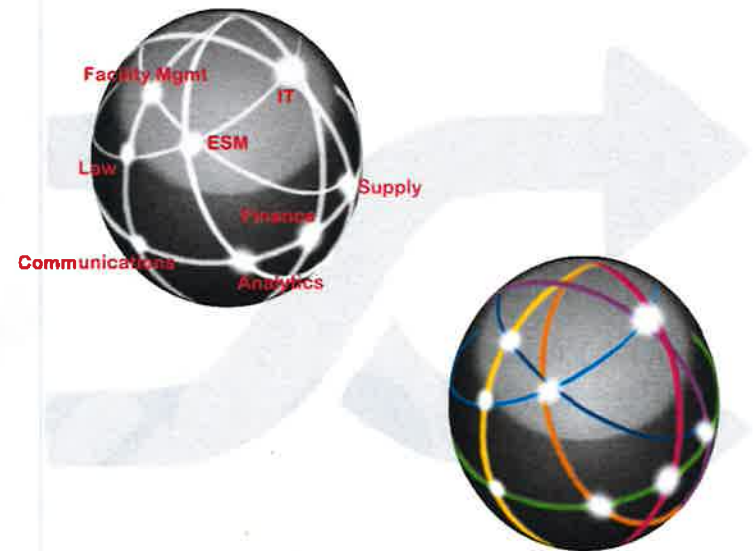
## The ZBR program is evolving to maintain results in the face of changing needs



### Proportion of City Services Reviewed through the ZBR Program

(measured by % of gross operating budget in 2016)

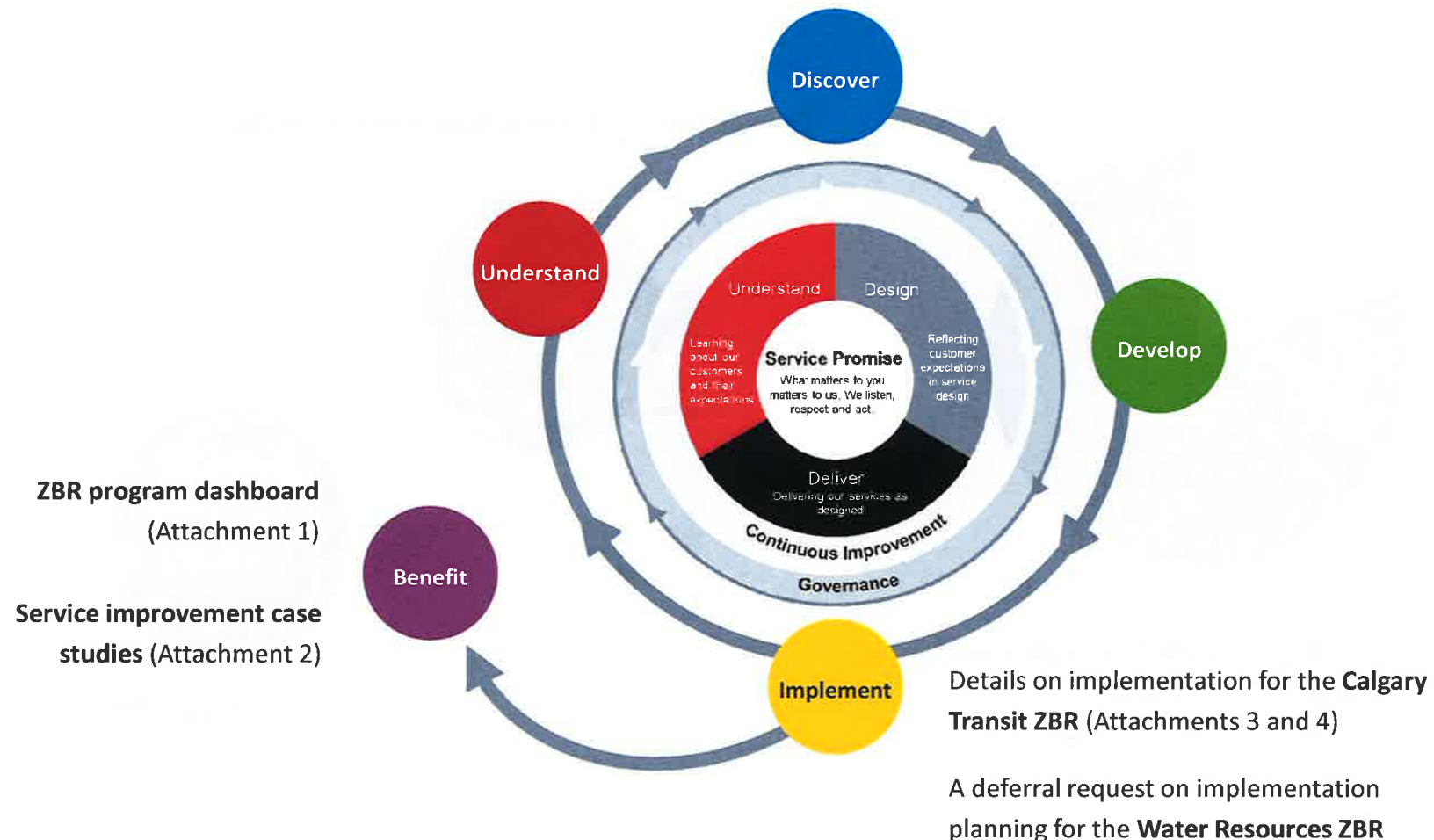
*Transitioning from a business unit focus...*



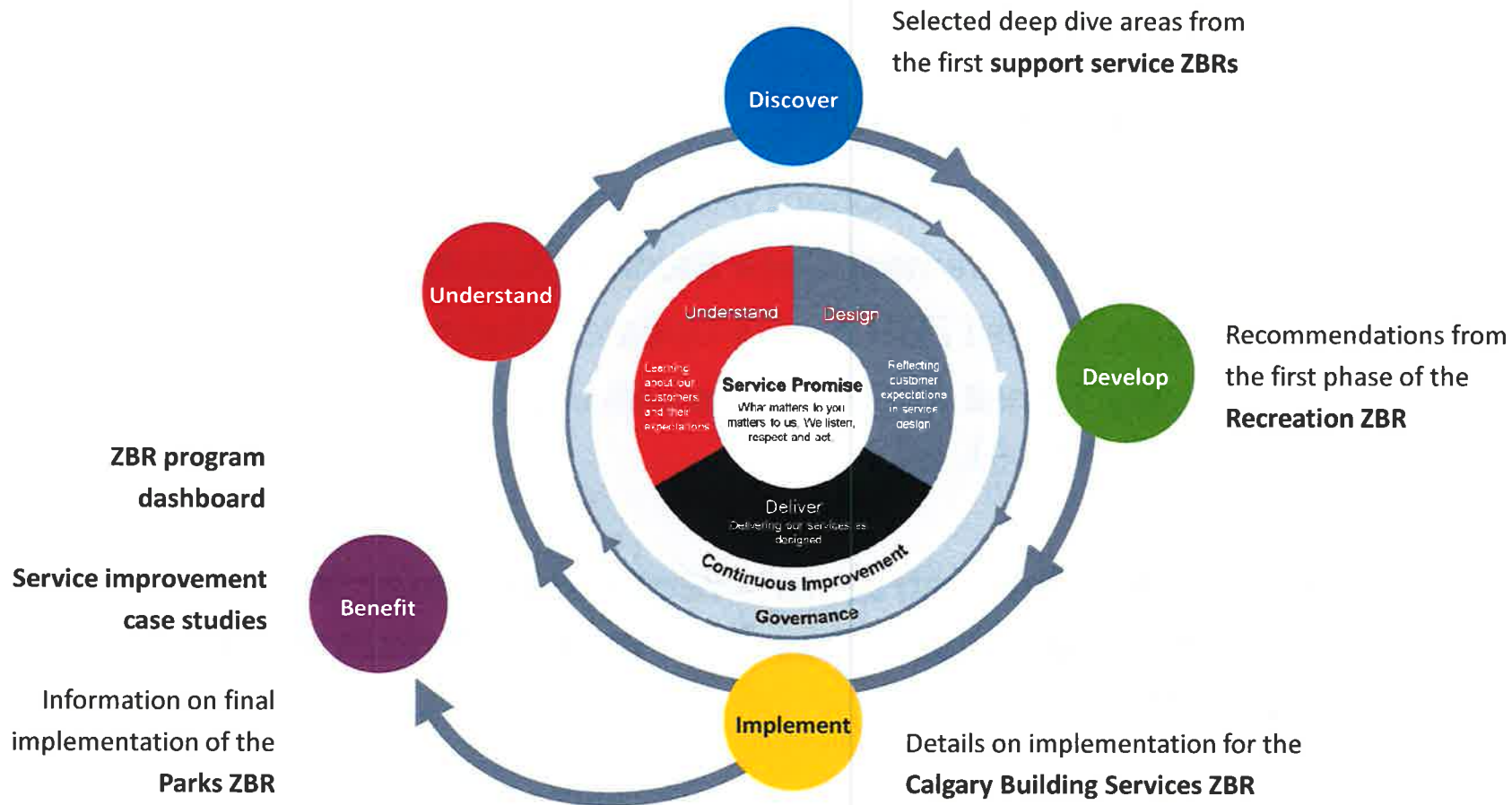
*...to value chains*



## This report provides a program-level overview with detailed updates for key milestones



## In Q4 2017, we will update the dashboard and report on key upcoming milestones





**Administration recommends that the Priorities and Finance Committee recommend that Council:**

- 1. Receive for information:**
  - a. ZBR Program Dashboard (Attachment 1);
  - b. Service Improvement Case Studies (Attachment 2);
  - c. Calgary Transit ZBR Status Update (Attachment 3); and
  - d. Calgary Transit ZBR Implementation 2017 Update Report (Attachment 4).
  
- 2. Approve Administration's request to defer the report on the Water Resources ZBR implementation plan to Q2 2018.**