



ZBR program overview

THE ZBR PROGRAM EXISTS TO:

INCREASE THE VALUE
that Calgarians get from their tax dollars
by improving the efficiency, effectiveness
and sustainability of services

BUILD THE ORGANIZATION'S CAPACITY
for continuous service improvement

THIS IS ESPECIALLY IMPORTANT
in the current
economic climate
when resources are
limited but the
demand for city
services is not

THE PROGRAM IS PART OF THE PERFORMANCE MANAGEMENT SYSTEM:

1/16/2018

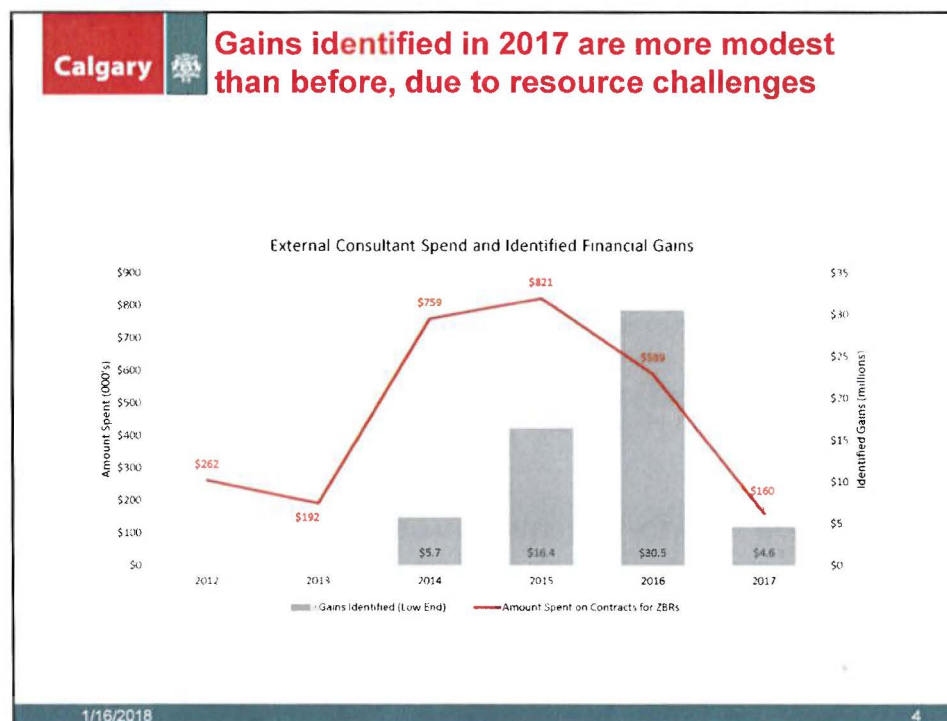
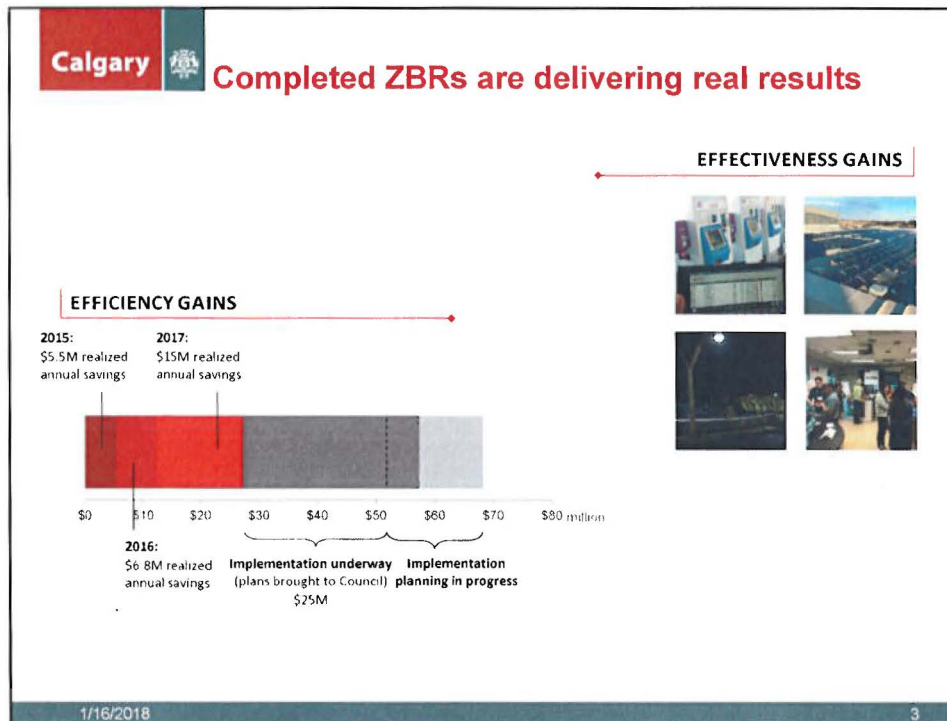
CITY OF CALGARY
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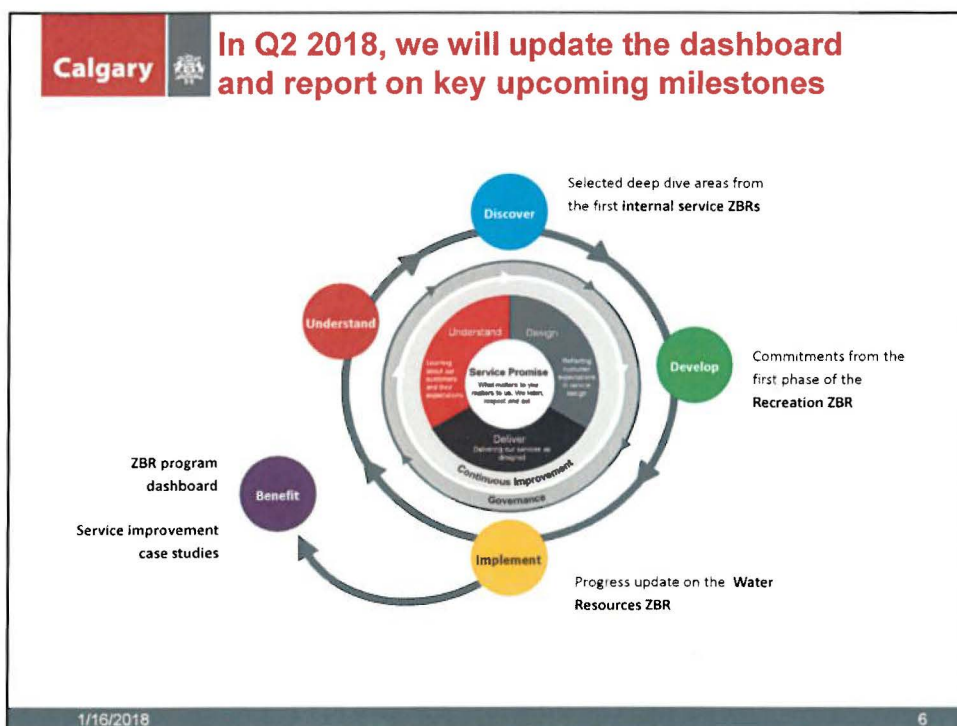
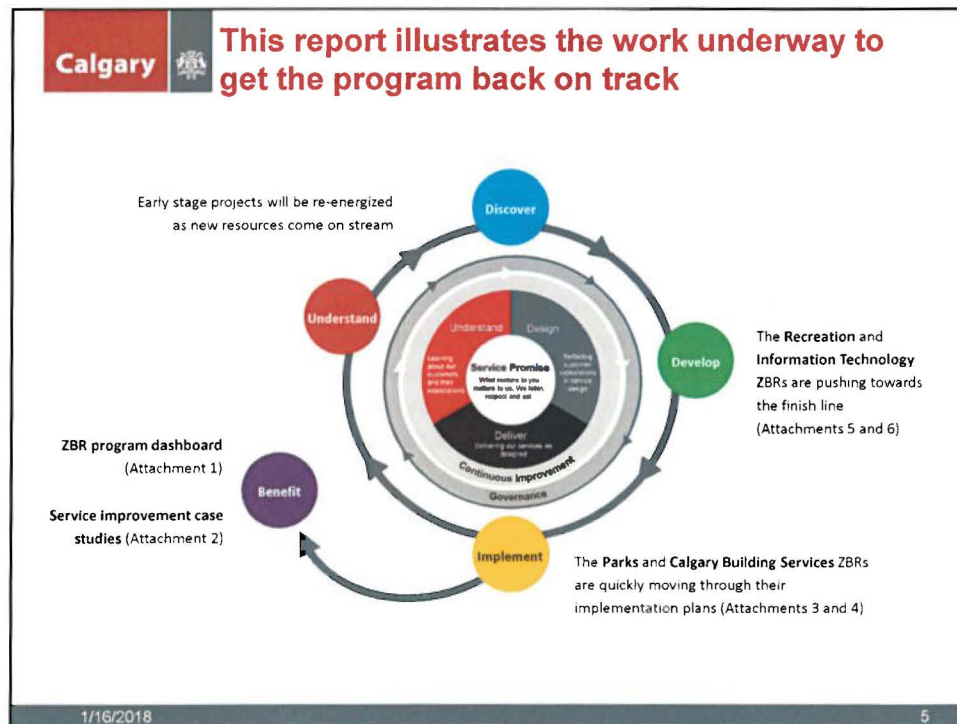
JAN 16 2018

ITEM: PFC2018 - 0017

CITY Distribution 1

LERK'S DEPARTMENT







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. Parks ZBR – Implementation Update (Attachment 3);
- d. Calgary Building Services ZBR – Implementation Update (Attachment 4);
- e. Information Technology ZBR – Progress Report (Attachment 5)
- f. Recreation ZBR – Progress Report (Attachment 6)