

## Civic Satisfaction - Ensuring High Quality Service Delivery

Cities serve their citizens in many ways. They build and maintain neighbourhoods, roads, and other infrastructure. They collect garbage, clear snow, and ensure safety. They provide utilities such as water and sewer. They provide licenses and permits. They answer questions and understand that citizens are its stakeholders. How each of these services is delivered matters.

Good municipal leadership puts the people at the heart of every decision. Good municipal leadership includes a working environment where all city employees are held accountable for their actions. Where cross-departmental collaboration is encouraged to share ideas and manage projects with a greater return. Good leadership invests in training and development and ensures that its employees are giving the public the services they deserve.

“I envision a Saskatoon that champions the ‘public’ in public service. A Saskatoon that is responsive to resident and business needs and makes them the top priority,” says Kelley Moore, candidate for mayor in the October 26 municipal election. “As your mayor, I will work with council and administration to set goals for excellent service delivery by the City to its citizens.”

### Infrastructure Servicing

Saskatoon is known and valued for its beautiful parks, river valley and recreational facilities but is falling behind in many essential areas.

Streets are the single most important asset of a city, and their overall condition and quality of servicing affects every resident. “Almost everyone uses streets, paths, and sidewalks daily. Over the years, many of these have deteriorated to the point where their condition has been an issue in several elections. We’ve also not improved sweeping and snow clearing service enough. I believe that has to change”, says Moore. “The city has to be more responsive to the concerns of its residents.”

Saskatoon has a large inventory of aging assets such as water and sewer mains. In fact, most of the drinking water connections in older neighbourhoods still contain lead materials which are bad for our health. Homeowners have taken the initiative to pay for the cost of the lead pipe removal from their homes. And yet the city has not replaced the main systems.

This apparent haphazard approach causes additional inefficiencies and challenges both below and above the street. Streets are surfaced and then dug up again multiple times. When crews are out repairing something underground, it would be efficient to conduct the necessary lead pipe removal, as well as scheduled repairs to sidewalks, curbs, etc. at the same time.

“We need to develop, and communicate a plan for these upgrades”, says Moore. “It will help to have a tracking system that tells both staff and citizens when and where scheduled activities are.”

“If you don’t measure something, you can’t understand it. And if you don’t understand it, you can’t improve it”, says



Moore. “As your Mayor, I will establish better reporting of civic service work, as well as tracking of investments and outcomes. This can impact service and outcome levels for all aspects of our city.”

### **Serving the Public**

Moore also has goals for interactions that take place between customers and City staff. “We’ve all paid bills, or inquired about permits or tickets, or reported potholes, either in person or over the phone. City staff are very helpful, but sometimes cumbersome rules and procedures get in the way”, says Moore. “These procedures will be streamlined so that customers and staff can both benefit and where the citizen experience at City Hall is positive. Instead of focusing on why we can’t do something, we need to focus on how we can help.”

To achieve this, we need to continually evaluate our performance and improve where necessary, at City Hall, at our Civic Centres, or anywhere that the city serves its people. This saves everyone time frustration, and money. We need to ask you and have you tell us how we are doing and what we can do to better meet your needs.

Excellence in service and excellence in customer satisfaction are Moore’s goals. “The City exists to serve its residents - seniors, newcomers, families, indigenous, businesses, youth, those who work and those who are homeless”, says Moore. “People are at the core of everything we do. I believe we can, and must, continually seek improvement in how we deliver services. It’s time to expect more!”

For more information or to discuss this further with Kelley please contact: Campaign Manager Sara Wheelwright or Campaign Coordinator Haven Rees | 306-291-5303 or 291-4449.

***Don’t hope for change. Vote for change! Vote Moore on October 26, 2016***

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