

## Halifax Regional Municipality Budget 2011-12 Snapshot SERVICE REVIEW

In 2009, Halifax Regional Council approved a Service Review Process; an evaluation whereby specific municipal services are selected and systematically reviewed and analyzed to determine the most appropriate way to deliver them. Service Review is not a project but an ongoing continuous improvement process which supports HRM's efforts to create capacity, measure service efficiency and effectiveness and adjust services to meet the changing needs and priorities of the community. The focus is on delivering services that match priorities and, where possible, reducing costs while maintaining or improving services. The Service Review process is all about making informed choices. It requires extensive analysis and consultation with stakeholders, including staff and Council, to ensure that the choices made are informed by the goals and values that are important to the organization and the community.

### Service Review – Summary to Date

Service Area	Completion	Results
Visitor Information Services	April 2010	\$593,000 savings
Cemetery Services	April 2010	\$500,000 savings
Publications	May 2010	\$ 75,000 savings
Water Quality Sampling	April 2010	No savings
Winter Works	May 2011	Heavy equipment savings to be reported
Light Fleet	June 2011	New Fleet policy implemented; savings to be determined in 2011/12
Library Corporate Support	July 2011	Undetermined
Recreation Services	July 2011	Undetermined