

# A Reader's Guide to the Business Plans by Service

Each Service Plan has a consistent format. Here's what you'll see.

## Service Name

*Includes:*

This is a list of sub-services. Expenditures and revenues are tracked at the sub-service level by the PeopleSoft financial system. The box to the right identifies contributing departments and the 2007 budget allotted to the service.

## Service Overview

**Description**

This brief description identifies the nature of the service provided, the customer, and the intended outcome.

**Key Goals**

A summary of key goals for the next 3-5 years is provided here.

**Service Statistics**

A table is provided in this section that contains 'quick facts' about the service area.

## Strategic Direction

**Link to *Plan Winnipeg***

A reference list is provided here identifying the primary areas of Plan Winnipeg Policy that are relevant to the service.

**Synopsis of Policy Direction**

This section summarizes the most relevant policy areas that govern service delivery for the service area.

**Key Factors Influencing Service Delivery**

This section identifies special conditions that have arisen that have a bearing on service delivery. Typical examples will include a change in mandate as a result of new governing legislation, a revised by-law, amended local or national standards, expanded boundaries, etc.

**Summary of Goals and Strategies**

Key goals identified under 'Service Overview' are provided again here along with brief strategy statements that indicate specifically how each key goal might be achieved.

**Performance Information**

**Citizen Satisfaction**

A chart is provided here showing the trend in Citizen Satisfaction taken from the City's annual Public Opinion Poll on service satisfaction.

**Effectiveness & Efficiency Data**

The most recent and relevant data on service performance is provided in this section. Effectiveness data indicates how well each service is meeting its stated objective. Efficiency measures relate to key service goals and are provided to relate the use of resources in relation to the level of service provided. In some cases, performance is benchmarked over time and/or with other organizations.