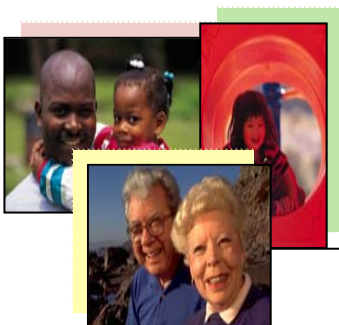


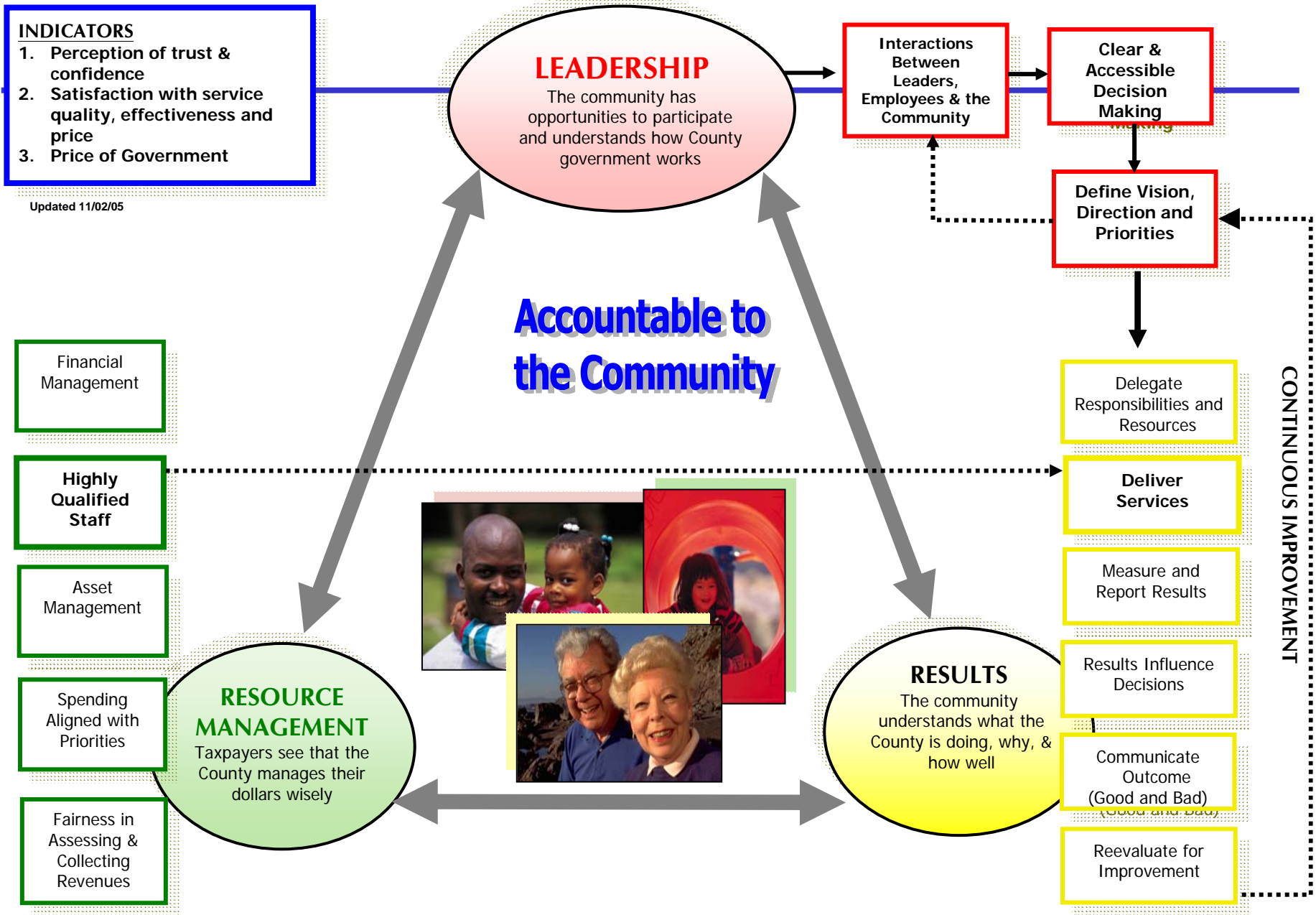
Accountability Outcome Team

I Want My Government to Be Accountable

**"Responsibility is the obligation to act whereas accountability is the obligation to answer for an action."
-Treasury Board of Canada**

Team Members: Carol Ford (Team Leader), Mindy Harris (Co-Facilitator), Shaun Coldwell (Co-Facilitator), Bob Thomas, Christian Elkin, Gary Sinnen, Helen Williams





Accountability – Key Changes

□ **Indicators:**

- Perception of trust & confidence
- Satisfaction with service quality, effectiveness and price
- Price of Government

□ **Changes to Map since June, 2005**

- There are still three factors, with LEADERSHIP as the primary factor.
- FINANCIAL MGT broadened to RESOURCE MGT to recognize “Highly Qualified Staff” as an important asset that requires attention.
- “Highly Qualified Staff” is linked to “Delivery of Services” under RESULTS.



Accountability – Strategy 1

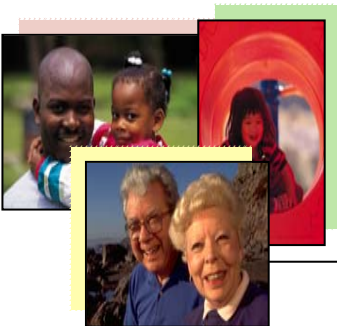
- 1. Create & communicate a clear vision & direction for County government, its programs & partnerships through an open & understandable decision making process.

We are looking for program offers that:

- Establish clear, accessible processes that set vision, direction and priorities such as Priority Based Budgeting.
- Take discussions into the community to increase understanding.
- Create a common County identity through uniform administrative practices and operations.

Across All Offers – Across All Priorities

- Use best practices to educate & inform citizens about County services & price of county government.
- Align County services with the continuum of government services.
- Provide direct customer voice into program development & direction.



Accountability – Strategy 2

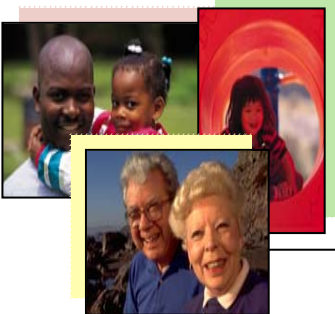
□ 2. Manage resources & service delivery costs effectively.

We are looking for program offers that:

- Maximize use of existing assets
- Define measurable performance expectations linked to core goals and mission.
- Develop staff competencies to improve the quality of customer service.
- Ensure a “safe” work environment using tools like an employee satisfaction and environment survey.

Across All Offers – Across All Priorities

- “Get more bang for the local buck”. Demonstrate innovations to reduce community costs. Partner with others to reduce overall service delivery costs or to deliver more value for same cost.



Accountability – Strategy 3

- **3. Evaluate and streamline delivery of service and County operations through Continuous Improvement Processes.**

We are looking for program offers that:

- Establish results based processes that promote continuous process improvement and streamline service delivery.
- Provide support and incentives to develop & implement innovative approaches to create savings:
 - “Seed money” for future savings
 - “Gain sharing incentive” for documented savings
- Implement new ways to provide interactive electronic access to County services & information.
- Propose methods of implementing efficiencies or added value.
 - Streamline techniques for delivery of services
 - Innovative contract management approaches



Accountability – Strategy 4

- 4. Provide reliable information for decision-making, improving results, and reporting results.

We are looking for program offers to include:

Across All Offers – Across All Priorities

- Measurable results and performance evaluations that can be easily quantified, & used in decision-making.
- Report results to the community.
- Focus evaluation efforts on potentially high impact areas.
- Propose collaborative approaches to measurement and performance reporting.

