City of Prince George Continuous Improvement Program
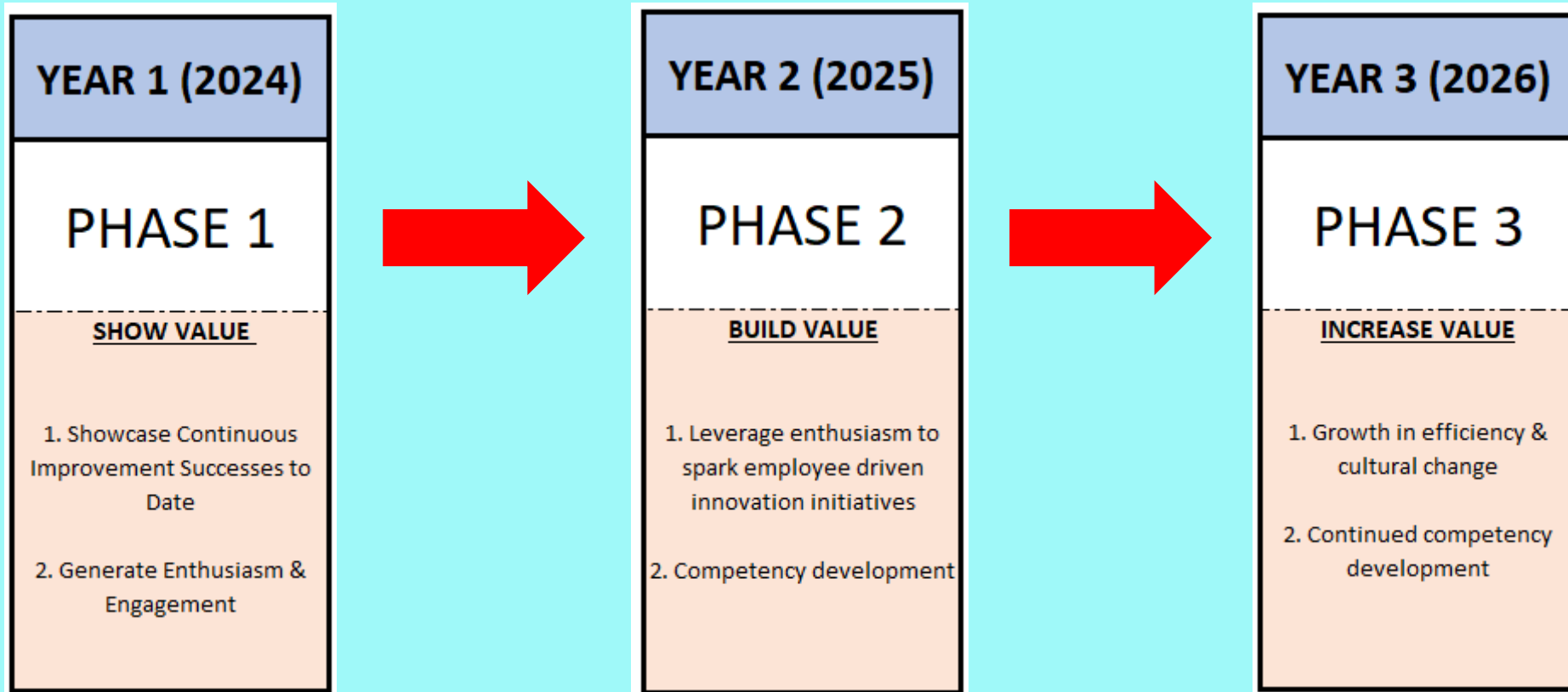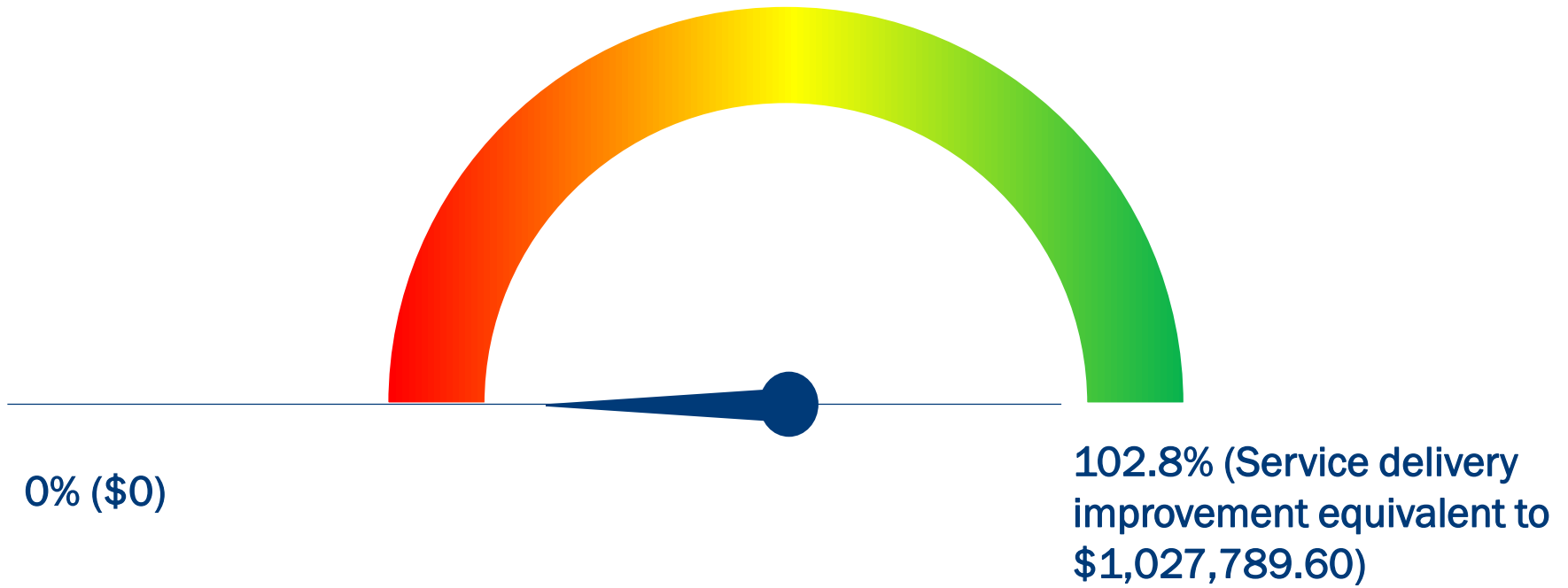
CITY OF PRINCE GEORGE

Presentation Outline

1. CI Roadmap & Strategy
2. Highlights of Year 1 (2024)
3. Next Steps
4. Questions

CITY OF
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GEORGE

0% ($0)

102.8% (Service delivery improvement equivalent to $1,027,789.60)

PHASE 1 RESULTS – CI 2024

CLUB RENTALS

Time taken for each request (average minutes)	10
Total number of clubs requesting bookings	6
Number of average bookings per club	5
Total time required for all club rental bookings (minutes)	300
Total Time required for all club rental bookings (hours)	5

ROOM BOOKINGS

Time taken for each request (average minutes)	10
Total number of bookings (Sept. 2023 - Aug. 2024)	58
Total time required for all bookings (minutes)	580
Total Time required for all room rental bookings (hours)	10

SCHOOL / GROUP BOOKINGS

Time taken for each request (average minutes)	10
Total number of bookings (Sept. 2023 - Aug. 2024)	90
Total time required for all bookings (minutes)	900
Total Time required for all school/group rental bookings	15

TOTAL EMPLOYEE TIME SAVED PER YEAR	
Total Time Saved (Hours)	30
Total Time Saved (Days)	4

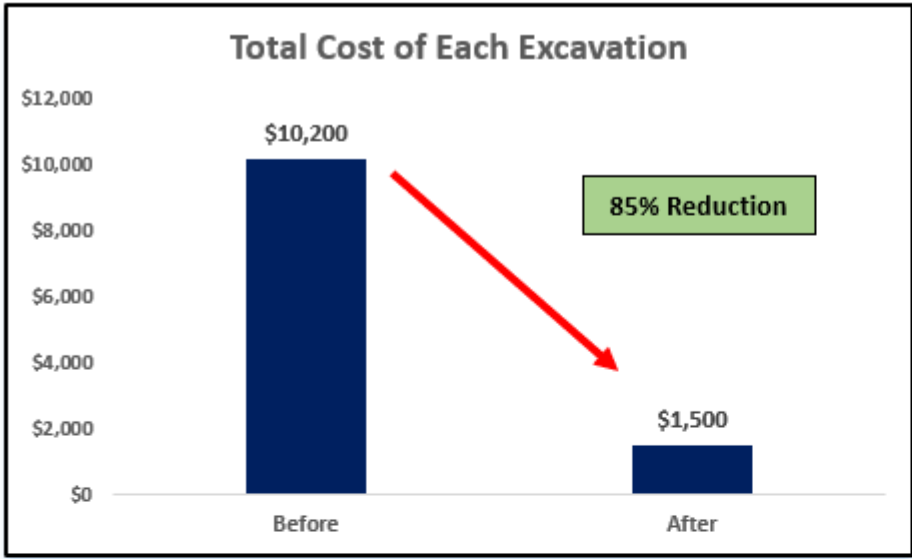| Improved Client Experience	Process Streamlined (back and forth eliminated)	Quality of Service	Reduced Wait Times	Cost Savings ($)
✓	✓	✓	✓	✓

Highlights – Aquatics Requests

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Total Cost of Each Excavation

- Before: $10,200
- After: $1,500
- 85% Reduction

Cost of Personnel for Each Job

- Before: $2,220.75
- After: $888.30
- 60% Reduction

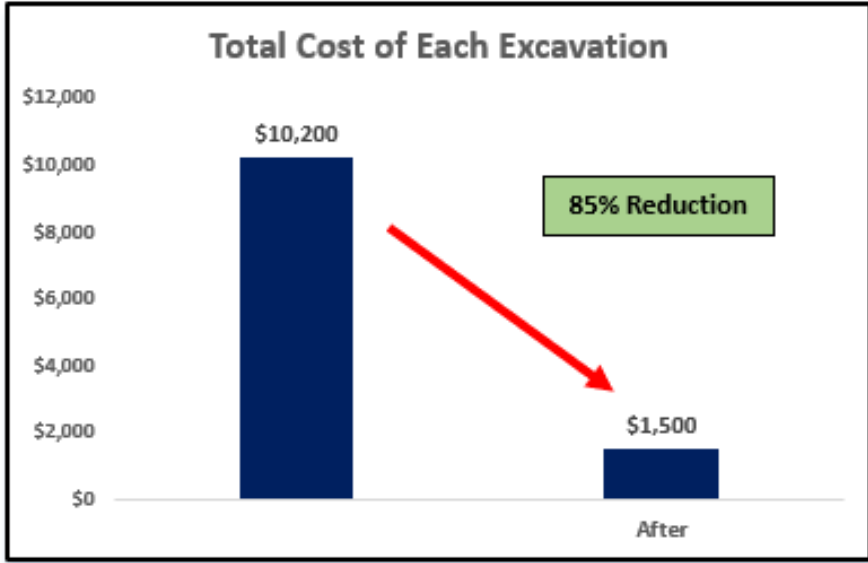| Reduced Restoration Time	No traffic disruption	Increased Employee Safety	Keeping Cost of Repairs for Aging Infrastructure Down
✓	✓	✓	✓
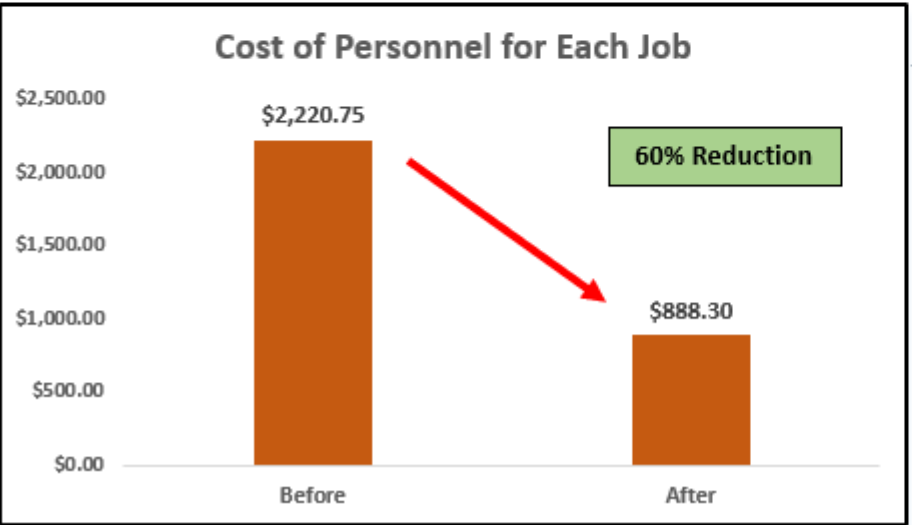
80% INCREASE IN OPERATING EFFICIENCY

Highlights – Liphook (Utilities)

CITY OF PRINCE GEORGE

Highlights – Valve Nut Replacement (Utilities)

Total Cost of Each Excavation

- $10,200
- $1,500 (After)
- **85% Reduction**

Cost of Personnel for Each Job

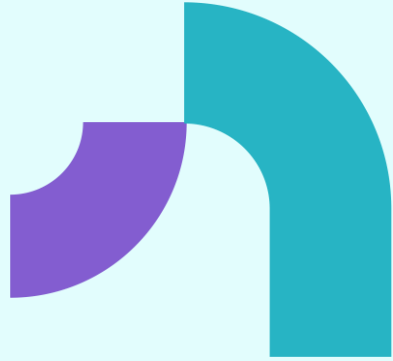- $2,220.75
- $888.30 (After)
- **60% Reduction**

Reduced Restoration Time	No traffic disruption	No water disruption to businesses and residences	Keeping Cost of Repairs for Aging Infrastructure Down
✓	✓	✓	✓

80% INCREASE IN OPERATING EFFICIENCY

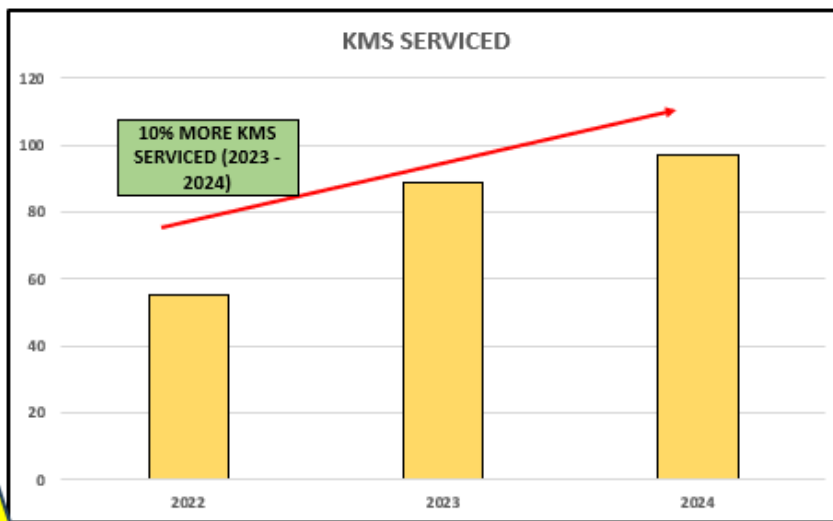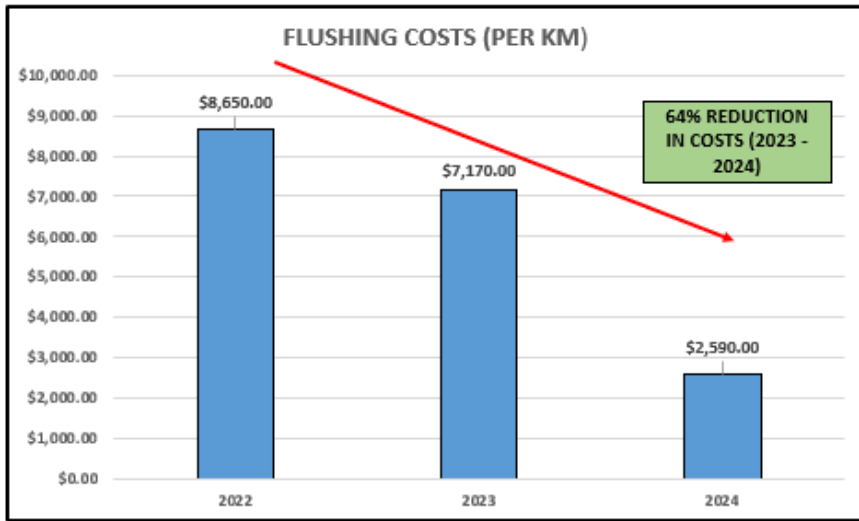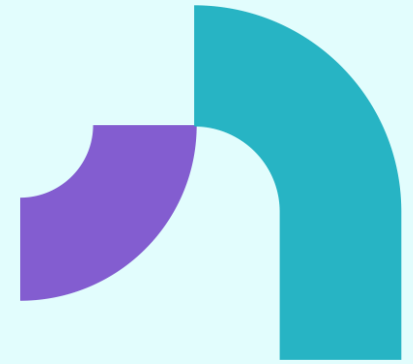CITY OF PRINCE GEORGE

| Increased Accessibility for Low Income Residents	Reduced Application Wait Times	Sustained Efforts	Increased Effectiveness	Streamlined Operations
✓	✓	✓	✓	✓
1. Reach broadened through a network of **8 local referall agencies** - this also increased partnership between The City and the local agencies 2. Residents do not need to 'prove poverty' to The City (due diligence conducted by referral agencies - thus streamlining City's ops.)	From 2 month wait times to **24 hour turnaround**	Network of referall agencies continuously refer applicants to the LAP	1. Better oversight and due diligence ensures that **only qualified people** get access to the service and benefits 2. Feedback loop - Non qualified residents are provided transperancy and alternatives	1. Applications process transformed into a **1-stop shop** with Aquatics taking over applications process (compared to old process where applicants needed to first go to Service Center and then to Aquatics)

Highlights – Leisure Access Program (LAP)

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FLUSHING COSTS (PER KM)

2022: $8,650.00
2023: $7,170.00
2024: $2,590.00

64% REDUCTION IN COSTS (2023 - 2024)

KMS SERVICED

10% MORE KMS SERVICED (2023 - 2024)

SERVICE DELIVERY IMPROVEMENT EQUIVALENT = $384,000 INCREASE IN SERVICE = 10%

Highlights – Sewer Rat (Utilities)
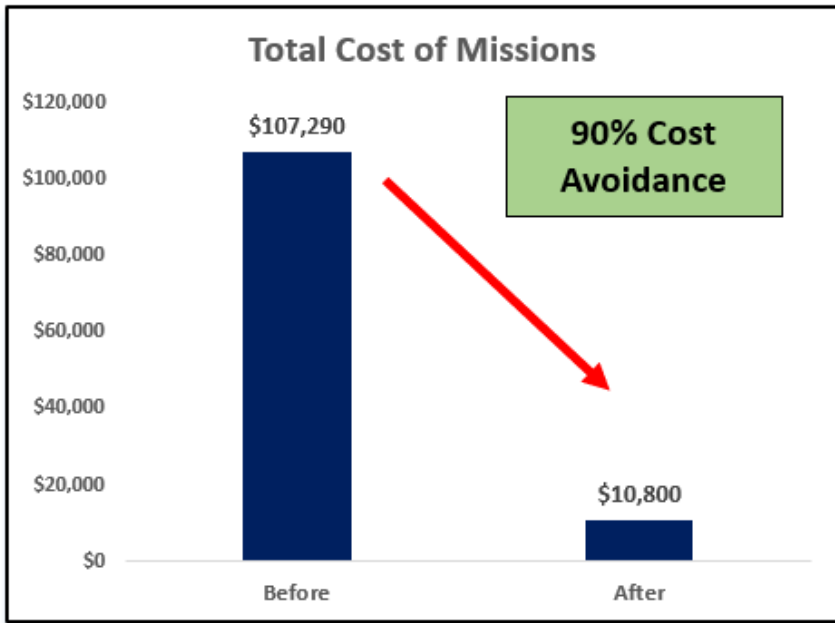
CITY OF PRINCE GEORGE
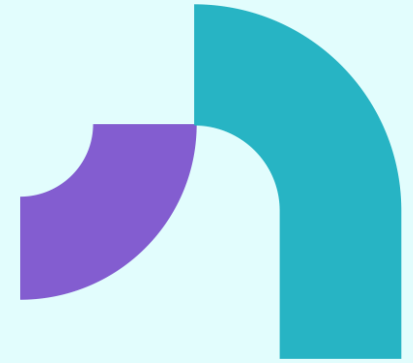
Highlights – Photogrammetry by Transportation (Cost Avoidance)

Next Steps

Image Credit:
Google Images

WHERE DO WE GO FROM HERE ?:

BUILD ON THIS FOUNDATIONAL ENTHUSIASM AND LEAD TEAMS TO DO MORE CIs

STRENGTHEN THE CI CULTURE

Image Credit: Google Images

Questions?

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