Program and Service Review Review Listing and Status

The following are the City of Edmonton services defined using the Municipal Reference Model framework along with current status through the Program and Service Review initiative.

Table 1. Summary of PSR Completion Status

Status	Definition	Total
Complete by PSR	Services reviewed under the Program and Service Review.	35
Complete by Another Initiative	Services reviewed through Reimagine Services, internal audits and other major change initiatives.	16
In Progress	Services currently under review.	2
Paused	Services which were at various stages of the Program and Service Review but were paused in March 2020 due to impacts of the COVID-19 pandemic.	9
Not Started	Services remaining to be reviewed and have not had any work initiated.	6
Exempt	Services exempted from the Program and Service Review are due to: i) Being out of scope of Administration under the Municipal Governance Act (e.g., Internal Audit, Election Service and Municipal Governance Service); or ii) Being removed from the City's service list as a standalone service and instead rolled in as a sub-service (e.g., Community Education and Street Animation)	5

Table 2. PSR Status by Service

#	Service	Current Status
1	Animal Welfare Service	Complete by PSR
2	Business Licensing Service	Complete by PSR
3	Business Retention and Expansion Service	Complete by PSR
4	Business Solution Service	Complete by PSR
5	Bylaw and Provincial Act Enforcement Service	Complete by PSR
6	Census Service	Complete by PSR
7	Corporate Policy Development Service	Complete by PSR
8	Corporate Property Management and Leasing Service	Complete by PSR
9	Customer Access Service	Complete by PSR
10	Employee Development and Training Service	Complete by PSR
11	Environmental Strategy and Policy Development Service	Complete by PSR
12	Fire Investigation Service	Complete by PSR
13	Fire Prevention Inspection and Enforcement Service	Complete by PSR
14	Geographic Information Systems & Spatial Analytics Service	Complete by PSR
15	Housing Service	Complete by PSR
16	Individual Care and Support Service	Complete by PSR
17	Infrastructure Delivery Service	Complete by PSR

18	Interment and Perpetual Care Service	Complete by PSR
19	Landlord and Tenant Advisory Service	Complete by PSR
20	Municipal Administrative Tribunals Service	Complete by PSR
21	Parks and Open Space Access Service	Complete by PSR
22	Pet Licensing Service	Complete by PSR
23	Property Assessment Service	Complete by PSR
24	Recreation and Cultural Programming Service	Complete by PSR
25	Recreational and Sport Facility Access Service	Complete by PSR
26	Residential, Commercial and Industrial Land Development Service	Complete by PSR
27	Risk Management Service	Complete by PSR
28	Road Service	Complete by PSR
29	Safety Code Permission and Inspection Service	Complete by PSR
30	Sustainable Waste Management Service	Complete by PSR
31	Tax Collection Service	Complete by PSR
32	Transit Service	Complete by PSR
33	Warehousing and Inventory Management Service	Complete by PSR
34	Waste Collection Service	Complete by PSR
35	Wildlife Management Service	Complete by PSR
36	Active Pathways Services	Complete by Another Initiative

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37	Communications Service	Complete by Another Initiative
38	Community Granting Service	Complete by Another Initiative
39	Corporate Accounting and Reporting Service	Complete by Another Initiative
40	Corporate Leadership Service	Complete by Another Initiative
41	Data Management Service	Complete by Another Initiative
42	Development Service	Complete by Another Initiative
43	Emergency Management Service	Complete by Another Initiative
44	Engagement Service	Complete by Another Initiative
45	Financial Planning and Analysis Service	Complete by Another Initiative
46	Fire Rescue	Complete by Another Initiative
47	Human Resources Management Service	Complete by Another Initiative
48	Purchasing Service	Complete by Another Initiative
49	Strategic Initiative Management Service	Complete by Another Initiative
50	Treasury Management Service	Complete by Another Initiative
51	Workplace Health and Safety Service	Complete by Another Initiative
52	Archive Service	In Progress
53	Infrastructure Planning and Design Service	In Progress
54	Asset Management Service	Paused
55	Community and Neighbourhood Capacity Building Service	Paused

56	Facility Management and Maintenance Service	Paused
57	Fleet Management and Maintenance Service	Paused
58	Information Analysis Service	Paused
59	Information Technology Hardware Infrastructure Service	Paused
60	Records Access Service	Paused
61	Special Event Coordination / Hosting Service	Paused
62	Traffic Safety Service	Paused
63	Community Safety Program Development Service	Not Started
64	Intergovernmental Coordination Service	Not Started
65	Land Use Planning Service	Not Started
66	Legal Service	Not Started
67	Parking Service	Not Started
68	Security Service	Not Started
69	Community Education Service	Exempt
70	Election Service	Exempt
71	Internal Audit Service	Exempt
72	Municipal Governance Service	Exempt
73	Street Animation Service	Exempt

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Note: This listing outlines all current services within the City of Edmonton as defined using the Municipal Reference Model. Two reviews completed through the Program and Service Review pilot phase (i.e. Mail Services, Winter and Summer Road Maintenance) to test the review methodology and process are not identified in the table above.