

# Service models for cemetery maintenance in the City of Zurich



**In the city of Zurich, cemetery maintenance is currently provided as a public service by Grün Stadt Zürich. EBP evaluated a number of alternative service models and presented proposals for improving service provision.**

EBP first assessed the degree to which the current service model for cemetery maintenance enabled the service providers to meet the various service specifications. Then EBP presented a number of alternative service models and worked with the client to arrive at a shortlist of models on the basis of efficiency and service quality criteria. The data used by EBP in the context of its evaluations included data provided by Grün Stadt Zürich, studies of cemetery services carried out at a national level and case studies of particular service models implemented in various cities and municipalities. Based on its findings, EBP provided Grün Stadt Zürich with recommendations for improving its service provision.

## Client

Grün Stadt Zürich

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## Facts

Period 2015

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Project Country Switzerland

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