

FILE: 01-0620-03/24

REPORT DATE: November 04, 2024 **MEETING DATE:** November 25, 2024
TO: Mayor and Council
FROM: Kate Barchard, Manager of Administrative Services
SUBJECT: **2025 Draft Business Plan - Administrative Services**

CHIEF ADMINISTRATIVE OFFICER REVIEW/APPROVAL:



RECOMMENDATION(S):

THAT Council:

- A. Receive for information the Administrative Services 2025 Draft Business Plan and Staff Report as presented at the November 25, 2024 Council meeting; OR
- B. Other.

PURPOSE

To present the 2025 Draft Business Plan for Administrative Services.

Information Report Decision Report Direction Report

DISCUSSION

DEPARTMENT OVERVIEW

The Administrative Services Department provides support to Council, City Committees, the Chief Administrative Officer, and the public through the administration of the City's governance model, the provision of friendly and responsive customer service, and the delivery of programs associated with local government administration.

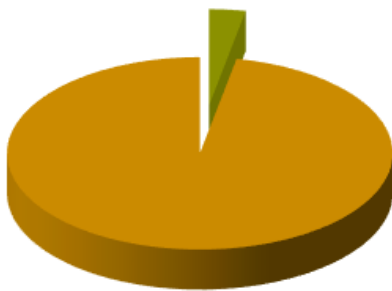
Our key responsibilities include:

- Customer Service/Reception at City Hall
- Administrative support for Mayor, Council and CAO
- Administration of all Council and City Committee meetings
- Administration of the City's Records Management and Privacy Programs
- Administration of the City's Risk Management Program
- Management of all requests for access to information through the Freedom of Information & Protection of Privacy Act
- Oversight and protection of the City's vital records including bylaws and policies
- Administration of the general local elections every four years

Operating Budget: \$1,055,600

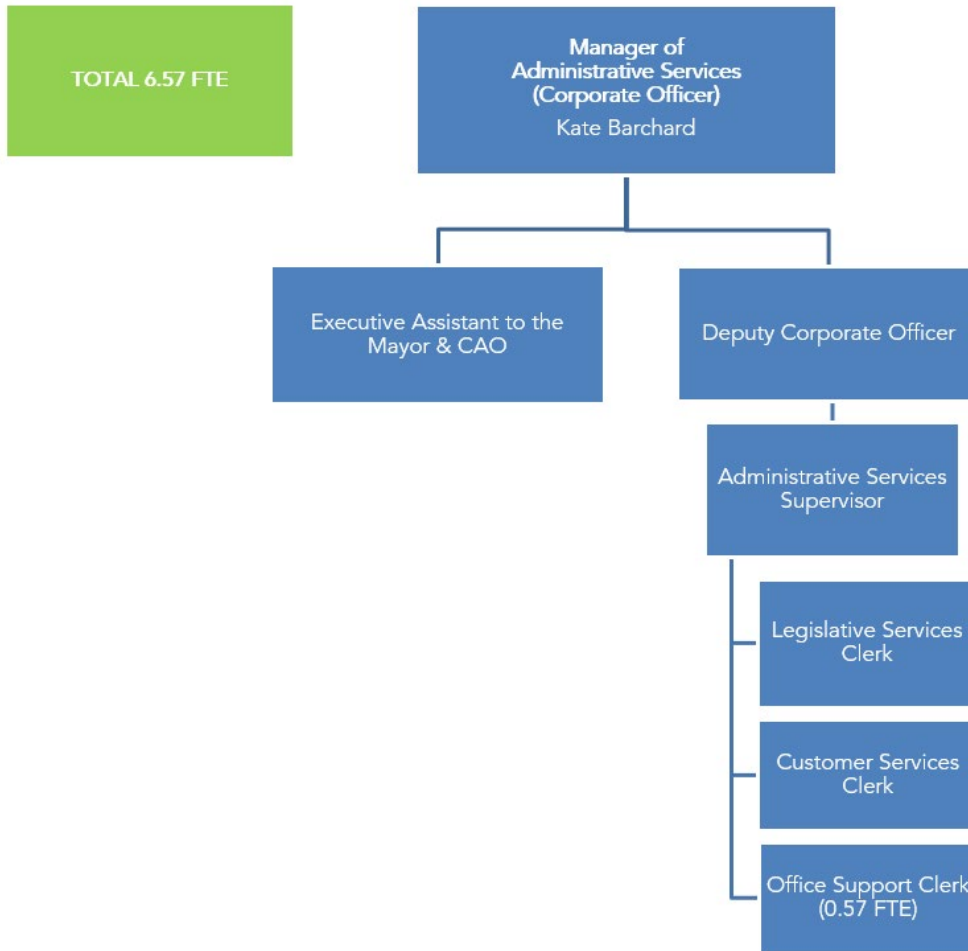
Capital Budget: \$45,000

% Share of overall City Budget: 3%



- Administrative Services 3.0%
- Remaining City Budget 97.0%

Staff Complement:



Forecasted Position Adjustments:

None.

Deferred Projects:

All key projects were launched in 2024 as planned, with some projects extending into 2025; see ‘Key Initiatives’ for details.

2024 Achievements (Top 3):

- **BYLAW AND POLICY REVIEW.**

The following bylaws and policies were reviewed and updated:

- Council Proclamations and Announcements (Council Policy C003)
- Commissioner for Taking Affidavits (Council Policy C011)
- Distribution of Agendas & Minutes (Council Policy C039)
- Customer Service Policy (Administrative Policy A038)

- Freedom of the City (Council Policy C002) [REPEALED]
- 62 historical bylaws that were expired or otherwise obsolete [REPEALED]

Corporate Pride – Service Excellence

- **VITAL RECORDS PROTECTION PLAN.** Identified the City’s ‘vital’ record sets (i.e. required for business continuity) and developed a resiliency plan framework to ensure access to these records in the event of a significant crisis (e.g. flood, fire, cyber attack, etc.). Cross-departmental implementation will begin in 2025. *Infrastructure – Preparedness*
- **RISK MANAGEMENT BEST PRACTICES ASSESSMENT (*identified mid-year*).** Collaborated with the Municipal Insurance Association of BC to review current City policies and practices to identify areas of risk exposure. Implementation of recommendations will begin in 2025. *Public Safety – Regulatory*

Key Challenges for 2025:

- **RECORDS MANAGEMENT.** The volume of work related to records management increases year over year as the legal landscape pertaining to this area changes, and the City’s use and storage of records becomes more complex due to the use of new and varied technologies.
- **COMMITTEE SUPPORT.** Administrative Services currently supports ten committees that advise and support Council and Staff in a variety of areas. In the event that Council or the CAO wish to add another committee, additional staff resources may need to be considered.

Key Initiatives for 2025

Strategic Priority	Initiative
Corporate Pride – Service Excellence	FEE SETTING BYLAW. Establish a consolidated fee setting bylaw to allow for easier access to, and monitoring of, established fees across the City’s various departments and services.
Public Safety – Regulatory	RISK MANAGEMENT RECOMMENDATIONS IMPLEMENTATION. Implement recommendations identified by the Municipal Insurance Association of BC during their 2024 risk management assessment of City policies and practices.
Corporate Pride – Service Excellence	LEGAL REVIEW RECOMMENDATIONS IMPLEMENTATION. Implement recommendations from the 2024 legal review of the City’s legislative practices (e.g. how council meetings are conducted;

Strategic Priority	Initiative
	how we manage bylaws, how we hold public hearings; etc.) to ensure legally and legislatively sound practices.
Infrastructure - Preparedness	VITAL RECORDS PROTECTION PLAN IMPLEMENTATION. Work with each department to develop a plan that protects their vital records (i.e. records essential for business continuity) and ensures access to those records in the event of a significant crisis (e.g. flood, fire, cyber attack, etc.)
Infrastructure - Investments	ELECTRONIC RECORDS MANAGEMENT MODERNIZATION. Design and implement staff training and standardized procedures to support the City’s transition to a new cloud-based interface for the City’s main electronic records management system.
Infrastructure – Preparedness	MICROFICHE DIGITIZATION. Scan and import planning and legislative documents into our electronic document management system for business resiliency and efficiencies.
Corporate Pride - Service Excellence	<p>BYLAW AND POLICY REVIEW. Consider amendments to the following bylaws and policies where Administrative Services is identified as the office of primary responsibility:</p> <ul style="list-style-type: none"> • Administration Services Fee Setting Bylaw • Council/Administration Protocol Policy • Risk Management Policy • Flag Policy
Infrastructure - Investments	ARCHIVES EXPANSION. Install an additional row of high-density, moveable shelving in the City’s Archives Room to create more space for the City’s semi-active and permanent records.

PROPOSED OPERATING BUDGET

	2024 Adopted Budget	2025 Proposed Budget	Proposed Changes for 2025		2026 Proposed Budget	2027 Proposed Budget	2028 Proposed Budget	2029 Proposed Budget
Expenses								
Administrative Services	\$ 1,019,400	\$ 1,055,600	\$ 36,200	3.6%	\$ 1,105,500	\$ 1,147,300	\$ 1,184,900	\$ 1,223,000
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Net Operating Expenses	\$ 1,019,400	\$ 1,055,600	\$ 36,200	3.6%	\$ 1,105,500	\$ 1,147,300	\$ 1,184,900	\$ 1,223,000
Key Budget Changes for 2025:								
Salary and Benefits			36,100					
Liability Insurance			5,900					
Postage and Courier			2,000					
Annual Savings for Election Costs			2,400					
Printing and Office Supplies			(10,000)					
Other			(200)					
Change in Net Operating Expenses			\$ 36,200					

PROPOSED CAPITAL BUDGET

Division	Project	2025	2026	2027	2028	2029	Total
DV112 - ADMINISTRATIVE SERVICES							
	250003 - MICROFICHE DIGITIZATION	\$ 30,000	\$ -	\$ -	\$ -	\$ -	\$ 30,000
	250022 - ARCHIVES ROOM SHELVING EXPANSION	\$ 15,000	\$ -	\$ -	\$ -	\$ -	\$ 15,000
DV112 - ADMINISTRATIVE SERVICES	Total	\$ 45,000	\$ -	\$ -	\$ -	\$ -	\$ 45,000

DECISION PACKAGE(S)

None.

PUBLIC PARTICIPATION

Inform Consult Involve Collaborate Empower

KATZIE FIRST NATION CONSIDERATIONS

Referral Yes No

SIGN-OFFS

Written by:

Kate Barchard,
Manager, Administrative Services

Reviewed by:

Mark Roberts,
Chief Administrative Officer

ATTACHMENT(S):

None.