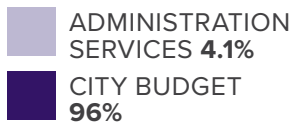
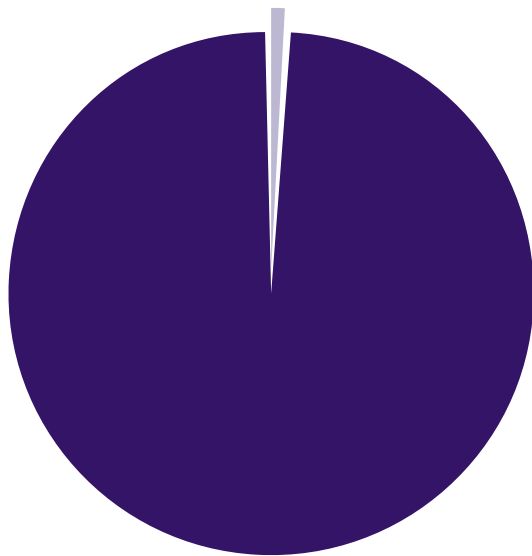


ADMINISTRATION

DEPARTMENT'S SHARE OF CITY BUDGET



Operating Budget: \$820,500

Capital Budget: \$0

Staffing Complement: 6.0 FTE (Full-Time Equivalent)

Supports Strategic Focus Areas:

Corporate Excellence
Economic Prosperity
Community Livability

OVERVIEW

Administration Services is responsible for the provision of legislative and administration services to Council and the CAO. The Manager serves as a member of the Corporate Leadership Team and, as such, is an advisor on Council/legislative matters, providing overall aid to the team. Administration Services responsibilities include:

- Freedom of Information and Protection of Privacy Act (FOIP);
- General local municipal and school board elections;
- Policy and Bylaw management;
- Procurement and contract management;
- Corporate records management;
- Corporate legal coordination and Municipal Insurance Association claims coordination;
- Customer service/City Hall reception;
- Council meeting agendas and minutes; and
- Executive assistance to the offices of the Mayor and CAO.

ADMINISTRATION

STAFFING COMPLEMENT



2017 ACHIEVEMENTS

- **COUNCIL MEETINGS.** Met weekly production and distribution deadlines for public and closed Council agendas in electronic and paper copy format.
- **FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY (FOIPOP).** Received and responded in a timely manner to 20 official Freedom of Information requests (at time of writing); assisted both the public and staff with understanding the legislation pertaining to FOIPOP; provided training to staff in both a structured fashion and on an “as needed” basis.
- **PROCUREMENT.**
 - Completed approximately 60 competitive bids;
 - Reviewed and refreshed procurement practices and procedures;
 - Supported all departments in best practices related to procurement;
 - Reviewed and updated the Corporate Contract registry consisting of leases, licences to occupy, purchase orders, service contracts, funding agreements and all other agreements;
 - Evolved to include providing support to City departments in relation to project management and assisting in the development of business cases;
 - Worked with other departments to strategize approaches to market and ensure stakeholder needs are met (i.e. department, taxpayers, and end users);
 - Realized savings as a result of this new position; examples include:
 - Telus Contract – achieved savings of \$62,713.08 over a 3 year agreement. Value add – free public wifi at Pitt Meadows Arena and Pitt Meadows Family Recreation Centre;
 - Multifunction Copiers/Printers – RFP 17-19; went out to BC Bid for the replacement of the multifunction equipment; budget for replacement was \$110,000; contract value awarded was \$53,734.00; savings achieved was \$56,266.00.
- **RECORDS MANAGEMENT.** Continued ongoing efforts pertaining to the appropriate retention, archiving, and disposal of City official records; reviewed 79 banker boxes of records from various City departments to determine proper records management of each record contained therein.
- **BYLAWS.** Worked closely with other departments on the development and readings of 31 City Bylaws.
- **PUBLIC HEARINGS.** Properly conducted several public hearings, meeting all legislative requirements, including the highly profiled “Onni” public hearing pertaining to rezoning applications wherein approximately 420 residents attended. Although public hearings are led by the Administration Services team, these hearings require the efforts of multiple divisions and are a cross-organizational achievement.
- **COUNCIL-APPOINTED COMMITTEES.** Continued the review of processes and procedures for council-appointed committees, with the key goals of consistency and transparency in their respective activities; refreshed 6 committee specific web pages for each Council appointed committee as well as standardized the process for notification and posting of all committee meetings, agendas and minutes.
- **CUSTOMER SERVICES.** Transitioned and incorporated the Customer Services division into the Administration Services function; delivered daily customer service to the public and internal stakeholders with a high level of professionalism,

ADMINISTRATION

2017 ACHIEVEMENTS (CONTINUED)

courtesy and transparency; re-established and promoted the use of the online “Community Calendar” including daily/weekly updates as required.

- **EXECUTIVE ASSISTANT.** Role and responsibilities of the Executive Assistant position were expanded to ensure that Mayor, Council, CAO and Corporate Leadership team are well supported.
- **CORPORATE OFFICER.** Provided ongoing advice, as needed, for legislative and other legal matters to Mayor, Council, Corporate Leadership Team and Staff.
- **LEGAL COORDINATION AND OVERSIGHT.** Managed Municipal Insurance Association of BC (MIABC) claims submitted to the City for investigation. Establishment of Casual Legal Program available via MIABC which enables reduced legal costs.



ADMINISTRATION

KEY CHALLENGES FOR 2018

- COUNCIL AGENDAS/MINUTES VIS-À-VIS LOCAL GOVERNMENT AND SCHOOL BOARD ELECTIONS.** The primary key challenge for administration services in 2018 is shifting priorities to our core legislative functions given the pending general local municipal and school board elections.
- INCREASING DEMAND FOR PROCUREMENT SERVICES.** Procurement is a new position developed in late 2016. Departments are now aware of, and rely on, procurement for its expertise and guidance. As more departments utilize Procurement services the biggest challenge will be to maintain the high level of service delivery with the one resource in place to provide those services.

KEY INITIATIVES 2018

DIVISION	INITIATIVE	TARGET
ADMINISTRATION SERVICES	LOCAL GOVERNMENT AND SCHOOL BOARD ELECTIONS. Prepare for and administer the upcoming elections in accordance with the Local Government Act and the School Act.	Q1-Q4
	COUNCIL AND COMMITTEE PROCESS AND PROCEDURES. Ongoing improvements with a focus to improve the alignment between Council and its Committees and vice versa.	Q1-Q4
	PROCUREMENT POLICY. Review policy; refresh or rewrite for 2018.	Q2
	CUSTOMER SERVICE/RESPONSE POLICY. Establish a policy that outlines roles, responsibilities and expectations pertaining to customer service and inquiry response rates, including continuing/monitoring effectiveness.	Q1
	E-MAIL RECORDS MANAGEMENT. Develop an administrative policy based on best practices pertaining to records management of official emails, including procedures and associated training for staff.	Q2
	DEVELOP A CITY-WIDE FEES AND CHARGES BYLAW. Establish a fees and charges bylaw by collating all present fees and charges that are provided elsewhere within city bylaws, Policies and Practices.	Q1-Q4
CROSS-DEPARTMENTAL COLLABORATION	LONG TERM STRATEGIC PLAN. Provide support and assistance to the CAO who is leading the project to establish a long term strategic plan.	Q1-Q4
	NEW BYLAWS. Provide support and assistance to the establishment of new City Bylaws; e.g. environmental amendments.	Q1-Q4
	SAFETY AND SECURITY WEB. Support and assist SSW actions as appropriate.	Q1-Q4

ADMINISTRATION

PROPOSED OPERATING BUDGET

	2017 APPROVED BUDGET	2018 PROPOSED BUDGET	2018 PROPOSED CHANGES		2019 PROPOSED BUDGET	2020 PROPOSED BUDGET	2021 PROPOSED BUDGET	2022 PROPOSED BUDGET
EXPENSES								
ADMINISTRATION SERVICES	\$808,400	\$820,500	\$12,100	1.5%	\$842,500	\$855,900	\$868,900	\$882,700
	808,400	820,500	12,100	1.5%	842,500	855,900	\$868,900	882,700
NET OPERATING EXPENSES	\$808,400	\$820,500	\$12,100	1.5%	\$842,500	\$855,900	\$868,900	\$882,700
KEY BUDGET CHANGES FOR 2018								
SALARY AND BENEFITS			17,700					
LIABILITY INSURANCE			(7,700)					
OTHER			2,100					
CHANGE IN NET OPERATING EXPENSES			\$12,100					

PROPOSED CAPITAL BUDGET

N/A