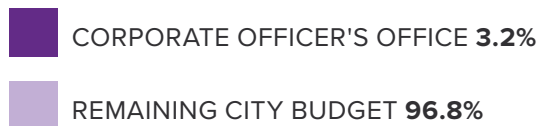
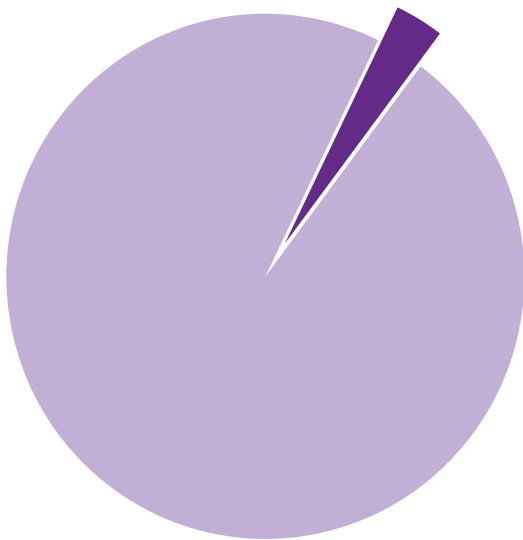


CORPORATE OFFICE

Operating Budget:	\$667,900
Capital Budget:	\$0
Staffing Complement:	4.0 FTE (Full-Time Equivalent)
Supports Strategic Focus Areas:	Corporate Excellence, Economic Prosperity, Community Livability

DEPARTMENT'S SHARE OF CITY BUDGET



OVERVIEW

The Corporate Office is responsible for the provision of legislative and administration services to Council and the CAO. The Corporate Officer serves as a member of the Corporate Leadership Team and, as such, is an advisor on Council/legislative matters and provides overall aid to the team.

Services include:

- Administration of requests under the Freedom of Information and Protection of Privacy Act (FOIPOP)
- Administration of municipal and school board elections
- Policy and bylaws management
- Council meeting agendas and minutes
- Corporate records management
- Corporate legal and Municipal Insurance Association claims co-ordination
- Customer Service / City Hall reception

CORPORATE OFFICE

STAFFING COMPLEMENT



2018 ACHIEVEMENTS

CORPORATE OFFICE

- **Council Meetings.** Prepared and distributed, in both electronic and paper format, the public and closed Council agendas each week. Met all necessary Council deadlines for agenda and minutes preparation.
- **Freedom of Information and Protection of Privacy (FOIPOP).** Received and responded in a timely manner to 14 official Freedom of Information requests. Provided guidance to members of the public as well as staff regarding routinely available information to increase government transparency and access to records.
- **Bylaws.** Worked closely with all departments on the development, readings and adoption of 20 bylaws.
- **Public Hearings.** Facilitated several public hearings in adherence with legislative requirements. Worked cross-departmentally to make public hearing notifications easier to understand while still meeting legislative requirements. Introduced a streamlined, easy-to-use email submission system for public hearing submissions.
- **Customer Service.** Completed onboarding of additional auxiliary staff to complement the existing team and ensure sufficient customer service levels are maintained. Continued to reinforce that good customer service is a cross-departmental responsibility.
- **2018 General Local Election.** Administration and execution of the 2018 General Local Election. This included: meeting legislative requirements regarding administration, candidate nominations, notification, record-keeping, and reporting; preparing and maintaining the voters list; planning and staffing of over 40 temporary election team staff members for four advance polls as well as Election Day; working cross-departmentally to enhance communication and ensure compliance regarding all election-related issues, facilities, and resources.
- **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 legal files and Municipal Insurance Association of BC (MIABC) claims. Continued use of Casual Legal Program, which aids in curtailing legal costs.

CORPORATE OFFICE

DEFERRED PROJECTS

Due to a revision of strategic priorities and the awareness that a new Council would begin their term at the end of 2018, the following 2018 business plan initiatives were deferred:

CORPORATE OFFICE

- **Council and Committee Process Review.** In an effort to improve alignment between Council and its committees, training is required for all committee chairs, members, and resource and support staff, including a streamlined approach for training staff on best practices for recording meetings and meeting procedures.
- **Procurement Policy.** This policy requires a review under the new Council, with the option of rewriting it.
- **Customer Service / Response Policy.** Establish a policy that outlines roles, responsibilities and expectations pertaining to quality of customer service and how quickly we can respond to queries. This policy must include a provision for monitoring effectiveness of the customer service strategy.
- **Email Records Management.** Develop an administrative policy based on best practices for records management of official emails, including the implementation of staff training on these practices.

CROSS-DEPARTMENTAL

- **Develop a City-Wide Fees and Charges Bylaw.** Collating all present fees and charges identified elsewhere within City Bylaws into a Fees & Charges Bylaw.
- **Long Term Strategic Plan (LTSP).** Assist the CAO in establishing a long-term strategic plan. This is scheduled to begin once the OCP review process has been concluded.
- **New Bylaws.** Assist in the process of establishing new City Bylaws, and particularly those with environmental amendments.

KEY CHALLENGES FOR 2019

- **Council Orientation.** The Corporate Office will play a key role in the onboarding of the new Council. Departmental priorities will be adjusted as required to ensure a smooth transition.



CORPORATE OFFICE

KEY INITIATIVES 2019

DIVISION	INITIATIVE	TARGET
CORPORATE OFFICER	LOCAL GOVERNMENT AND SCHOOL BOARD ELECTIONS. Conclude legislative election processes: <ul style="list-style-type: none"> • Work with Province to ensure new Pitt Meadows voter registrations are incorporated into the List of Electors; • Destruction of election materials via LGA s.160(8) along with certification of same; • Work with Elections BC to facilitate campaign financial disclosure statement reporting; • Prepare names of candidates who have not filed disclosure statements, if any, and prepare report to Council, if needed; • Update Election Sign regulations as contained in the City's Sign Bylaw to ensure definitive interpretation. 	Q1
	RECORDS MANAGEMENT. <ul style="list-style-type: none"> • Ongoing staff training in the LGMA classification system and Document Management tool; • Ongoing review of the City's records and archival system to ensure optimal updating, usage, and record retrieval; • Ongoing work toward "backlog" of destruction/archival records; • Begin process for records management streamlining, starting from records creation to preservation, and including analogue to digital conversion. The final outcome will entail a report and recommendation to the 2020 business planning process providing the necessary steps for these improvements and for moving toward constitutional digital system (working in tandem with IT for their DM replacement project in 2021); • The above will include the review and analysis of email records. 	Q1-4
	COUNCIL POLICY REVIEW. Per City Policy #C065, the Corporate Office will undertake a comprehensive review of all City policies. This process will include Council's identification of policies that are of particular interest in order to ensure resources are properly focused.	Q1-2
	COUNCIL BYLAW REVIEW. Review of pertinent bylaws including a thorough overhaul of the Council Procedure Bylaw by the new Council.	Q2-3
CROSS-DEPARTMENTAL COLLABORATION	COUNCIL AND COMMITTEE GOVERNANCE REVIEW. Familiarize new Council with previous work led by George Cuff; seek their consideration of the recommended new governance and administration model for City's Committees; implement changes.	Q1-2
	COUNCIL ORIENTATION AND ONBOARDING. A joint effort with CAO's office. Consultants George Cuff & Associates as well as Lidstone and Murdy will participate in the process of introducing the new Council to key legislative requirements and governance processes.	Q1
	LONG TERM STRATEGIC PLAN (LTSP). The LTSP is another joint effort with CAO's office note. In terms of timeline, the LTSP follows the OCP, since the latter is the overall "umbrella" plan that influences the direction of plans underneath it. The LTSP will occur after the revision of the OCP.	Q4

CORPORATE OFFICE

PROPOSED OPERATING BUDGET

	2018 APPROVED BUDGET	2019 PROPOSED BUDGET	PROPOSED CHANGES FOR 2019		2020 PROPOSED BUDGET	2021 PROPOSED BUDGET	2022 PROPOSED BUDGET	2023 PROPOSED BUDGET
EXPENSES								
CORP. OFFICER'S OFFICE	\$671,200	\$667,900	\$(3,300)	-0.5%	\$683,600	\$697,700	\$708,800	\$721,100
	671,200	667,900	(3,300)	-0.5%	683,600	697,700	708,800	721,100

NET OPERATING EXPENSES	\$671,200	\$667,900	\$(3,300)	-0.5%	\$683,600	\$697,700	\$708,800	\$721,100
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KEY BUDGET CHANGES FOR 2019:

SALARY AND BENEFITS	2,400
ELECTION RESERVE SAVINGS	3,500
LIABILITY INSURANCE	1,700
PHOTOCOPIER USAGE	(8,700)
CORPORATE OFFICE SUPPLIES	(2,000)
OTHER	(200)
CHANGE IN NET OPERATING EXPENSES	\$(3,300)

PROPOSED CAPITAL BUDGET

DEPT NAME	PROJECT #	PROJECT NAME	PRIORITY	2019	2020	2021	2022	2023	TOTAL
CORPORATE OFFICE	19-AS-001	ELECTION MACHINES REPLACEMENT	2	\$-	\$-	\$-	\$22,000	\$-	\$22,000
CORPORATE OFFICE TOTAL				\$-	\$-	\$-	\$22,000	\$-	\$22,000

