

Branch — Office of the City Clerk

Introduction

The Office of the City Clerk provides governance support for Council and Committee meetings, quasi-judicial appeals processes, access to information and protection of privacy, maintenance of records, administrative support, and financial services to elected officials. It provides administration and strategic management for conducting the municipal election (including school board elections), civic census and for verifying and validating petitions.

The Office of the City Clerk plays a key role in building strong local government by connecting citizens to their elected officials. The Office is committed to providing opportunities for their participation in civic affairs through consistent and reliable processes. For example, during the 2014 Census an innovative online component was included to make the process more accessible and convenient to Edmontonians. This proved to be popular, with 28% choosing to respond online and expected to increase for the next census.

The Office of the City Clerk is helping optimize the Council-agenda process to address challenges posed by the volume of reports, preparation time and length of meetings. In 2013, the Office provided meeting management support to 145 Council and Council Committee meetings and processed 1,354 agenda reports. In addition, the Tribunals processed a total of 337 Subdivision and Development Appeal Board appeals, and 1,937 Assessment Review Board complaints.



“We enable good governance practices on behalf of City Council, citizens and the civic administration.”

- Alayne Sinclair, City Clerk

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Approved 2015 Budget – Branch Summary

(\$000)	2013 Actual	2014 Budget	2015 Budget	\$ Change '14-'15	% Change '14-'15
Revenue & Transfers					
User Fees, Fines, and Permits	1,860	833	1,171	338	40.6
Grants	80	-	-	-	-
Transfer from Reserves	-	-	-	-	-
Total Revenue & Transfers	\$1,940	\$833	\$1,171	\$338	40.6
Expenditure & Transfers					
Personnel	7,496	6,878	6,999	121	1.8
Materials, Goods, and Supplies	568	359	366	7	1.9
External Services	2,744	1,988	1,988	-	-
Fleet Services	13	16	14	(2)	(12.5)
Intra-municipal Charges	700	281	329	48	17.1
Utilities & Other Charges	939	838	2,058	1,220	145.6
Transfer to Reserves	-	-	-	-	-
Subtotal	12,460	10,360	11,754	1,394	13.5
Intra-municipal Recoveries	-	-	-	-	-
Total Expenditure & Transfers	\$12,460	\$10,360	\$11,754	\$1,394	13.5
Net Operating Requirement	\$10,520	\$9,527	\$10,583	\$1,056	11.1
Full-time Equivalents	89.1	70.1	70.1	-	-

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Budget Changes for 2015

(\$000)

Revenue & Transfers - Changes

User Fees, Fines, Permits, etc. \$338

One time additional revenue for the 2015 Federation of Canadian Municipalities (FCM) Conference to be held in Edmonton, partially offset by revenue reductions based on trend analysis.

Expenditures & Transfers - Changes

Personnel \$121

Movement toward job rate, changes in benefits and approved cost of living adjustment.

Material, Goods & Supplies \$7

An increase to general office expenses.

Fleet Services (\$2)

A decrease of \$2 for maintaining the fleet.

Intra-municipal Charges \$48

Adjustments to align budgets with actual expenditure trends and commitments. Increase in parking fees \$40, custodial services \$4, and building maintenance \$4.

Utilities & Other Charges \$1,220

The increase is attributable to one time hosting expenditures for the FCM Conference \$772, and a service package of \$393 for Capital Region Board membership fees. The balance of the increase pertains to other corporate membership fees.

Full-time Equivalents - Changes

No changes to Full-time Equivalents.

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Approved 2015 Budget – Program Summary (\$000)

Program Name - Elections and Census

[Link to 10-Year Strategic Goals](#)



Results to be Achieved

Be prepared to conduct an accurate and reliable municipal census every two years, per Council Policy C520B, or as directed by Council. The census is the official count of population living in dwelling units in the City of Edmonton. Plans are under way for a ward boundary review as a result of the 2014 census results.

Cost Drivers

The major cost drivers are City population growth, Municipal Census Policy C520B, Ward Boundary Policy C469A, Bylaw 15142, and the Local Authorities Election Act

Service Standards

The service standards include: meeting legislative requirements 100% of the time. Election & Census service standards and business processes are constantly reviewed to ensure processes are effective in serving citizens.

Current, reliable census data is used by the City, external agencies and organizations to plan and provide services and to maximize per capita grant funding from provincial and federal sources.

Resources (\$000)	2013 Actual	2013 Budget	2014 Budget	2015 Budget
Revenue & Transfers	\$ 1,501	\$ 1,579	\$ 213	\$ 213
Expenditure & Transfers	4,408	4,736	2,128	2,101
Subtotal	2,907	3,157	1,915	1,888
Intra-municipal Recoveries	-	-	-	-
Net Operating Requirement	\$ 2,907	\$ 3,157	\$ 1,915	\$ 1,888
Management		1.0	1.0	1.0
Professional/Technical/Union Exempt		1.0	1.0	1.0
Union		2.0	2.0	2.0
Temporary		22.0	5.0	5.0
Full - Time Equivalents		26.0	9.0	9.0

2014 Services

The 2014 municipal census was conducted in accordance with Municipal Census Policy C520B. An online component was made available to citizens for the first time, and was taken up by 28% of Edmontonians. A Ward Boundary report will be prepared for Council in accordance with Ward Boundary Policy C469A. In addition Election and Census staff are Working with Elections Alberta and Edmonton Seniors Council to understand senior voting needs.

Changes in Services for 2015

Continue to enhance opportunities for public engagement through various social media and enhanced website tools.

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Approved 2015 Budget – Program Summary (\$000)

Program Name - Governance, Tribunals, Corporate Records and Administration

Link to 10-Year Strategic Goals



Results to be Achieved

To support democratic governance by managing Council and Committee meetings, facilitating public input and access to decisions, supporting quasi-judicial bodies and civic agencies, overseeing an effective corporate records program, managing Freedom of Information and Protection of Privacy requests, and providing support to elected officials.

Cost Drivers

The major cost drivers are: Legislative requirements (provincial legislation and City bylaws), the number of Council and Committee meetings, tribunal appeals and complaints, corporate records management, and requests from the public for information.

Service Standards

Service standards include: Meeting legislative requirements 100% of the time. Service standards are constantly reviewed to ensure processes are effective in serving citizens. Staff are dedicated to understanding and meeting the needs of the community and corporation, and in providing high quality, responsive services in a professional manner.

Resources (\$000)	2013 Actual	2013 Budget	2014 Budget	2015 Budget
Revenue & Transfers	\$ 439	\$ 619	\$ 620	\$ 958
Expenditure & Transfers	8,052	8,019	8,232	9,653
Subtotal	7,613	7,400	7,612	8,695
Intra-municipal Recoveries	-	-	-	-
Net Operating Requirement	\$ 7,613	\$ 7,400	\$ 7,612	\$ 8,695
Management		3.0	3.0	3.0
Professional/Technical/Union Exempt		20.2	19.2	19.2
Union		39.9	38.9	38.9
Temporary		-	-	-
Full - Time Equivalents		63.1	61.1	61.1

2014 Services

Trends continued from 2013:

- The program is projected to process more than 1,400 reports and manage some 145 Council and Committee meetings; 2,300 tribunals complaints or appeals; and 370 FOIP requests.
- In addition staff: Provided support for 64 civic agencies and 13 Business Revitalization Zones.
- Continued implementation of the corporate records classification and retention program and managed storage and retrieval services for some 70,000 cubic feet of records.
- Implement a more effective Council correspondence tracking and distribution system.

Changes in Services for 2015

Provide administration support to the Federation of Canadian Municipalities Annual Conference and trade show. Continue to enhance opportunities for public engagement through the use of tribunal online videos and the ability to file appeals online. Introduce Governance Academy to Edmontonians wishing to learn about governance processes. Implementation of the corporate records management awareness and clean-up initiative.

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Program - Governance, Tribunals, Corporate Records and Administration
Title - 2015 FCM Annual Conference

New or Enhanced Service Funded

Results to be Achieved

This service package is to fund the Federation of Canadian Municipalities (FCM) annual conference and trade show being held in Edmonton in 2015. The outcome of FCM is to bring a national voice to municipal government. It aligns with Council's Goals: Improve Edmonton's Livability and Diversify Edmonton's Economy.

Description

The FCM conference and trade show is being hosted in Edmonton from June 5 to June 8, 2015. This major conference is attended by representatives of municipalities across the country. It is anticipated that funding will be provided by the City of Edmonton and major corporate sponsorships. This is a request for one time funding. This conference was awarded to the City of Edmonton a number of years ago and the City committed hosting it in 2015.

Background

FCM has been the national voice of municipal government since 1901. Members include Canada's largest cities, small urban and rural communities, and 21 provincial and territorial municipal associations. FCM represents the interests of municipalities on policy and program matters that fall within federal jurisdiction. Federal policy and programs affect every one of Council's goals. This conference is held in different locations throughout Canada each year. The conference was last held in Edmonton in 2004.

Options

The City of Edmonton has committed to this conference. Without the one time funding, the City would need to scale back the program and support offered to delegates.

Implications of Not Funding

If the initiative is not funded, Edmonton's image and reputation could be negatively affected. There is an expectation that this conference will be held in a different location each year and that Edmonton will be an active participant.

incremental (\$000)	2015				2016				2017			
	Exp	Rev	Net	FTEs	Exp	Rev	Net	FTEs	Exp	Rev	Net	FTEs
New Budget	772	438	334	-	(772)	(438)	(334)	-	-	-	-	-
Annualization	-	-	-	-	-	-	-	-	-	-	-	-
Total	\$772	438	334	-	(\$772)	(438)	(334)	-	-	-	-	-

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Program - Governance, Tribunals, Corporate Records and Administration
Title - 2015-2016 CRB Budget Funding

New or Enhanced Service Funded

Results to be Achieved

This service package is to provide the City of Edmonton's portion of the funds necessary for the Capital Region Board (CRB) to apply for matching funding from the Province. In order to operate and achieve its desired work plan for 2015-2016 the CRB requires an additional \$1,200. The maximum contribution for the City of Edmonton is \$393 for 2015 and 2016.

Description

The additional member contributions, along with matching Provincial funds, allows the CRB to be able to complete its Work Plan. This CRB Work Plan was developed by the various committees associated with the CRB and is approved by the CRB.

Background

The City of Edmonton is a member of the CRB as regulated by the Capital Region Board Regulation (38-2012). The CRB currently receives funding primarily from the Province. Starting in 2015, the funding amount from the Province is dropping from \$3,500 to \$3,000. This will be accompanied by an option for member municipalities to contribute up to \$600,000.00 to be matched by the Province. This will provide a total annual budget for the CRB of \$4,200. Member contributions are allocated to all municipalities based on population and generalized assessment.

Options

The CRB has generated three potential budget options for 2015-2016. The option presented with this package would be for a total member contribution of \$600 with the City of Edmonton responsible for \$393. The second option has a total member contribution of \$300 with the City of Edmonton responsible for \$193. A third option is to proceed with no member contribution. A decision on these options will likely be made by the CRB in December 2014.

Implications of Not Funding

If the member contributions and matching Provincial funds are not approved by Council or the CRB, then the CRB Work Plan would need to be reduced to align with remaining budget. This would cause several projects that are important to the CRB to be deferred or not considered.

incremental (\$000)	2015				2016				2017			
	Exp	Rev	Net	FTEs	Exp	Rev	Net	FTEs	Exp	Rev	Net	FTEs
New Budget	393	-	393	-	-	-	-	-	-	-	-	-
Annualization	-	-	-	-	-	-	-	-	-	-	-	-
Total	\$393	-	393	-	-	-	-	-	-	-	-	-

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Branch Performance Measures

Measure Type	Key Outcome (from Mandate)	Performance Measure	Target	Actual (year & result)
Effectiveness	Overall satisfaction with service support to corporation and citizens related to Council/Committee meetings and web-based tools/services	Internal client satisfaction - Support and advice	75%	73% (2013)
		- Access to Council decisions	74%	72% (2012)
		Citizen satisfaction – Online services for filing assessment complaint or development appeal	68%	66% (2013)
		Elected officials satisfaction – responsiveness to requests for research and information	94%	94% (2012)
Efficiency	Elections and Census	Cost per eligible elector	\$5.00	5.71 (2013)
	Census Innovation*	% of online users	35%	28% (2014)
	Enable access to information	# of information requests managed through FOIP process**	379***	375 (2014 projected) 359 (2013) 403 (2012)
	Tribunal Hearings provide timely and effective governance services to support resolution of disputes	Total number of hours in hearings (Assessment Review Board, Subdivision and Development Appeal Board, Community Standards and Licensing Appeal Committee)	2,005***	2,051 (2014 projected) 2,269 (2013) 1,695 (2012)

*New baseline for Census

**Open City initiatives include routine disclosure of information

***Based on average of last 3 years of activity (2012-14)