

Branch — Office of the City Clerk

Introduction

The Office of the City Clerk (OCC) is the primary contact regarding City Council business. OCC manages Council and Committee meetings, quasi-judicial boards, municipal elections, the municipal census and appointments to civic agencies. OCC is responsible for ensuring Council meetings are conducted legally and provides procedural advice during meetings. The City Clerk is the Returning Officer for municipal elections.

The Office of the City Clerk manages corporate records and oversees Freedom of Information and Protection of Privacy inquiries for the organization. OCC also provides leadership and direction in the planning, development, organization and control of the administrative and financial functions of the Office of the Councillors.

Citizens are able to connect to their city through the Office of the City Clerk.

- Citizens can appeal a property assessment or development that impacts them
- Attend a City Council meeting
- Start a petition
- Arrange to speak before Council
- Access Council decisions

“Democracy isn’t just an election. It’s making sure that government is open and transparent and that citizens understand that this is THEIR city...they have a voice. Everyday we make sure that citizens can have their voices heard. It’s at the heart of everything we do.”

*Alayne Sinclair
City Clerk*

In 2011 the Office of the City Clerk...

- Developed a biennial census policy, which Council approved
- Piloted the corporate records management revitalization
- Relocated quasi-judicial boards and services to a new building to gain efficiencies
- Established and managed a new Committee of Council – Utility Committee



Also...

- Launched the Opening the Potential mentorship program for women interested in municipal politics
- Administered more than 200 appointments to Civic Agencies, Boards and Commissions
- Analyzed and processed close to 150 Freedom of Information and Protection of Privacy requests for the corporation

The Mission of the Office of the City Clerk is to support and administer the process of democratic governance in the City of Edmonton.

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Opportunities and Challenges

On July 20, 2011 City Council approved the *Census Policy C520B*. This amended policy directs that a census be conducted biennially (every two years) beginning April 1, 2012. The municipal census is the official count of population living in dwelling units in the City of Edmonton. The funding for the census will remain in the Office of the City Clerk on an ongoing basis. In years where a census is not provided, the budget will be used to help fund the triennial election or election planning. Five FTEs are required to conduct a census. For 2012, the Census has a budget of \$1,875. The OCC budget reflects an overall reduction of 3.2% in Net Operating requirements for all other operating costs.

Updated census information is beneficial to various departments, the library, police, businesses, schools, and community organizations for planning purposes. Various groups internal and external to the City use the census information to demonstrate needs based on population and demographic results within different areas of the city. The census activity starts full time November 1, 2011, and ends July 31, 2012.

The Office of the City Clerk is undertaking a review of the Council report generation process. Work is underway with the Executive Assistants for each of the departments to develop a common workflow for the generation of Council reports. The expected outcome is to have the report generation and workflow integrated with the SIRE system that generates the agendas and minutes of Council. The review and report integration into a common SIRE workflow process will take place between September 2011 and mid-2012.

The City endeavors to manage all the information received and generated during its business operations in an efficient and effective manner. The Corporate Records Management Program revitalization is a multi-year project with specific deliverables each year. Two specific deliverables will be achieved in 2012: 1) enhanced training of City staff responsible for records management and general education on corporate records for City staff and 2) the current retention schedule program will be reviewed, processes established and training completed on the new processes for City records management staff.

Ongoing activities include implementation of Cite-File Classification system in the City and corporate

records advisory services. Revitalization of the records management program will take place from January to December 2012.

Service and Budget Review

An opportunity exists for the Assessment Review Board to contribute to a one-time reduction in the tax levy by eliminating funding for two vacant FTEs.

In 2009, the Province changed the legislation for the operations of the Assessment Review Board. In anticipation of the new workload, a new organizational structure was defined. After 17 months operating under the new regulations, it is recognized that the Office of the City Clerk does not need to fill all of the positions permanently. In years where more complaints are received, temporary staff can be hired using the additional fees collected from the increased complaints. This is not a reduction in FTEs, but rather a cut in the funding for the FTEs of \$249. The vacant positions would be utilized when fees are received.

In the past few years, legislative and organizational changes have created additional pressures and workloads in the Office of the City Clerk. Management and supervisory positions were increased to meet those challenges. The branch has developed processes to better manage change and, after reviewing the scope and authority of its management and supervisory group, can rationalize the reduction of two FTEs for a savings of \$245.

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Approved 2012 Budget – Branch Summary (\$000)

	2010 Actual	2011 Budget	\$ Change '11-'12	2012 Budget	% Change '11-'12
Revenue & Transfers					
User Fees, Fines, Permits, etc.	\$ 2,327	\$ 1,061	\$ 28	\$ 1,089	2.7
Grants	7	-	-	-	
Transfer from Reserves	-	-	-	-	
Total Revenue & Transfers	<u>2,334</u>	<u>1,061</u>	<u>28</u>	<u>1,089</u>	2.7
Expenditure & Transfers					
Personnel	5,911	5,844	781	6,625	13.4
Materials, Goods & Supplies	547	364	31	395	8.4
External Services	2,611	889	650	1,539	73.1
Fleet Services		13	-	13	-
Intra-municipal Services	376	166	57	223	34.7
Utilities & Other Charges	821	775	165	940	21.4
Transfer to Reserves	-	-	-	-	
Subtotal	<u>10,266</u>	<u>8,051</u>	<u>1,684</u>	<u>9,735</u>	20.9
Intra-municipal Recoveries	-	-	-	-	-
Total Expenditure & Transfers	<u>10,266</u>	<u>8,051</u>	<u>1,684</u>	<u>9,735</u>	20.9
Net Operating Requirement	\$ 7,932	\$ 6,990	\$ 1,656	\$ 8,646	23.7
Full-time Equivalents	65.1	66.1	3.0	69.1	

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Budget Changes for 2012 (\$000)

Revenue & Transfers - Changes

User Fees, Fines, Permits, etc. \$28

The Office of the City Clerk revenues primarily consist of Assessment Review Board/Subdivision Appeal Board and sundry revenues. Inflation for 2012 is \$28.

Expenditures & Transfers - Changes

Personnel \$781

Movement within the salary ranges, changes in benefits, and the last year of a 3-year 1% LAAP contribution increase account for \$189. There is also an additional \$1,086 for the census with a \$494 reduction in salaries identified in the Service and Budget Review for Assessment Review Board function reductions.

Material, Goods & Supplies \$31

Identified inflationary measures of 2.65% account for a \$11 increase. There is also an additional \$24 for the Biennial Census service package with a \$4 reduction identified as corporate opportunities savings for computer equipment.

External Services \$650

Inflationary increases and a budget reallocation accounted for a \$43 increase for contract, consulting and general services and an additional \$548 for the Biennial Census service package. There is also an additional \$60 in costs for the *Edmonton Salutes* service package. There is a reduction of \$1 for printing services.

Intra-municipal Services \$57

Inflationary increases and a budget reallocation accounted for an \$4 increase for parking, printing and on-demand building maintenance services and an additional \$53 for the Biennial Census service package.

Utilities & Other Charges \$165

Inflationary increases and a budget reallocation accounted for a \$20 increase for utility and training costs and an additional \$164 for the Biennial Census service package for telephone charges, offset with \$19 in corporate opportunity reductions.

Full-time Equivalents - Changes

The Office of the City Clerk has added an additional 5 FTEs to accommodate the census and reduced 2 FTEs for work in the Assessment Review Board for a net increase of 3 FTEs.

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Service Package

2012 Biennial Census

Funded

Description

This package provides for a biennial census beginning in 2012. The census is the door-to-door collection of basic household information. The municipal census is the official count of population living in dwelling units in the City of Edmonton. The Office of the City Clerk, in consultation with other City departments and/or government agencies, may collect other survey data required for city purposes. The funding for the census will remain in the Office of the City Clerk's base on an ongoing basis. In years where a census is not provided the budget will be used to help fund the triennial election or election planning.

This service package requires 5 FTEs.

Justification

Updated census information is beneficial to various departments, library, police, businesses, schools, and community organizations for planning purposes. Various groups internal and external to the City use the census information to demonstrate needs based on population and demographic results within different areas of the city.

On July 20, 2011 City Council approved *Census Policy C520B*. This amended policy directs that a census be conducted biennially (every two years) beginning April 1, 2012.

Links to Strategic Goals, Departmental Outcomes & Performance Measures

Strategic Goal(s)

Improve Edmonton's Livability
Ensure Edmonton's Financial Sustainability

Departmental Outcome(s)

Citizens use City infrastructure and participate in services and programs that provide employment and personal health benefits.

Performance Measure(s)

Citizens have confidence in the City's governance structure.

Impact on Other Departments

Other departments use the census data for future planning and reporting trends analysis. Without the 2012 census results, departments will have to use outdated information or find other statistics to support their analysis.

Incremental (\$000)	2012				2013				2014			
	Exp	Rev	Net	FTEs	Exp	Rev	Net	FTEs	Exp	Rev	Net	FTEs
New Budget	\$ 1,875	\$ -	\$ 1,875	5.0	\$ 84	\$ -	\$ 84	-	\$ 80	\$ -	\$ 80	-
Annualization	-	-	-	-	-	-	-	-	-	-	-	-
Total	\$ 1,875	\$ -	\$ 1,875	5.0	\$ 84	\$ -	\$ 84	-	\$ 80	\$ -	\$ 80	-

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Service Package

Edmonton Salutes

Funded

Description

Edmonton Salutes promotes and recognizes our local military's community contributions, both at home and abroad, toward world peace, security, and stability. This additional funding would allow the *Edmonton Salutes* committee to assist with more public military parades, assume a larger role in Remembrance Day ceremonies, develop and maintain a website, create promotional materials, assist with military functions such as fundraising galas, family events for deployed soldiers and development of commemorative symbols such as an Art/Military Memorial Trail/Walk. A training handbook will also be developed. The committee would also continue to provide (although on a reduced scale) support to troop returns.

Justification

The *Edmonton Salutes* committee is governed by Bylaw 13900 and is a committee of Council. The economic impact of having military personnel in the Capital region is significant. *Edmonton Salutes* has worked diligently to make "Edmonton the Best Garrison Town in Canada" in the opinion of Canadian soldiers. Over the years we have seen many members retire from the Armed Forces and make Edmonton their permanent home. Increasing the base budget from \$60 to \$120 would allow the committee to plan their activities and conduct themselves responsibly while meeting the needs of the military community.

Links to Strategic Goals, Departmental Outcomes & Performance Measures

Strategic Goal(s)

Improve Edmonton's Livability

Departmental Outcome(s)

Citizens are connected to their diverse communities and have pride in their city.

Impact on Other Departments

No financial impact to other departments as all costs are charged to the *Edmonton Salutes* budget.

incremental (\$000)	2012				2013				2014			
	Exp	Rev	Net	FTEs	Exp	Rev	Net	FTEs	Exp	Rev	Net	FTEs
New Budget	\$ 60	\$ -	\$ 60	-	\$ 2	\$ -	\$ 2	-	\$ 1	\$ -	\$ 1	-
Annualization	-	-	-	-	-	-	-	-	-	-	-	-
Total	\$ 60	\$ -	\$ 60	-	\$ 2	\$ -	\$ 2	-	\$ 1	\$ -	\$ 1	-