

Mayor & Council CAO Department

2022 Proposed Budget Department Overview

September 14, 2021

Mayor and Council

Overview

- Council is comprised of the Mayor and 8 Ward Councillors, with the current term of Council spanning 2018-2022.
- Council is responsible to set expectations and service levels through policy and budget.
- Council represents the interests of constituents and the public.
- Council approves, supports, and monitors the City's Strategic Plan

Mayor & Council

Pandemic Opportunities

- Maintained ongoing and publicly accessible meetings to advance the business of the City during the pandemic
- Advocated for municipal recovery throughout the pandemic to upper levels of government, and developed and approved local economic and community recovery relief and investments.

Mayor & Council

2021 Highlights

- Maintained business continuity and service delivery through the ever-changing conditions, shutdowns and waves of the pandemic
- Maintained public and staff safety throughout the pandemic, and in partnership with our external agencies and partners
- Council maintained and exceeded outreach, consultation, interaction, communications and complaint management with constituents

Mayor & Council

2022 Highlights

- Municipal Election to be held October 2022
- Onboarding and orientation for the new Council
- Continued focus and priority on community and economic recovery, including return to full and improved municipal service levels

Chief Administrative Office Organizational Chart



CAO Department

Department Overview

- The Chief Administrative Officer (CAO) is responsible for the efficient management of the municipal administration and Corporation.
- The department provides advice and guidance to City Council, leadership to Senior Staff and all City Departments.
- The department consists of the following divisions: CAO Administration, Legal Services, Clerk's Office and Office of Strategy Management
- The department provides corporate supports and services to all other City Departments.

CAO Department

Pandemic Opportunities

- Maintained continued leadership of pandemic response in coordination with partners in the Emergency Operations Centre (EOC) and other service providers
- Maintained ongoing and publicly accessible meetings to advance the business of the City during the pandemic
- Leveraged various technology innovations to maintain and enhance service delivery
- Expanded LEAN training

CAO Department

2021 Highlights

- Continued modernization reviews, review of service efficiencies and process improvements/innovations
- Updated several council policies, corporate management directives and by-laws
- Online petitions and appointment Booking
- Community Safety and Well Being Plan
- Launched Diversity, Equity and Inclusion Staff Team/Task Force
- Retained the risk management services offered by our new insurance broker to provide an actuarial review of the City's historic claims and premiums

CAO Department

2022 Highlights

- Licensing program review and expansion
- Review of by-law complaint intake process to modernize, create efficiencies, streamline dispute resolutions and process to recognize/limit frivolous or vexatious complaints
- Prepare for and conduct the 2022 Municipal Election
- Develop a Site Plan backgrounder with resources, information and pre-design guidelines with KLAAC
- Leverage expanded risk management services provided by the City's insurance broker, such as cyber-related services and property appraisal
- Substantially complete Strategic Plan priorities and actions