

Service Business Plan



Service Name	Council and Citizen Committee	Service Type	Public
Service Owner Name	Danielle Pitoscia	Budget Year	2017
Service Owner Title	Manager of Committee and Elections Services		

Service Description

A public service to provide public access to and participation in Council decision making, ensuring open, accountable and transparent local government.

Current State

Customers & Their Expectations	<p>This service is delivered to:</p> <p>The public, City departments and members of Council.</p> <p>Customers expect the following:</p> <ul style="list-style-type: none"> • Efficient and friendly service with knowledgeable, courteous and engaged staff. • Accessible, transparent information related to Council and committee meetings. • Information on how to participate on citizen advisory committees and how to speak at Council and committee meetings. • Citizen committee volunteers require event management support, web posting, meeting coordination and advice on the rules of order during meetings. • An opportunity to participate in an election process that is well organized and transparent.
Existing Service Delivery	<p>The Committee Services team requires the knowledge that allows them to provide procedural advice on how meetings of Council and committee and the public are to operate.</p> <p>The team provides:</p> <ul style="list-style-type: none"> • agendas, minutes, report, web posting and correspondence for Council and Committee meetings. • administrative and logistic support for citizen advisory committee meetings. • information on how to participate on citizen advisory committees and how to speak at Council and committee meetings. • opportunity to participate in a well-organized and transparent election process.
Existing Customer Engagement Tools / Methods	<p>Telephone, in person, email, mail, the City public website, 311, webcasting, agendas and minutes, social media tools, newspaper, committee and Council reports.</p>

Is this Service Provincially Legislated?	Yes Municipal Act, 2001, Municipal Elections Act, 1996, Accessibility for Ontarians with Disability Act, 2005, Ontario Heritage Act, R.S.O.1990, c. 0.18
For this Service are there Approved Service Standards?	Yes Procedure By-law 37-2014, City of Burlington By-law 89-2013

Sub-Services

Council and Committee	Prepares and provides to the public information related to Council and committee meetings, such as agendas and minutes. Preparation of agendas, reports, minutes, web posting and correspondence. Administrative support is provided to meetings of Council as well as to citizen advisory committees.
Citizen Advisory Committee	Each citizen advisory committee provides feedback to Council on matters related to the Strategic Plan and the mandate set out in each Council-approved term of reference.
Election	Conduct the Municipal Election once every 4 years with partners to manage changes to the voter list, register candidates and conduct the elections.

Recent Continuous Improvement Initiatives

Service continues to explore strategies and implement processes with the use of agenda management software in an effort to promote effective paperless meetings.

In 2016, the service completed a procedure by-law review related to the efficiency of meetings of Council. A staff training program was delivered for report authors to improve report writing skills and create accessible reports to Council.

The 2014 Municipal Election piloted the use of an electronic voter list that allowed for instant updates to process ballots at the advance polls and at three larger polling locations on election day. In preparation for 2018, research will be to analyzed around implementing a city-wide electronic voter list system, vote anywhere in the ward and expand the time period for internet voting.

Review of council appointed citizen advisory committees by analyzing committee meeting quorums, annual reports to Council and terms of references to ensure effective committee performance.

Replacement of the Agenda Management Solution was completed and implementation of a new electronic vote for recorded votes at Council will be completed in late 2016 early 2017.

A survey was designed to collect information related to delegations to Committee and Council to further understand the experience when speaking in front of Committee and Council.

Emerging Opportunities and Anticipated Risks

Emerging Opportunities	<ul style="list-style-type: none"> • Planning for the 2018 Municipal Election will consider the use of electronic voter lists at all polling locations to quickly and efficiently update the list, collect and monitor information related to the use of ranked ballots for municipal elections in Ontario and vote anywhere in the ward. • Investigate further technology upgrades for meetings within Council Chambers for Council meetings to ensure meetings are effective and accessible. • Implement all citizen advisory committee meeting materials and other city meetings such as committee of adjustment to use electronic agenda management software.
Anticipated Risks	<ul style="list-style-type: none"> • New changes to the Municipal Elections Act has made changes to election processes beginning in 2018, shortening the campaign period for candidates from the current time of 10 months to five, adding more responsibility to the Clerk for candidate finances, more accountability for candidates around advertising campaigns and added the option for ranked ballot elections. • Data obtained to create a voter list by the Municipal Property Assessment Corporation presents potential risks, as data is often inaccurate and can cause challenges for voters trying to vote online or at the polls.

Service Objectives

Target Completion

Collaborate with Human Resources to offer consistent training for staff related to report writing to improve current inconsistencies among department report styles.	Oct 2017
Review citizen advisory committees to ensure decisions and feedback are provided to Council and that member and staff contributions are effective and consider changing the operating budget allocation for all Citizen Committees to provide opportunity to all committees based on annual needs and programming.	Dec 2017
Promote the survey designed for members of the public who attend meetings of Council to speak on agenda items. Continue to explore customer needs and analyze data to make further improvements to the experience and effectiveness of Council meetings.	Mar 2017
Make changes procedures and policies for the coordination of the Municipal Election process based on Legislation updates and feedback from 2014.	Feb 2017
Investigate the option of providing civil ceremonies at City Hall to the public on an appointment basis.	Jul 2017
Explore increased use of social media for citizen committees, Standing Committee and Council meetings communication to the public.	Jan 2017

MEASURING SUCCESS

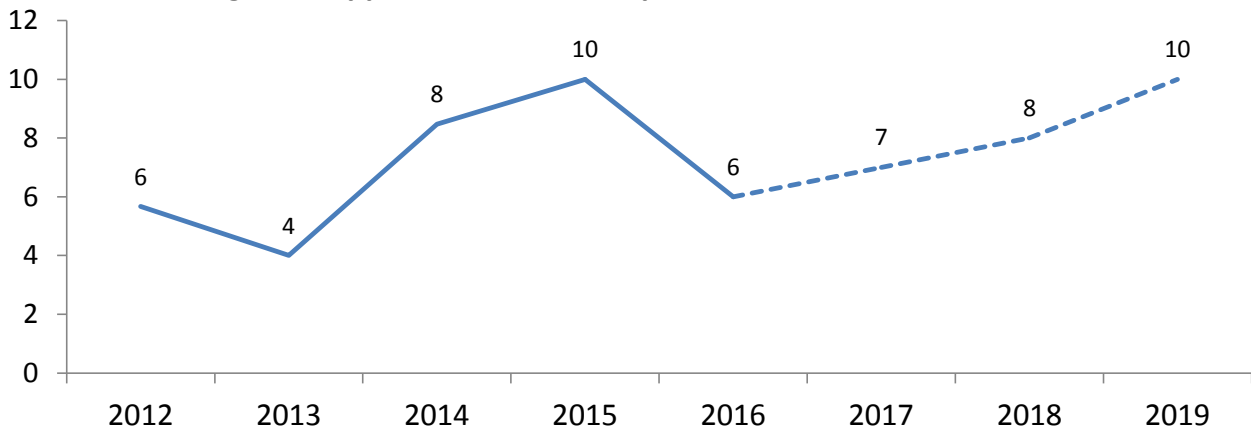
How much did we do?

Performance Measurement	2012 Actual	2013 Actual	2014 Actual	2015 Actual	2016 Projection	2017 Forecast	2018 Forecast	2019 Forecast
Number of committee and Council agendas produced	90	86	53	65	66	67	65	67
Number of delegations appearing at standing committee	185	195	205	80	90	100	110	120
Number of delegations appearing at Council	41	75	100	16	15	18	20	22

How well did we do it?

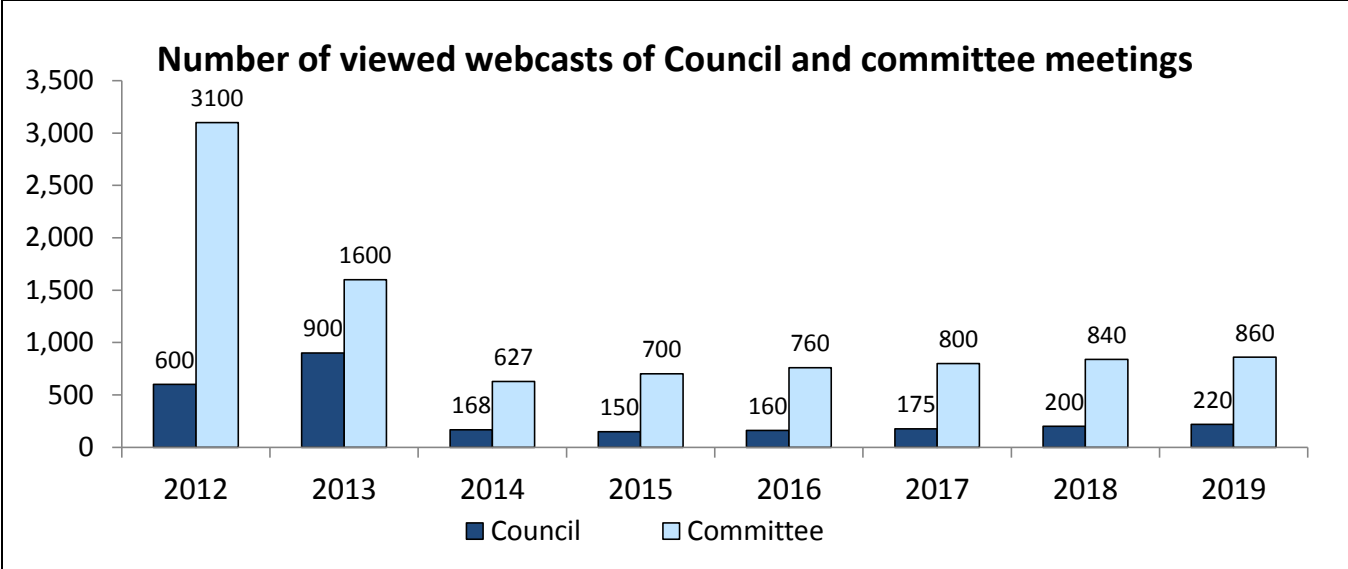
Performance Measurement	Average # of apps received per citizen committee and board
Story behind the data	<p>Recruitment for citizen committees and boards fluctuates based on which committees are seeking membership. In 2010 and 2011 there was large turnover in the membership of the Heritage Advisory Committee and the new Waterfront Advisory Committee was established. On average approximately 50 applications are received for citizen committees and board volunteer opportunities. In 2014, Council sunset the Burlington Transit Advisory Committee and established the Integrated Transportation Committee. In 2015, over 40 applications were received for the Integrated Transportation Committee. Through continued engagement and advertising for the various volunteer opportunities that exist, the service aims for continued growth in the number of applications and the ability to fill all vacant positions for memberships on committees. Recruitment is not limited to once per year and continues throughout the year. Committees have been encouraged to revise terms of references to also include alternate member positions.</p>

Average # of applications received per citizen committee and board

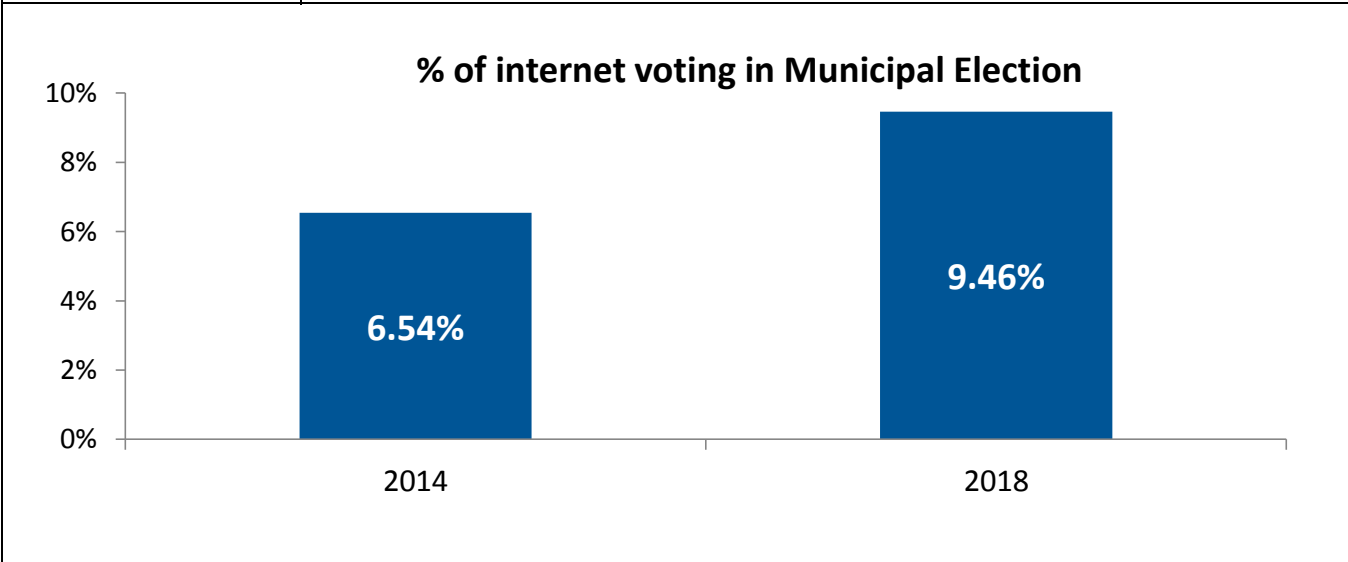


Is anyone better off?

Performance Measurement	Number of viewed webcasts of Council and committee meetings
Story behind the data	Webcasting services have been provided since 2010 for Council and Committee meetings. Webcast meetings are posted within 24 hours of a meeting occurring and viewable through the City's website. There has been an increase in viewership since 2011 which indicates increased engagement from the community. The goal is to continue to encourage viewership of the webcasting service. Real-time video streaming is also available and efforts to explore tracking this data is underway.



Performance Measurement	% of internet voting in Municipal Election
Story behind the data	Previous election years have shown an increase in use of the internet for the purpose of voting in the municipal election. In 2014, the City of Burlington had 121, 915 electors eligible to vote in the municipal election, and 7, 975 used the internet to vote. The sharp increase in electors using internet voting shows the positive experience electors have had with this alternate voting method.
Where do we want to go?	Internet voting will be used again in 2018 and staff will look to improve the process through feedback received. Changes include, removing the additional registration dates prior to the opening of internet voting in order to simplify the process. Based on the public's use of the internet and the comfort with this alternative voting method the hope is that an increase in internet voting will continue.



SERVICE RESOURCE SUMMARY

Service Description

A public service to provide public access to and participation in Council decision making, ensuring open, accountable and transparent local government.

Service Owner Name

Danielle Pitoscia

	2015	2016		2017 Proposed				
	Actual	Budget	Year End Projections	Base Budget	% Change vs. 2016 Budget	Business Cases	Total Budget	% Change vs. 2016 Budget
Human Resources	\$ 1,126,897	\$ 1,350,790	\$ 1,348,890	\$ 1,209,076	-10.5%	\$ -	\$ 1,209,076	-10.5%
Operating/Minor Capital Equip.	\$ 122,483	\$ 104,970	\$ 100,954	\$ 97,410	-7.2%	\$ -	\$ 97,410	-7.2%
Purchased Services	\$ 81,114	\$ 62,130	\$ 63,208	\$ 55,040	-11.4%	\$ -	\$ 55,040	-11.4%
Corp. Expenditures/Provisions	\$ 260,989	\$ 232,860	\$ 236,434	\$ 232,910	0.0%	\$ -	\$ 232,910	0.0%
Internal Charges & Settlements	\$ -	\$ 1,700	\$ 1,700	\$ -	-100.0%	\$ -	\$ -	-100.0%
TOTAL EXPENDITURES	\$ 1,591,483	\$ 1,752,450	\$ 1,751,186	\$ 1,594,436	-9.0%	\$ -	\$ 1,594,436	-9.0%
Controllable Revenues	\$ (17,201)	\$ (10,000)	\$ (20,851)	\$ (12,000)	20.0%	\$ -	\$ (12,000)	20.0%
General Revenues & Recoveries	\$ (172,624)	\$ (226,860)	\$ (226,860)	\$ (58,860)	-74.1%	\$ -	\$ (58,860)	-74.1%
TOTAL REVENUES	\$ (189,825)	\$ (236,860)	\$ (247,711)	\$ (70,860)	-70.1%	\$ -	\$ (70,860)	-70.1%
NET OPERATING BUDGET	\$ 1,401,658	\$ 1,515,590	\$ 1,503,475	\$ 1,523,576	0.5%	\$ -	\$ 1,523,576	0.5%