

Service Business Plan



Service Name	Council and Citizen Committee	Service Type	Public
Service Owner Name	Danielle Manton	Budget Year	2019
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
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For this Service are there Approved Service Standards?	Yes Procedure By-law 64-2016, City of Burlington By-law 89-2013
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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.
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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.
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Elections	Conduct the Municipal Election once every 4 years with partners to manage changes to the voter list, register candidates and conduct the elections.
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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 2018 Municipal Election utilized the use of an electronic voter list that allowed for instant updates to process ballots at the advance polls and on election day at all polls. This format allowed for real time updating of the voter's list, as well as electronic strike off of voters at polls.

The 2018 Municipal Election also piloted a Vote Anywhere in your Ward system that decreased the number of polling stations from 6 to 4 per ward, this new model provided more convenience to voters allowing voters to vote at one of four locations within their ward versus only one. The pilot did require use of additional technology and heavier traffic in some wards. Future considerations will be made to mitigate traffic. Internet Voting was also practiced again in 2018's Municipal Election and resulted in a high advance voter turn out, additional staff resources assisted in the two step pin management process which provided additional customer service to voters.

Replacement of the Agenda Management Solution was completed in 2016, all citizen advisory committee agendas were implemented in 2018, next steps will be to implement Committee of Adjustment agendas and minutes through electronic agenda system in 2019.

Council renovations to be completed in December, 2018 to include a new microphone/sound system / tracking system to assist the chair in managing request to speak from members of Council and delegations from the floor. New technology to also be integrated with electronic recorded voting system.

Investigating new closed captioning services to provide accurate and efficient service to members of the public.

Emerging Opportunities and Anticipated Risks

Emerging Opportunities	<ul style="list-style-type: none"> • Planning for the 2022 Municipal Election will review legislation changes, impacts of third party advertising, how the voters list is managed for municipal elections in Ontario and will monitor the effectiveness of ranked ballots from 2014 experiences. • Investigate further technology upgrades for meetings within Council Chambers for Council meetings to ensure meetings are effective and accessible.
Anticipated Risks	<ul style="list-style-type: none"> • New changes to the Municipal Act has made changes to parameters for electronic participation in meetings, this may impact how we apply our procedure by law and ensure transparency, staff will continue to research best practice and regulations and changes to technology. • 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 2019
Complete a citizen advisory committee and public consultation to invite creative ideas to enhance volunteer experience on city committees to ensure decisions and feedback are provided to Council and that member and staff contributions are effective.	Mar 2019
Implement civil ceremonies at City Hall to the public on an appointment basis.	Nov 2019
Make changes to procedures based on experiences and feedback from the 2018 Municipal Election to prepare for the 2022 Municipal Election.	Apr 2019

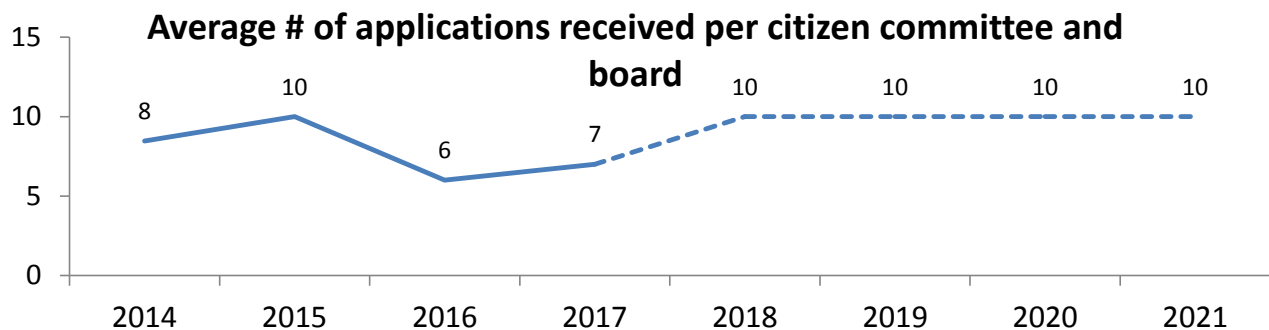
MEASURING SUCCESS

How much did we do?

Performance Measurement	2014 Actual	2015 Actual	2016 Actual	2017 Actual	2018 Forecast	2019 Forecast	2020 Forecast	2021 Forecast
Number of committee and Council agendas produced	53	65	40	45	62	42	40	45
Number of delegations appearing at standing committee	205	80	179	95	290	240	200	220
Number of delegations appearing at Council	100	16	15	14	42	30	35	40

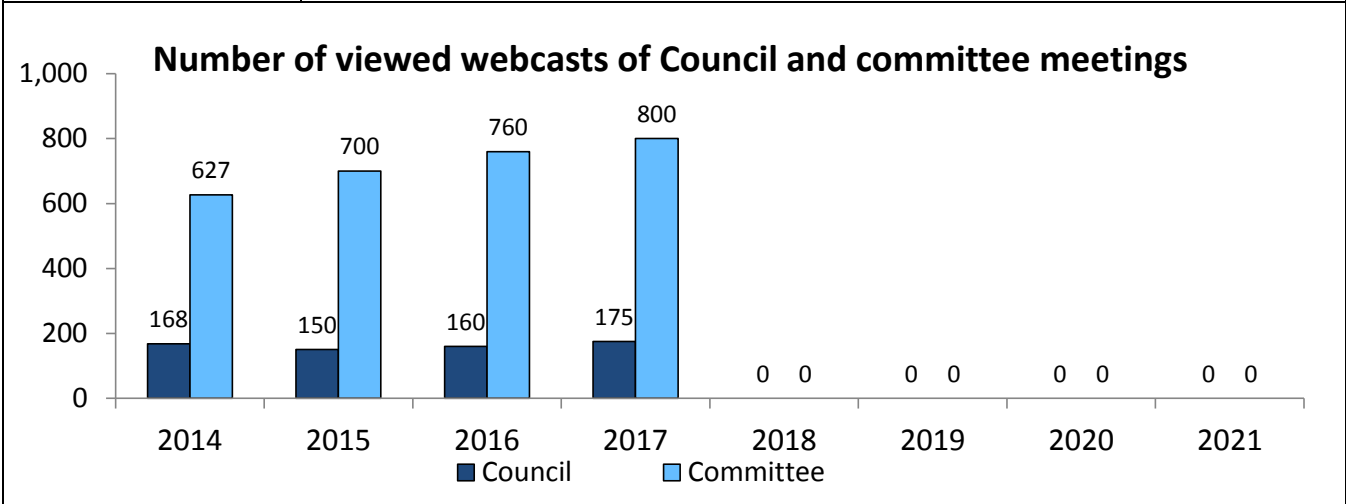
How well did we do it?

Performance Measurement	Average # of apps received per citizen committee and board
Story behind the data	<p>Following a Municipal Election citizen applications for committees and boards tend to be higher than in non election years. Often candidates who ran in the election are interested in volunteering and the community matters that candidates raised during the municipal election promote an interest in citizens that results in a higher volume of volunteers. This heightened engagement in the past does tend to decrease in years after the election year, however with a large change in Council in 2018, it is likely we will continue to see increased citizen engagement on volunteer committees and boards continue. This will lead us to explore new and unique ways to ensure citizens are feeling valued and heard. Consultation with the community will be completed in Q1 of 2018 to ensure we can investigate the trends and the needs of the community to make recommendations to Council to enhance our current citizen engagement model for committees and boards.</p>



Is anyone better off?

Performance Measurement	Number of viewed webcasts of Council and committee meetings
Story behind the data	This performance measure can no longer be tracked due to new webcasting / video streaming services, we no longer track this data through google analytics and are unable to report data on viewership.



Performance Measurement	% of internet voting in Municipal Election
Story behind the data	The 2018 Municipal Election offered once again Internet Voting to Burlington eligible electors. Voting began on October 1, at 12:01 p.m. and closed on October 17th at 11:59 a.m., Voting did require electors to register first in order to receive a pin as an added security measure. Registration closed on October 17, 2018 at 5 p.m. to allow for those who had registered to receive a pin in time to vote before 11:59 p.m., this caused confusion in the public and therefore more communication should be completed in future if this is required.

Where do we want to go?	Election planning would support offering Burlington voters the opportunity to use alternative vote counting equipment at polls again in future municipal elections, as well as internet voting. Burlington has had great success and has seen an on going increase in advance voting turn out through the use of internet voting.
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