Present: B. Clark (Chair)
Councillors B. Bratina, C. Collins, B. Morelli, M. Pearson, R. Powers and T. Whitehead

Also Present: Councillors S. Duvall, R. Pasuta, and T. Jackson
C. Murray, City Manager
T. Tollis, Acting General Manager, Finance and Corporate Services
J. Kay, General Manager, Emergency Services
P. Barkwell, City Solicitor, Legal Services
A. Pekaruk, Director, Audit Services
A. Little, Acting Director, Information Services
M. Zegarac, Acting Director, Budgets & Finance
T. Hewitson, Manager, Current Budgets & Fiscal Planning, Budgets & Finance
R. Hewitt, Manager, Finance & Administration, Budgets and Finance
B. McMullen, Manager, Accounting Services, Financial Services
J. Lee, Director, Customer Service, Access and Equity
K. Christensen, City Clerk
M. Meyer, Legislative Assistant, City Clerk’s Office

1. CHANGES TO THE AGENDA

The Clerk advised that there were no changes to the agenda.

(Bratina/Pearson)
That the agenda be approved as presented.

CARRIED
2. DECLARATIONS OF INTEREST

None declared.

3. ADOPTION OF MINUTES

None

4. PRESENTATIONS

4.1 2009 Tax Supported Operating Budget (FCS09007) (City Wide)

Tony Tollis presented a Corporate Overview of the 2009 Tax Supported Operating Budget. Copies of the presentation were distributed to the Committee.

(Pearson/Whitehead)
That the presentation respecting the 2009 Tax Supported Operating Budget be received.
   CARRIED

(Pearson/Whitehead)
That Report FCS09007 respecting the 2009 Tax Supported Operating Budget be received for information.
   CARRIED

4.2 2009 Tax Supported Operating Budget – City Manager (FCS09007a) (City Wide)

Chris Murray, City Manager, provided an overview of the City Manager’s departmental budget. Copies of the PowerPoint presentation were distributed to the Committee.

Helen Hale Tomasik, Executive Director of Human Resources, provided an overview of the Human Resources portion of the City Manager’s departmental budget.

Members of the Committee provided the following comments and requested the following information:

➢ Councillor Whitehead requested information respecting the ratio of dollars per grievances per year, as well as how many are getting to arbitration.
   o Staff advised that there is no grievance tracking system at
present, but they will be gathering some comprehensive statistics and may have a system in place in Q1/09.

- Councillor Whitehead suggested that staff look into a different model, perhaps involving education, to help lower legal costs.

- Councillor Collins requested that staff investigate ways to decrease internal support services in order to save money, such as increasing internal hiring times and investigating the yield has been garnered from the round table and whether savings could be achieved by eliminating some or all of the resources allocated to it.

(Whitehead/Pearson)
That the presentation respecting the 2009 Tax Supported Operating Budget – City Manager be received.  

CARRIED

(Whitehead/Pearson)
That Report FCS09007a respecting the 2009 Tax Supported Operating Budget – City Manager be tabled until the January 27, 2009 Audit and Administration Committee budget meeting, pending receipt of upcoming staff reports and additional information.  

CARRIED

4.3 2009 Tax Supported Operating Budget – Corporate Services (FCS09007b) (City Wide)

Tony Tollis, Acting General Manager, Finance and Corporate Services, provided an overview of the Corporate Services departmental budget. Copies of the PowerPoint presentation were distributed to the Committee.

Mike Zegarac, Acting Director of Budgets and Finance, provided an overview of the Budgets and Finance portion of the Corporate Services departmental budget.

Kevin Christenson, City Clerk, provided an overview of the Office of the City Clerk portion of the Corporate Services departmental budget.

Members of the Committee requested the following information:

- Councillor Bratina inquired as to the costs of printing agendas.
  - The City Clerk advised that he will send Committee members information respecting costs.

Jane Lee, Director of Customer Service, provided an overview of the Customer Service, Access & Equity portion of the Corporate Services departmental budget.
Members of the Committee provided the following comments and requested the following information:

- Councillor Collins requested that staff investigate the following:
  1. Opportunities to rely on customer service representatives in other areas of the organization to answer calls, rather than relying solely on the customer contact centre, by investigating where large volumes of calls to the customer contact centre are directed and putting those numbers in the blue pages of the phone book.
  2. Municipal Service Centre options – Are all of the service centres required? Could they have alternating days of service? Can other municipal buildings, such as libraries, be used?

  Staff were requested to come back with cost-saving alternatives for the January 27, 2009 Audit and Administration Committee meeting.

- Councillor Whitehead requested that staff provide the following information:
  1. Tracking of over-the-counter service utilization within the day (e.g., peak periods/hours) in order to better define and allocate resources
  2. Criteria for service centres so that everyone has the same access (geographically – need to look at catchments).
  3. Data on what percentage of community centres are occupied, who is occupying them, and revenue-generation.

Brian McMullen, Manager of Accounting Services, provided an overview of the Financial Services portion of the Corporate Services departmental budget.

Members of the Committee provided the following comments and requested the following information:

- Councillor Collins requested that staff provide information respecting bulk purchasing opportunities.

- Councillor Whitehead asked whether staff have investigated buying products off the shelf or compared the cost of buying over the counter versus buying from a supplier. He also asked whether staff have looked into buying over the counter versus special orders.
  - The Acting General Manager of Finance and Corporate Services advised that he would ask the Director of Financial Services to speak to Committee respecting that. The Chair requested that the Director of Financial Services meet with Councillor Whitehead prior to coming back to Committee.
Al Little, Manager of Business Applications, provided an overview of the Information Services portion of the Corporate Services departmental budget.

Members of the Committee provided the following comments and requested the following information:

- Councillor Whitehead requested a copy of the cost-benefit analysis comparing owning the servers versus leasing them, which was conducted as part of the Director’s review of the organization of Information Services.

- Councillor Collins suggested that staff investigate utilizing technology more often when advertising (e.g., e-newsletters), as opposed to paying print advertising costs.

Peter Barkwell, City Solicitor, provided an overview of the Legal Services portion of the Corporate Services departmental budget.

Larry Friday, Director of Taxation, provided an overview of the Taxation portion of the Corporate Services departmental budget.

(Powers/Pearson)
That the presentation respecting the 2009 Tax Supported Operating Budget – Corporate Services be received.

CARRIED

(Powers/Pearson)
That Report FCS09007b respecting the 2009 Tax Supported Operating Budget – Corporate Services be tabled until the January 27, 2009 Audit and Administration Committee budget meeting, pending receipt of upcoming staff reports and additional information.

CARRIED

4.4 2009 Tax Supported Operating Budget – Other Programs (FCS09007c) (City Wide)

(Pearson/Bratina)
That Report FCS09007c respecting the 2009 Tax Supported Operating Budget – Other Programs and the corresponding presentation be tabled until the January 27, 2009 Audit and Administration Committee budget meeting.

CARRIED
5. **ADJOURNMENT**

(Powers/Pearson)
The meeting adjourned at 4:55 p.m.

Respectfully submitted,

Councillor B. Clark, Chair
Audit and Administration Committee

Mary-Ann Meyer
Legislative Assistant
Audit and Administration Committee
January 13, 2009