



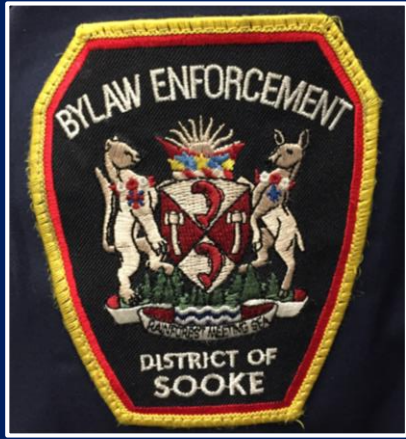
# Corporate Services





## Council Support

- Admin support – Mayor's Office
- Travel & Conference booking
- Public correspondence



## Bylaw Enforcement

- Seeks compliance with District bylaws
- Process - complaint driven
- Primary complaints:
  - Unsightly Properties
  - Parking



## Human Resources

- All HR / Labour Management areas
- Historically - significant lack of attention
- Dramatic effect on Organization

## 2016

- Initiated review – all HR files
- Formalized processes (e.g. hiring, onboarding)
- Began Business Process Documentation



## Front Desk Reception

- Crucial business area
- Receive all public inquiries & Calls For Service
- Admin support for ALL District depts



## Legislative Services

### Legislative Services

- Council meeting agendas & reports
- FOIPPA & legal
- Bylaw & policy maintenance & writing
- Records management

# 2017 Budget Overview

2017 Budget Discussions





## Salaries

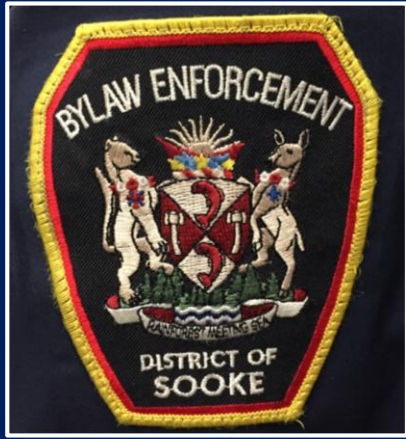
- 2016/2017 – include one-time staffing costs
- 2018-2021 budgets reflect true staffing costs





## Election Budget

- Previously allocated to election year
- Now equally allocated over Council term



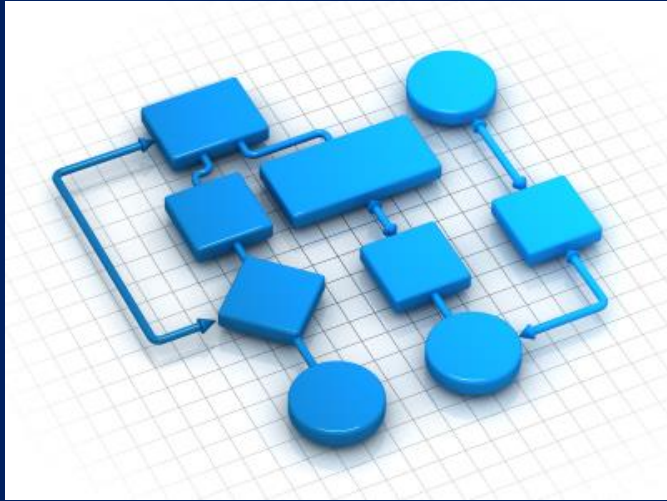
## Bylaw Enforcement

- Seeking Council direction - Primary complaints
  - Unsightly Properties
  - Parking violations
- Seeking Council direction - Enforcement



## Human Resources

- HR Assistant now hired
- HR file audit underway
- Staff training & development program
- Employee handbook & onboarding
  
- **No budget implications (current staff)**



## Business Process Documentation

- Documents “how we work”
  1. Prevents corporate memory loss
  2. Allows for efficiency evaluation
  3. Over time creates cost savings
  
- No budget implications (current staff)



## Front Desk Reception

- Key business area supporting all depts.
- Currently 1 position w/ summer coverage
  - 2<sup>nd</sup> general clerk position
  - Salary funding (57%) already in budget

## Implications of not funding:

- Operational impacts in all depts
- Coverage, filing backlog, tax season



## Records Management Officer (0.6)

- Records Management:
  - Council Strategic Priority (2016 Strategic Plan)
- District files are growing significantly each year

*“Records management is knowing what you have,  
where you have it,  
and how long you have to keep it.”*

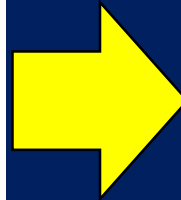
# Paper Storage in Pages



150-175 Pages  
Per inch



2,000-2,500 Pages  
Per box



# Electronic Storage



**1 CD (650 MB)**

- 48,750 Pages
- **22 boxes**



**1 USB (32 GB)**

- 2,457,600 Pages
- **1,092 boxes**

## Unstructured Data

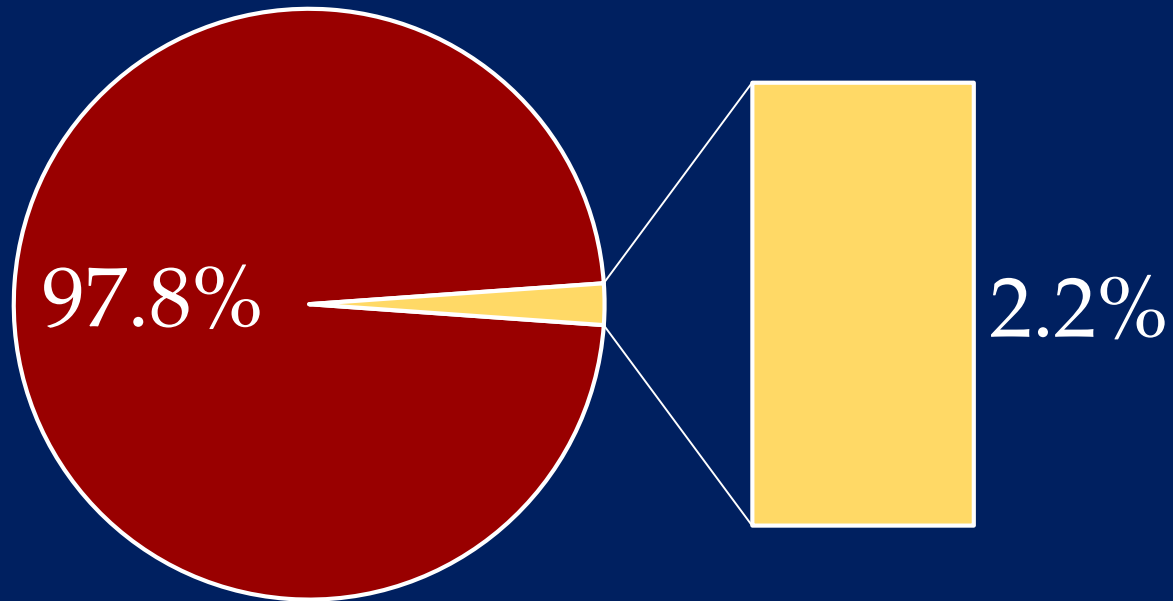
- information not organized in a pre-defined manner
  - paper or electronic documents
  - email, Word documents, collaboration software
  - images, audio & video files
- Data organized = “declared”
- Executed plan for organization, maintenance & destruction



# Corporate Services – 2017 Budget Overview

## Current Records Management

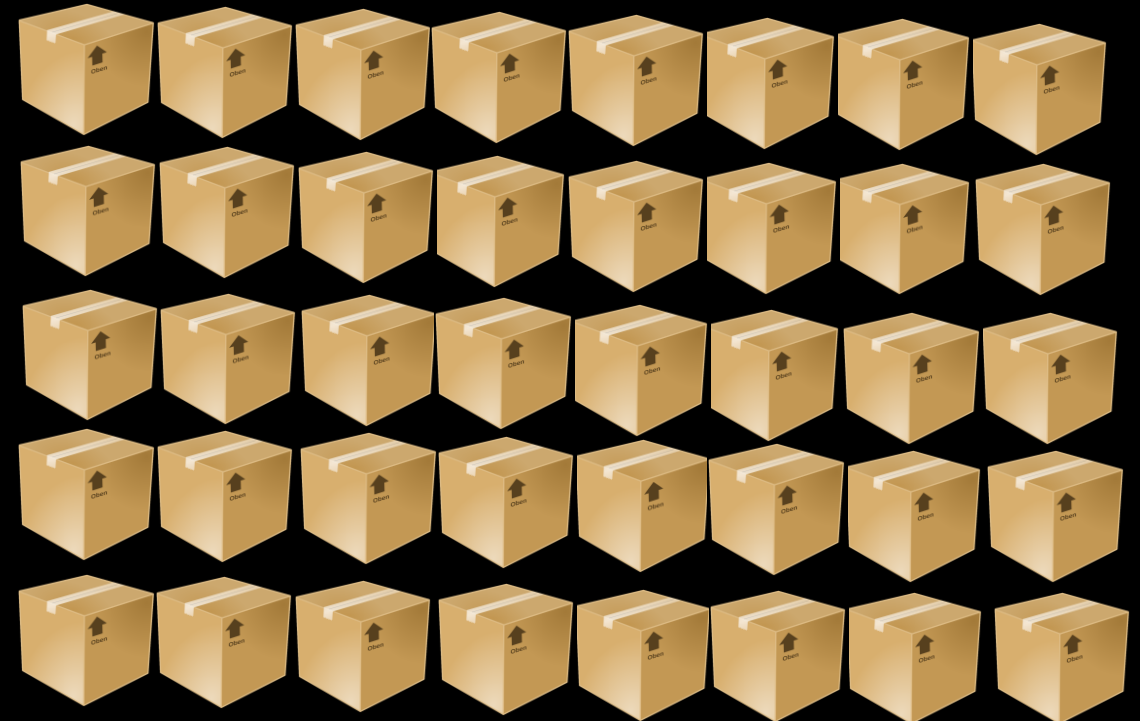
■ Unstructured    ■ Declared



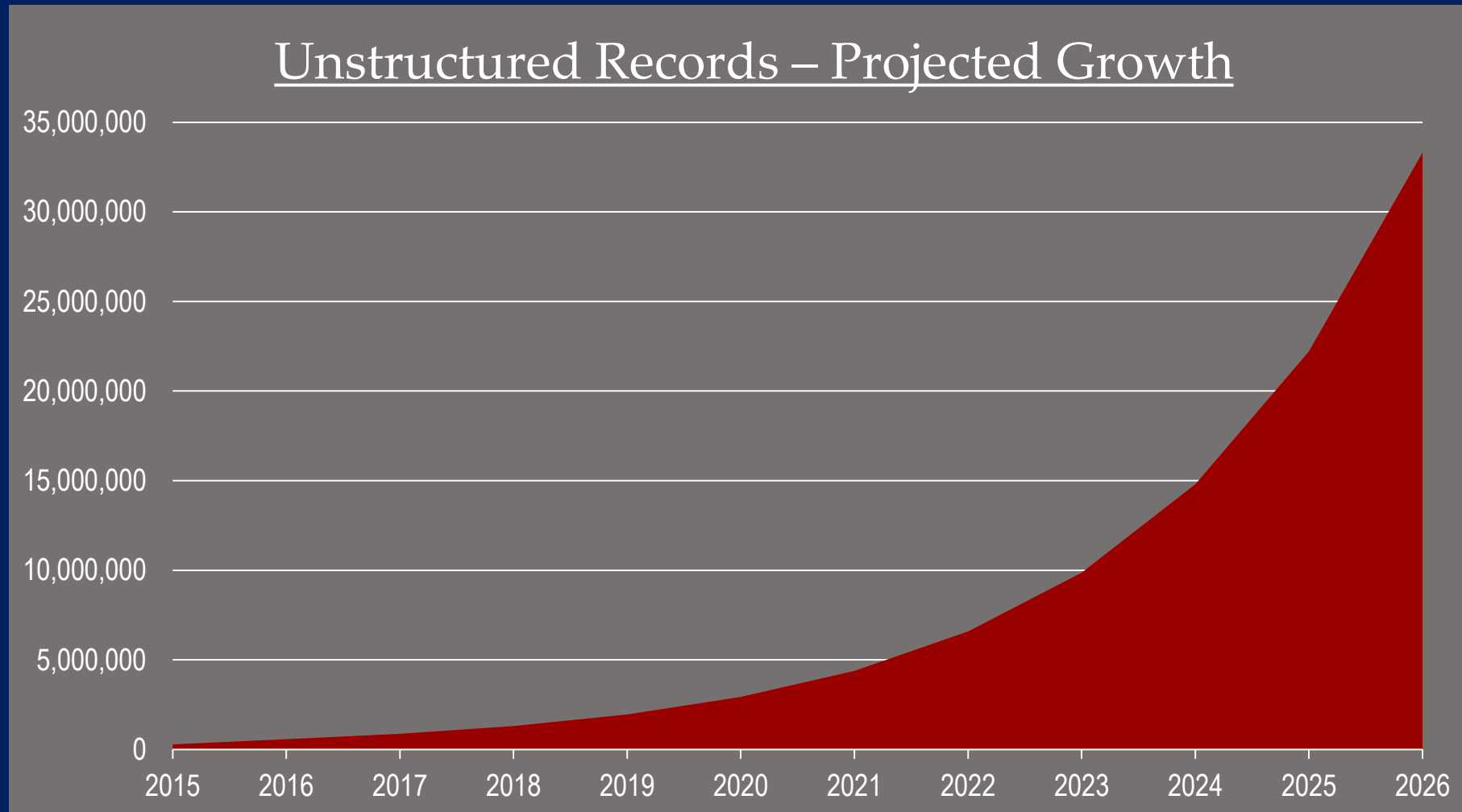
Declared Data = 550 Boxes



Unstructured Data = 24,000 Boxes



# Corporate Services – 2017 Budget Overview



2017 Budget Discussions



## Records Management Officer (0.6)



- Records Management:
  - Council Strategic Priority (2016 Strategic Plan)
- Position already 46% funded through reallocation

### Impact of not funding:

- Electronic files grow exponentially - eventually affect operations
- Liability – document lifecycle/destruction
- Legislative requirements - FOIPPA



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# B.C. tables new 'duty to document law' in wake of triple delete scandal

Posted: Mar 09, 2017 7:27 AM PT | Last Updated: Mar 09, 2017 7:33 AM PT



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## 2017 Budget Discussions

