

2021

LEGISLATIVE SERVICES

Department Service Levels

Overview

Legislative Services enables City Council by facilitating all legislative matters and Council meetings. The Department manages municipal elections, municipal census, and the Freedom of Information and Protection of Privacy (FOIP) program, and reviews all policies, bylaws, contracts and agreements to protect the organization's legal rights and confirm that the City's legal and legislative obligations are met. The core function of Legislative Services is to guide open and transparent government that fosters trust and confidence in the decision-making process and allows for meaningful participation with an engaged public.



CITY OF
FORT SASKATCHEWAN

DEPARTMENT SERVICE LEVELS

Service level documentation includes Priority Based Budgeting (PBB) data to support service level understanding and enhance understanding of program costs.

PBB is a business planning and budgeting tool to help better understand City programs. Prioritization through results and attributes scoring shares new information about programs and the budget.

Results are drawn from the City's strategic plan and other guiding documents.

Attributes are additional characteristics that also affect a programs overall relevance and prioritization.

Individual results/attributes are scored 0 to 4 with score of 4 being critical in achieving result/attribute and score of 0 not having influence.

The total combined score of results and attributes places individual programs in a quartile grouping with quartile 1 and 2 programs more aligned with strategic goals, results and attributes and quartile 3 and 4 programs less aligned.



Assessment Review Board

PBB Program Area Description/Overview:

PBB Program Area Description/Overview: Coordinate and provide support for the legislated Assessment Review Board (ARB) hearings, ensuring the principles of natural justice are carried out. Liaise with the Capital Region Assessment Services Commission (CRASC) on the coordination of any necessary ARB hearings.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: This is a legislated program that provides a process for property owners to file a complaint (appeal) with the municipality regarding their property tax assessment, which would then proceed to the ARB.

Inventory/Volume/Demand: The complaint period is 60 days from the Notice of Assessment date. The volume is dependent on the number of complaints that are received. Some complaints may be resolved prior to a hearing date, but for those that are not resolved they would proceed to an ARB hearing.

Frequency or Response Timing: Upon receiving a complaint, hearings must be held within 30 days.
Standard Operating Procedures/Specifications: It is a requirement for this program to follow legislative processes for the timing and scheduling of ARB hearings.

Service Levels: Legislative Services:

- Is responsible for the receipt of ARB complaints, ensuring all relevant information is included in the complaint application, allowing the complaint to proceed to a hearing.
- Responds to those complaints which are received annually during the legislated complaint period.
- Will work with the Capital Region Assessment Services Commission who are contracted to oversee the administrative details of the hearing process, such as scheduling of notices and coordination of the hearings.
- Attends any hearings and provides the Provincial member with assistance during the hearing, as required.

Policy Alignment: Assess Review Board Bylaw C8-20; Assessment Complaints Designated Officer Bylaw C7-20

Legislation, Regulations or Standards: Municipal Government Act; Matters Relating to Assessment and Taxation Regulation

Profile of Users: Fort Saskatchewan farmland, residential, and commercial property owners are eligible to submit a complaint to the ARB.

Bylaw and Policy Development and Management

PBB Program Area Description/Overview:

PBB Program Area Description/Overview: Manage, review and provide insight into the development of bylaws and policies for correct formatting, consistency of language, and to ensure legal and legislative compliance.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Bylaws are one of the two ways in which a Council may make decisions, and therefore the management and review of bylaws is essential. Policy oversight within a municipality is necessary to ensure compliance with legislation and appropriate processes are in place, for both internal and external users.

Inventory/Volume/Demand: There is a constant and increased demand for new and amended bylaws and policies. Demands for new or amended documents could result from changes to legislation, internal or external practices, or at the direction of Council.

Frequency or Response Timing: Frequency for responding to requests for assistance relating to bylaws and policies occurs on a daily basis. Depending on the need, the Department prioritizes response to these requests, which at times may need to be immediate.

Standard Operating Procedures/Specifications: It is an expectation that the Legislative Services Department members are able to provide assistance and guidance on the preparation of documents, and to ensure they are legislatively and legally compliant.

Service Levels: Legislative Services:

- Is responsible to assist with providing guidance on the development of new bylaws and policies.
- Will liaise with the originating department on the review and drafting of documents.
- Ensures documents meet legal and legislative requirements.
- Provides guidance on the approval process.
- Will coordinate external legal support, as required.
- Will track current bylaws and policies for any necessary follow-up, review, or approval.
- Assists with or drafts over 100 bylaws, policies, procedures, or associated documents annually.

The Legislative Services Department is responsible for providing timely responses and guidance to both internal and external requests.

Policy Alignment: Document Framework Policy & Procedure GOV-004-A; Policy Development & Management GOV-019

Legislation, Regulations or Standards: Municipal Government Act; **Note: The legislation or regulations referenced are dependent on the subject matter of the bylaw or policy.*

Profile of Users: For development of bylaws and policy, the user would be City staff. For the use of the documents as information and guidance, the user would be both City staff, the public, and external stakeholders.

Census

PBB Program Area Description/Overview:

PBB Program Area Description/Overview: Oversee all aspects of conducting the municipal census, as per legislation. Ensure required data and reports are available to City Administration and the public to assist with future planning and program development.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).



Reason for Offering: This program is conducted for the benefit of the municipality, public, and other external sources, for the determination of municipal population statistics. The municipal census was not conducted in 2020 or 2021.

Frequency or Response Timing: The municipal census is conducted annually, at the direction of Council.

Standard Operating Procedures/Specifications: The census is conducted following the guidelines of the Municipal Government Act and related provincial processes.

Service Levels: Legislative Services:

- Oversees all aspects of conducting a municipal census, ensuring that legislative processes are followed.
- Hires and trains approximately 12 to 15 census workers who gather the data by visiting each property within their assigned route.
- Uploads, formats, and compiles the population statistics into a summary report.
- Conducts the census based on need and approval of funding through the annual budget.

Legislation, Regulations or Standards: Municipal Government Act

Profile of Users: City staff, the public, and external stakeholders.

Contract and Agreement Administration

PBB Program Area Description/Overview:

PBB Program Area Description/Overview: Provide advice, procedural support, review and execution of City documents. Review of documentation for correct formatting, consistency of language, and to ensure legal and legislative compliance.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Contract and agreement administration is a necessary part of municipal operations. Contracts and agreements offer clarity for the parties involved, and maintain stability for municipal services and projects. Legislative Service's oversight on contracts and agreements aims to ensure legal and legislative compliance, to minimize the risk to the City, and to maintain control of their storage and tracking for the maintenance of records.

Inventory/Volume/Demand: As municipal services and projects are on-going, there is a constant demand for contract and agreement oversight.

Frequency or Response Timing: Frequency for the Department's involvement in the review and execution of contracts and agreements is daily. Depending on the need, the Department prioritizes response to these documents, which at times may need to be immediate.

Standard Operating Procedures/Specifications: It is an expectation that the Legislative Services Department members are able to provide assistance and guidance from a legal and legislative perspective for staff members who are tasked with the process of contract and agreement preparation.

Service Levels: Legislative Services:

- Is responsible to assist with providing guidance to staff on the use of template documents for contracts, agreements, leases, licenses, request for proposals, etc.

- Will liaise with the originating department on the review and drafting of documents.
- Ensures documents meet legal and legislative requirements.
- Provides guidance on the approval process.
- Will coordinate external legal support, as required.
- Will track current bylaws and policies for any necessary follow-up, review, or approval.
- Assists with or drafts approximately 200 to 300 documents annually.

The Legislative Services Department is responsible for providing timely responses and guidance to internal and external requests for contracts and agreements.

Policy Alignment: Document Framework Policy & Procedure GOV-004-A

Legislation, Regulations or Standards: Municipal Government Act

Profile of Users: A significant portion of users for this program would be internal City staff. However, there are occasions which require Legislative Services Department staff to work with the public, and external stakeholders as well.

Council and Council Meeting Support

PBB Program Area Description/Overview:

PBB Program Area Description/Overview: Oversee all aspects related to the preparation of Council and Committee of the Whole meetings. Provide administrative support for the Mayor and Councillors, e.g., arranging of schedules, and coordination and approval of expenses. Manage and support all aspects of the processes for elected official and public member board and committee appointments. Support the interview process for the Application Review Committee, who will provide recommendations to Council for public member appointments.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: There are legislative and operational requirements associated with providing support to the Council and for overseeing Council meetings. Council is required to provide direction and carry out their role pursuant to the *Municipal Government Act*. Legislative Services staff provides support to members of Council to assist them with carrying out their role, and to ensure that necessary legislative processes are conducted.

Inventory/Volume/Demand: Council and Council-related matters often require daily support to ensure the needs of members and timelines for the preparation of Council meeting agendas are met.

Frequency or Response Timing: Requests received by members of Council are responded to as a priority. The timeline for Council agenda items is three weeks, from submission of items to the preparation of a meeting agenda.

Standard Operating Procedures/Specifications: In addition to the documents and legislation noted below, specific processes are followed for use of the agenda meeting software, eSCRIBE.

Service Levels: Legislative Services:

- Coordinates agenda and minute preparation, and oversees the parliamentary and electronic functions for approximately 25 Council and 10 Committee of the Whole meetings annually.

- Provides administrative support to both the Mayor and Councillors, which includes arranging meetings, registrations, and preparation of monthly expense submissions.
- Oversees the annual budgeting and accounting for the Mayor and Councillors.
- Posts all Mayor and Councillor expenses to the City's website.

Policy Alignment: Council Meeting Procedures Bylaw C11-18; Council Code of Conduct C27-18; Council Committee Appointments Policy & Procedure GOV-017-C; Council Meeting Agenda Items Preparation Procedure GEN-002-A; Council Remuneration & Expenses Policy & Procedure GOV-009-C

Legislation, Regulations or Standards: Municipal Government Act

Profile of Users: Internal users would include the members of Council, City staff, the public, and external stakeholders.

Elections

PBB Program Area Description/Overview:

PBB Program Area Description/Overview: Oversee all aspects of municipal elections, by-elections and questions, as well as elections for the public and separate school board trustees. Ensure all legislated processes are followed.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: This is a legislated program that provides citizens of Fort Saskatchewan with an opportunity to carry out their democratic right to participate in the municipal election process.

Inventory/Volume/Demand: In preparation for holding a municipal election, the volume of tasks and demand on staff time is very high.

Frequency or Response Timing: Municipal elections are held every four years, and depending on the need, by-elections could be held throughout the four year term. Members of the Legislative Services Department spend approximately 18 months preparing for an election.

Standard Operating Procedures/Specifications: It is a requirement of the municipality to conduct an election in accordance with the municipal bylaws and policies, and the provincial legislation, noted below.

Service Levels: Legislative Services:

- Ensures all appropriate and legislated documentation is in place for conducting municipal elections (every four years) and by-elections and questions posed to the residents (as needed).
- Oversees all aspects of conducting elections and questions posted to the residents, ensuring a fair and impartial process is followed.
- Assists candidates throughout the election campaign period, ensuring all candidates are provided with the same information.
- Works with applicable school boards to coordinate elections for school board trustee positions.
- Hires and conducts the training for election workers.
- Meets and prepares newly elected Council members on administrative matters and logistics following a municipal election.

- Is involved with the planning and delivery of Council's Orientation following a municipal election.

The Legislative Services Department is responsible to carry out all aspects of an election, such as ensuring all bylaws, policies, and related documentation is current and has received required approvals, voting site details and logistics are confirmed, conducting a Candidates Information Session, oversee election worker hiring and training, provide advance voting, institutional voting, special ballots, and all necessary for pre and post-election day.

Policy Alignment: Elections Bylaw C4-21; Election Signage Bylaw C7-19; Election Campaign Provisions Policy GOV-012-C

Legislation, Regulations or Standards: Municipal Government Act; Local Authorities Election Act

Profile of Users: The users of this program are the candidates and electors of the City of Fort Saskatchewan.

Freedom of Information and Protection of Privacy (FOIP)

PBB Program Area Description/Overview:

PBB Program Area Description/Overview: Oversee the provision of the City's FOIP program, ensuring the City remains compliant with legislation. Provide assistance to the public and Administration for access to information and privacy-related questions.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: This is a legislated program that provides a process for individuals who wish to obtain records from the City of Fort Saskatchewan.

Inventory/Volume/Demand: The number of FOIP requests received annual are on the rise. The greater demand could result from an increased awareness in the public, change in legislation, or from a change to internal municipal processes.

Frequency or Response Timing: Upon receiving a FOIP request, the municipality has 30 days to provide the applicant with a response.

Standard Operating Procedures/Specifications: Due to the 30 day timeline and the scope of the search and review of documents, responding to a FOIP request is considered to be a priority. All decisions relating to the search, review, and release of records must be completed pursuant to legislation, as noted below.

Service Levels: Legislative Services:

- Provides guidance to Council, Administration, and the public as needed, on privacy legislation, processes, and questions which may occur.
- Is responsible to receive all FOIP request applications.
- Oversees and conducts the FOIP request review process, ensuring legislative compliance throughout, and only releasing records which are permitted by legislation.
- Assists with training members of Administration, as needed.
- Ensures the City is compliant with the *Freedom of Information and Protection of Privacy Act*.
- Responds to approximately 30 to 40 formal FOIP requests for information annually.



The Legislative Services Department is responsible to receive any FOIP request applications, followed by completing all processes received for search, review, and release of City records.

Policy Alignment: Access to Information & Protection of Privacy Policy & Procedure GOV-001-A

Legislation, Regulations or Standards: Municipal Government Act; Freedom of Information & Protection of Privacy Act

Profile of Users: Users could be anyone who wishes to submit a request to obtain information from the City.

Insurance Administration and Risk Management

PBB Program Area Description/Overview:

PBB Program Area Description/Overview: Oversee and implement the City's insurance program. Liaise with the City's insurer, Alberta Municipal Services Corporation (AMSC), and Administration to determine the levels of protection which are required. Provide insight on risk management matters, and make recommendations on how to best mitigate the City's risk.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: The Insurance Administration and Risk Management Program is a necessary part of operations to ensure City assets are properly insured and to manage new and ongoing claims.

Inventory/Volume/Demand: Claim demand is increasing due to better reporting procedures being implemented. Management of in-house claims has also been increased to help manage and lower insurance costs.

Frequency or Response Timing: Current processes are that Incident Reports are received within 5 minutes of an incident's occurrence. If a claim is in-house, investigation and an action plan will be completed between 24 hours and 3 days after the occurrence. If the claim is referred to the City's insurer, following a review of the incident, the timeline is from 1 to 3 days.

Standard Operating Procedures/Specifications: Claim procedures are developed internally. Management of the insurance policy is completed through the guidelines provided by AMSC, as well as through the City's internal processes.

Service Levels: Legislative Services:

- Promotes safety within the organization, to minimize the level of risk.
- Responds to and coordinates internal and external claims which the City may be connected to.
- Actively participates as a member of the Joint Occupational Health & Safety Committee.
- Develops and reviews the City's programs and processes to gain an understanding of the level of risk which might exist, or to determine where potential efficiencies could occur.
- Along with the Health & Safety Officer, investigates safety incidents which occur within the City.
- Responds to approximately 20 to 25 internal and external claims annually.

Policy Alignment: Facility Users Insurance Requirements Policy GOV-003-A; Insurance Claims Policy FIN-015-A; Hazard Identification Assessment and Control Policy and Procedure SAF-200-A; Asset Management Policy GOV-025-C; Joint Occupational Health & Safety Committee Terms of Reference SAF-011-A; Joint Occupational Health & Safety Committee Policy SAF-010-A

Legislation, Regulations or Standards: Municipal Government Act

Profile of Users: This program is used by internal City staff, as well as by members of the public, and other external stakeholders.

Legislative and Legal Support

PBB Program Area Description/Overview:

PBB Program Area Description/Overview: Provide legislative and legal assistance and advice to Administration, and coordinate external legal support when necessary. Monitor and manage the budget for external legal expenses.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: The Legislative and Legal Support Program is a necessary part of municipal operations to ensure legislative compliance and to minimize the City's level of risk. Providing support and obtaining external legal advice to City staff is a key part of municipal operations.

Inventory/Volume/Demand: As municipal services and projects are on-going, there is a constant demand for legislative and legal support to City staff.

Frequency or Response Timing: Frequency for the Department's involvement in legal and legislative matters is often daily. Based on the need, Department members prioritize responses to these matters, often times are immediate.

Standard Operating Procedures/Specifications: It is an expectation that the Legislative Services Department members are able to provide legal and legislative support and guidance to City staff in need, for example, clarification and interpretation of legislation; or obtaining external legal assistance, advice, opinions, or representation.

Service Levels: Legislative Services:

- Is responsible for prioritizing responses and guidance from City staff on their legal and legislative inquiries and other related matters.
- Conducts research into legal and legislative matters primarily for internal purposes.
- Coordinates external legal assistance as required.
- Receives daily requests for legal assistance or clarification on legislation.

Legislation, Regulations or Standards: Municipal Government Act; Legal Profession Act

Profile of Users: City staff would be the primary users of this program.

Records Management

PBB Program Area Description/Overview:

PBB Program Area Description/Overview: Oversee all aspects of the City's records management program, ensuring that processes align with the Records Management Bylaw, and associated procedures for both physical and electronic records.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: Records Management is a necessary operational program which exists to provide the municipality with oversight and assurances for the safe and legislated record storage, maintenance and disposition.

Inventory/Volume/Demand: The Records Management Program responds to daily requests for coordination of records and retrieval of information. Requests can be for the retrieval of archived records, for filing and storage of records, or for assistance in the creation of workflows and storage solutions (both physical and electronic in nature).

Frequency or Response Timing: Requests for information that are received by the Records Management Administrator are treated as a priority with the records, or the findings, being returned as soon as possible.

Standard Operating Procedures/Specifications: The Records Management Program is conducted by the use of Laserfiche and Infolinx software systems, and through the guidance of the City documents noted below and legislation.

Service Levels: Legislative Services:

- Oversees the City's Records Management Program, and works to ensure the effective and efficient use of the City's records management tools.
- Provides internal assistance with the retrieval of City records.
- Oversees the use of and assists with the training of the Laserfiche software, which is used for the retention and disposition of electronic records.
- Assists to promote departmental practices align with the City's long-term Records Management goals.
- Participates in the implementation of organizational software, to ensure compatibility with Records Management software systems.

Policy Alignment: Records Retention Bylaw C15-99

Legislation, Regulations or Standards: Municipal Government Act

Profile of Users: Primarily the Records Management Program is used internally by City staff, but does service external parties through the FOIP program.

Subdivision and Development Appeal Board

PBB Program Area Description/Overview:

PBB Program Area Description/Overview: Oversee all aspects of the City's records management program, ensuring that processes align with the Records Management Bylaw, and associated procedures for both physical and electronic records.

For detailed information about program cost, revenue, full-time equivalent, basic program attributes, and program results, refer to the [Program Summary Report](#).

Reason for Offering: This is a legislated program that provides a process for members of the public who wish to file an appeal against a decision made by the City's Subdivision or Development Authority, which would proceed to be heard by the Subdivision and Development Assessment Board (SDAB).

Inventory/Volume/Demand: The demand for SDAB hearings is based on the amount of decisions rendered by the development or subdivision authorities which may be subject to an appeal. In recent years, the Subdivision and Development Authorities have been granted with increased variance powers, which has reduced the number of appeals being received.

Frequency or Response Timing: The frequency of appeals is based on actual need. Upon receipt of an appeal, SDAB hearings must be held within 30 days.

Standard Operating Procedures/Specifications: It is a requirement of the SDAB program to follow legislative processes for the timing and scheduling of hearings.

Service Levels: Legislative Services:

- Is responsible for the receipt of SDAB appeals, ensuring all relevant information is included in the appeal application, which would proceed to a hearing.
- The number of appeals which proceed to a hearing is dependant on how many appeal applications received annually.
- Following receipt of an appeal, steps are taken to coordinate the hearing process, ensuring legislative notifications and other requirements are followed.
- Attends, provides administrative and parliamentary support, and completes the record of decisions for all hearings.
- Typically receives 1 to 5 appeals annually, which has been significantly reduced due to increased variance powers given to the City's Development and Subdivision Authorities.

Policy Alignment: Subdivision and Development Appeal Board Bylaw C31-18; Land Use Bylaw C23-20

Legislation, Regulations or Standards: MGA; Subdivision and Development Appeal Board Regulation; Subdivision and Development Regulation

Profile of Users: Fort Saskatchewan residents, land owners, and anyone who could be impacted by a decision of the Subdivision or Development Authority, are eligible to submit an appeal to the SDAB.