



# 2021 Service Review Council Questions

**SERVICE AREA:** Corporate Services / IT / GIS

**PAGE NUMBER:** 2-20

**ELECTED OFFICIAL:** Poole

## QUESTION:

I'd like to know what might shift in your service areas (staffing, contracting, programs) if there were roughly a 5% or 10% cut in the tax revenue available to your department, compared to 2019, for your service areas.

I'm asking this question of all departments during this pandemic period. Many of us in business are forced to tighten our belts. While there may be arguments at higher-levels of government for fiscal spending to stimulate the economy, at our municipal level, by reducing taxes we help reduce the burdens on our residents.

What operations could be reduced for 2021, perhaps deferred by a year or two?

Operations and capital projects are intertwined. A new capital project typically needs people to oversee it. Are there capital projects, which, if deferred, might free up some of your staff time to deliver current services you would prioritize?

## ANSWER:

Administration takes guidance for the service review and budget from the Governance and Finance Committee during the review of the Financial Plan. The service review is this Committee's opportunity to review the services offered by the Town and either enhance or reduce service levels based on based on the needs of their constituents. Administration has adjusted budgets and work plans for the targets set out in the financial plan in July 2020 and reconfirmed in December 2020.

Operating impacts resulting from capital projects can be found at the end of each of the previously approved capital project descriptions included throughout the service review. During the service review presentations administration will highlight individual operating impacts as we go through each capital project.



# 2021 Service Review Council Questions

**SERVICE AREA:** Corporate Services – Economic Prosperity

**PAGE NUMBER:** \_\_\_\_\_

**ELECTED OFFICIAL:** Poole

## QUESTION:

Service Area 1: Economic Prosperity

2021 Priority: Create a working group with businesses & NGOs to develop carbon-neutral planning for our community.

## ANSWER:

On 2019 December 16, Council adopted the Renewable Energy Transition Roadmap ('the Roadmap') as the community's climate action plan, and passed several motions in support of the plan's goals including directing administration to prepare a climate action work plan for 2021-2022 based on the Roadmap's near-term recommendations, including operating and capital budget requirements, to be presented to Council during the 2021 Service Review;

Should Council wish to revisit the 2021-2022 Climate Action Work Plan, administration would be seeking specific guidance on the plan as previously presented.



# 2021 Service Review Council Questions

**SERVICE AREA:** Corporate Services – IT Planning

**PAGE NUMBER:** \_\_\_\_\_

**ELECTED OFFICIAL:** Poole

## QUESTION:

Section: IT Planning

2021 Priority: Report to Council on IT systems integrity & resilience in the context of cyber attacks, and other public policy aspects of distributed IT and communications

## ANSWER:

Administration has identified an external cyber security system audit as a priority item for 2021. If Council wishes to provide more specific direction on potential vulnerabilities they would like audited, administration would like to seek more clarity on those.



# 2021 Service Review Council Questions

**SERVICE AREA:** Corporate Services – Legislative Services

**PAGE NUMBER:** \_\_\_\_\_

**ELECTED OFFICIAL:** Poole

## QUESTION:

Service Area 2: Legislative Services

2021 Priority: Develop plans for professional development of Councillors (for ex.: in addition to briefings by Dept. Directors, consider other aspects of governance: parliamentary process; governance; public policy development & evaluation; techniques for taking initiative such as Notices)

## ANSWER:

There is currently \$1000 budgeted in 2021 for general Council training. If the expansion of Councillor professional development were to expand beyond in-house expertise, that budget would likely be inadequate. Administration would require further information in order to establish the budget implications of this priority.