



CORPORATE SERVICES COMMITTEE AGENDA

September 13, 2022
9:00 AM
Council Chambers, City Hall

ATTENDEES

G. Blackmore, K. O'Toole, D. Bressey, Mayor J. Clayton

All City of Grande Prairie public meetings of Council are accessible to the public as a live stream broadcast through our website at: [Meeting Webcast / City of Grande Prairie \(cityofgp.com\)](#)

Anyone wishing to attend to speak as a delegate must contact Legislative Services at AgendaAdmin@cityofgp.com to submit their presentations in advance. Delegation requests must be submitted by 12:00 p.m. on September 12.

1. CALL TO ORDER

2. DELEGATIONS

3. REPORTS

- | | | |
|------|--|-------------------|
| 3.1. | <u>Director's Service Area Report</u> | Danielle Whiteway |
| 3.2. | <u>Resident Satisfaction Survey</u> | Rory Tarant |
| 3.3. | <u>Policy 100 - Council Remuneration and Expense Reimbursement Policy Amendments</u> | Danielle Whiteway |

4. CORRESPONDENCE

5. OTHER BUSINESS

6. BYLAW & POLICY REVIEW

7. OUTSTANDING ITEMS LIST

8. ADJOURN



ADMINISTRATIVE REPORT

TO: Robert Nicolay, City Manager	DATE: September 13, 2022
FROM: Rory Tarant, Interim Manager of Communications & Marketing	MEETING: Corporate Services Committee
SUBJECT: Resident Satisfaction Survey	

RECOMMENDATIONS

That Committee receive this report for information.

PREVIOUS COUNCIL / COMMITTEE DIRECTIONS

There are no previous Council or Committee directions pertaining to this report.

BACKGROUND

In June/July of 2022, the City of Grande Prairie conducted its Resident Satisfaction Survey which occurs every other year. The last survey was taken in January 2020.

Partnering with Deloitte, an in-depth questionnaire was created to objectively measure the City's performance and develop an understanding of Resident expectations, views and satisfaction level with City services, programs, and the value for their tax dollar.

The Resident Satisfaction Survey was designed to collect and analyze data to provide unbiased and statistically valid results reflective of the demographic profile of residents within the City of Grande Prairie. This exercise also provides an opportunity for residents to inform future City budgeting and planning processes.

The Resident Satisfaction Survey supports the City's key performance indicator of external satisfaction levels within our community. It further provides a baseline for tracking trends in public perspective regarding the City's performance over time, as well as functioning as a benchmarking tool to assess how the City of Grande Prairie compares to similar municipalities.

ANALYSIS

Consisting of a sample size of 401 individuals, results from the Resident Satisfaction Survey were weighted to reflect statistically valid results to the City of Grande Prairie's population. The results were found to be largely consistent with previous waves of data collected from earlier surveys with a few notable deviations.

General quality of life in the City is rated highly, with 70% of respondents indicating that quality of life in the City is good or very good. Likewise, 92% of respondents believe Grande Prairie is a community with a bright future and 85% of respondents are proud to live here.

City services are seen as well-run and receive generally positive reviews. Some services receive almost universally positive responses, the highest of which was the fire department, followed by: parks, playgrounds and trails; arts, cultural facilities, and programs; and recreational facilities. Of note, 70% of respondents agree that the quality of service from the City is consistently high, a 5-point increase from the 2020 survey.

Grande Prairie residents remain very positive about the state of the local economy:

- 89% of respondents indicate that Grande Prairie has a vibrant and healthy local economy, an increase of 9 points from 2020.
- Over half (53%) of respondents expect the economy to improve over the next twelve months while 32% expect it to stay the same and 15% expect it to worsen.

The City's customer service continues to be ranked high, although there is room for improvement:

- 90% of respondents say City staff are courteous, helpful, and knowledgeable.
- 63% of respondents expressed satisfaction with the most recent contact they had with the City.

New to the survey this year, we asked residents for their views on City events:

- 93% of respondents indicate that City-hosted events are an important part of the local sense of community.
- 76% indicate that they are interested in attending more City-hosted events in the upcoming 12 months.
- When asked a general, open-ended question about what respondents would like more information on from the City, the top response was "events/activities". This response did not even register on previous surveys.

The top five most important issues for respondents this year were in order: roads, homelessness, high taxes, crime, and snow removal. While crime continues to be an important area of focus for residents, there were some signs of improvement:

- Crime moved from the top issue in 2020 to the fourth in 2022.
- 62% of respondents agreed that Grande Prairie is a place where residents feel safe and secure, an 11-point increase from 2020

Relationship to City Council's Areas of Focus / Strategic Priorities

Aligns with Council's Engaging Relationships area of focus, particularly Reputation Management and Culture and Pride.

Environmental Impact

There are no environmental impacts associated with this report.

Economic Impact

There are no economic impacts associated with this report.

Social Impact

The survey results help City staff and Council better understand residents' perceptions about City operations. This data allows the City to better respond to the key concerns that are expressed and to know where to better invest resources.

Relevant Statutes / Master Plans / City Documents**Risk**

STAKEHOLDER ENGAGEMENT

The Citizen Satisfaction Survey is a tool that enhances engagement with the City's primary stakeholders, its residents. The implementation of this tool allows Council and Administration the ability to gain valuable feedback on how residents feel about the community.

The telephone survey targeted 401 randomly selected residents to achieve statistically valid and representative results and residents had an equal chance of being called to participate, regardless of whether they had a landline or cell phone. An open online survey was also made available in conjunction with the telephone survey to ensure everyone had an opportunity to participate and provide valuable feedback.

Online results were kept separate and compared to the statistically valid results obtained through the telephone component. Notable deviations between the two results are indicated within the final report provided by Deloitte. Important to note in light of the comparison is the trend for online engagement results to lean uniformly to the negative in the instances where they deviate from the statistically valid results.

BUDGET / FINANCIAL IMPLICATIONS
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There are no budget implications associated with this report. The findings in this survey will assist Administration and Council in setting budget priorities.

SUMMARY / CONCLUSION

Resident Satisfaction surveys are a key tool in being able to assess the community's response to the City's services and programs and provide key insights to Council and Administration. Overall, residents of Grande Prairie feel positively about many areas of the City's operations and services but there are areas of opportunity which are illustrated by the results as well.

ATTACHMENTS

City of Grande Prairie 2022 Resident Satisfaction Survey Report

Deloitte. City of Grande Prairie Resident Satisfaction Phone Survey July 2022

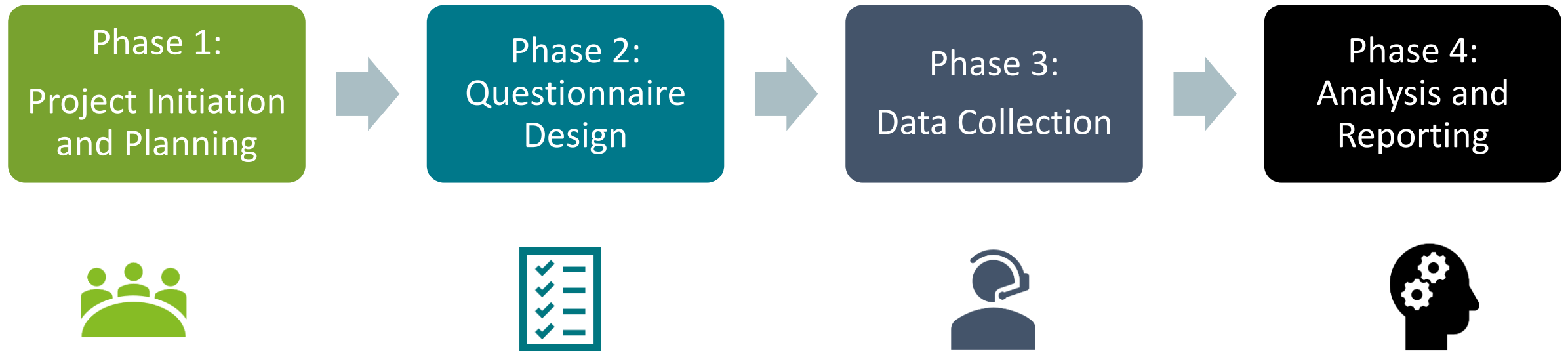


Photo Credit: [Home | City of Grande Prairie \(cityofgp.com\)](https://www.cityofgp.com/)

The purpose of the 2022 City of Grande Prairie Resident Satisfaction Survey was to:

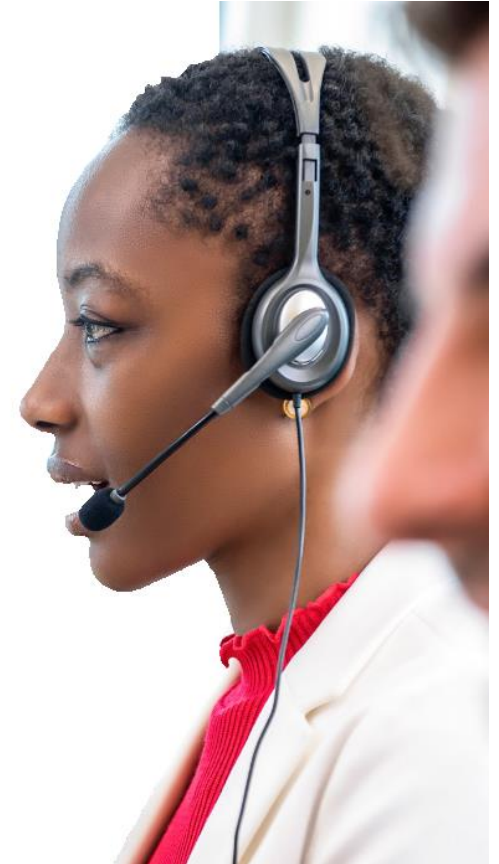
- Objectively measure satisfaction with municipal services and prioritize issues.
- Continuously improve municipal service delivery and inform service program design and delivery.
- Guide future actions and decisions of the City of Grande Prairie.
- Enhance budgetary planning and decision processes integrating residents' priorities regarding municipal services.
- Assess resident satisfaction with existing services.
- Undertake a statistically representative data collection method to obtain accurate relevant feedback from residents.

The approach and survey implementation plan



The survey used the following methods

- The survey was conducted using our state-of-the-art Voxco Computer Aided Telephone Interviewing system (CATI).
- Residents aged 18 and older were randomly-selected from the city's population using a mix of landlines and cell phone numbers.
- Numbers were dialed from June 2nd to July 15th, 2022
 - 3:00pm to 8:00pm on weekdays**
 - 10:00am to 4:00pm on Saturdays**
- A total of 401 interviews were completed leading to a maximum margin of error of +/- 4.9% with a 95% confidence interval. There was a total response rate among the total phone sample of 8.70%.
- Results were weighted to the exact proportions of the population by age, gender (Census 2021 Statistics Canada).
- The phone survey length on average was 20.7 min per interview.
- Throughout the report, some percentages may not add to 100% due to rounding.





Grande Prairie

Benchmarking 2022 vs 2020

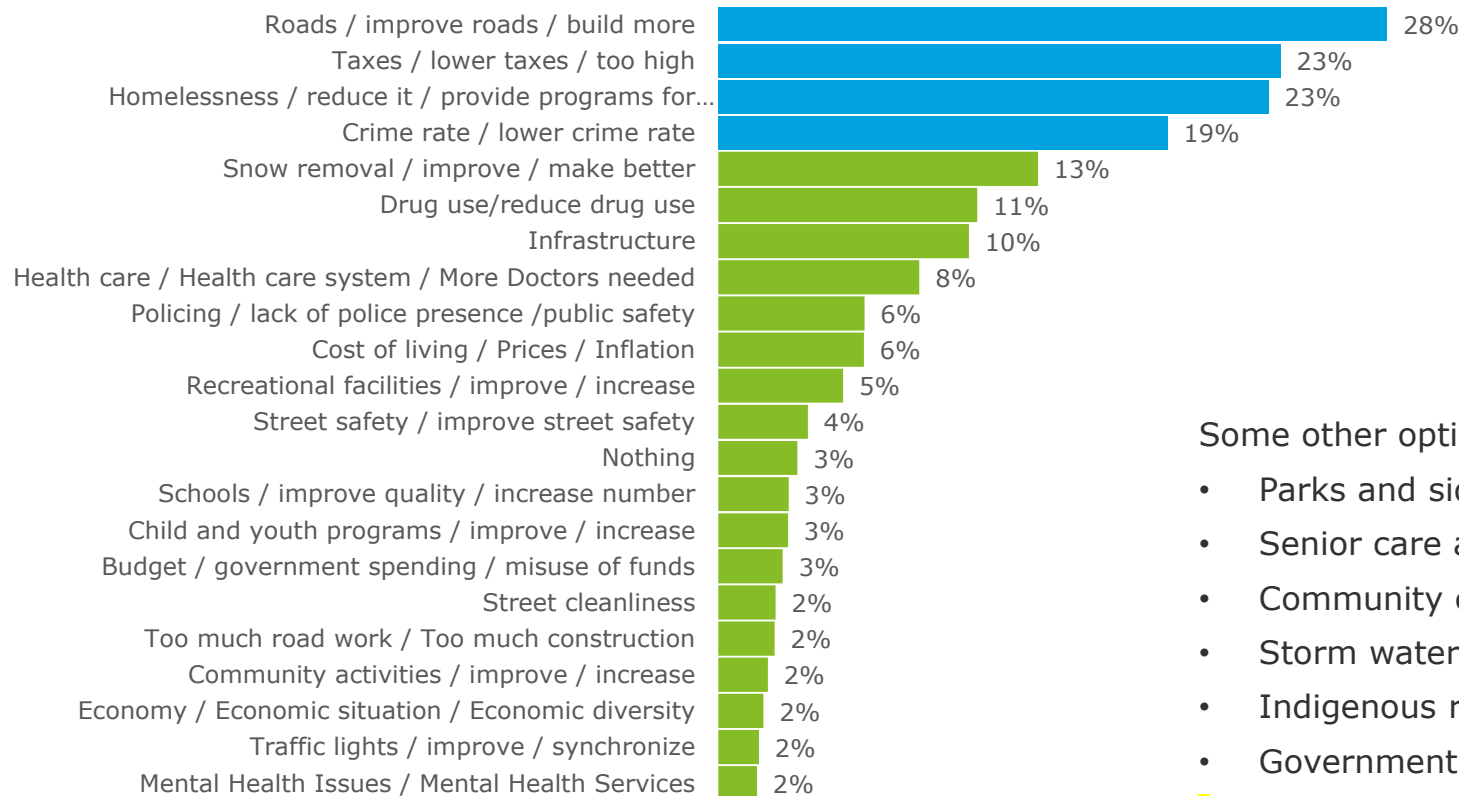
- The previous Resident Satisfaction survey was conducted in 2020 before the first wave of the COVID pandemic.
- Many KPI remained stable, but some increases in dissatisfaction were noted.
- Many improvements were also notable across the key metrics.

Multiple successes

- Residents were proud to call Grande Prairie home, and their responses highlighted the:
 - Strong economic climate
 - Strong sense of security
 - High levels of satisfaction with municipal services, programs, quality of facilities
 - High satisfaction with City staff
 - Strong desire among residents to provide input into City decision making processes



When asked to narrow down to a single challenge, residents noted they felt the City's **most important issue** was:



Time Trend:

In 2020, the top issues mentioned included:

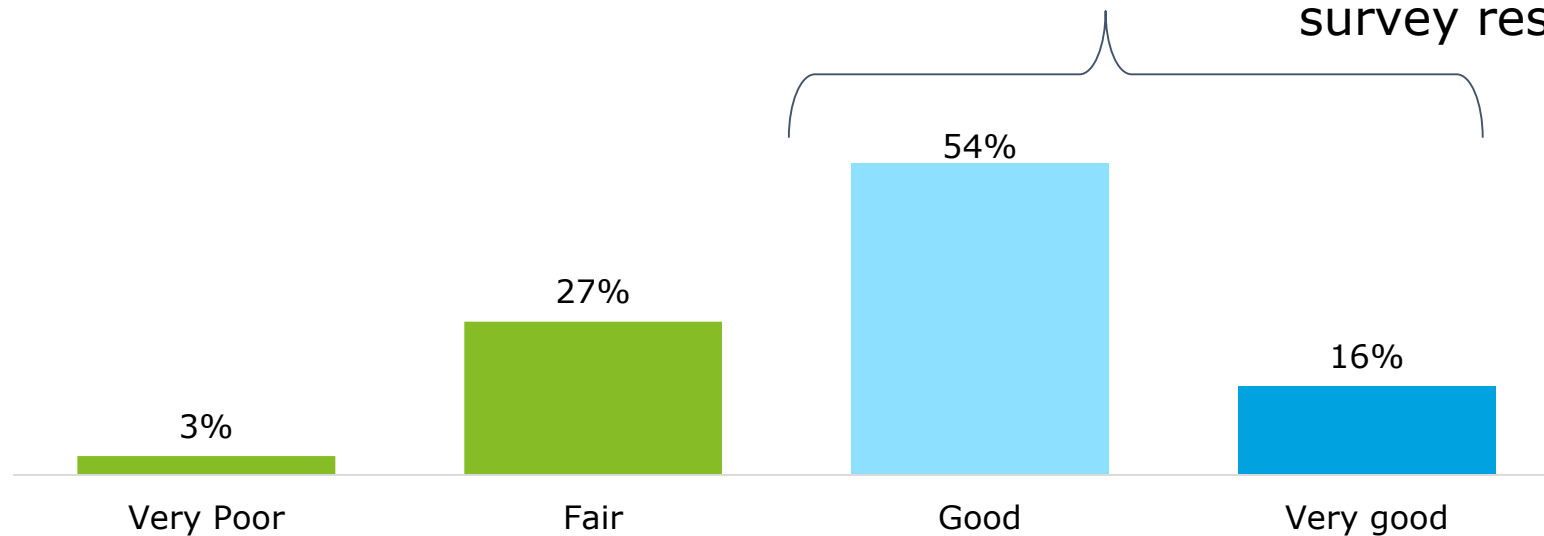
- #1 - Crime rate/lower crime rate
- #2 - Homelessness / reduce it / provide programs for homeless persons
- #3 - Roads / improve roads / build more

Some other options reported included:

- Parks and sidewalks maintenance
- Senior care and activities
- Community consultation
- Storm water drainage
- Indigenous rights and issues
- Government transparency

The City of Grande Prairie received a high rating of citizens overall quality of life in Grande Prairie, with 70% of respondents rating their satisfactions as **good or very good**.

KPI: 70% Satisfaction rate with overall quality of life in Grande Prairie by survey respondents.



How would you rate the overall quality of life in the City of Grande Prairie?


Using a 4-point scale from Very Poor to Very Good


Just under half of respondents felt that the quality of life had remained stable over the past 3 years. More respondents felt that the quality of life **worsened than those that thought it had **improved**.**

And do you feel that the quality of life in the City of Grande Prairie in the past three years has...

■ Worsened ■ Stayed the same ■ Improved



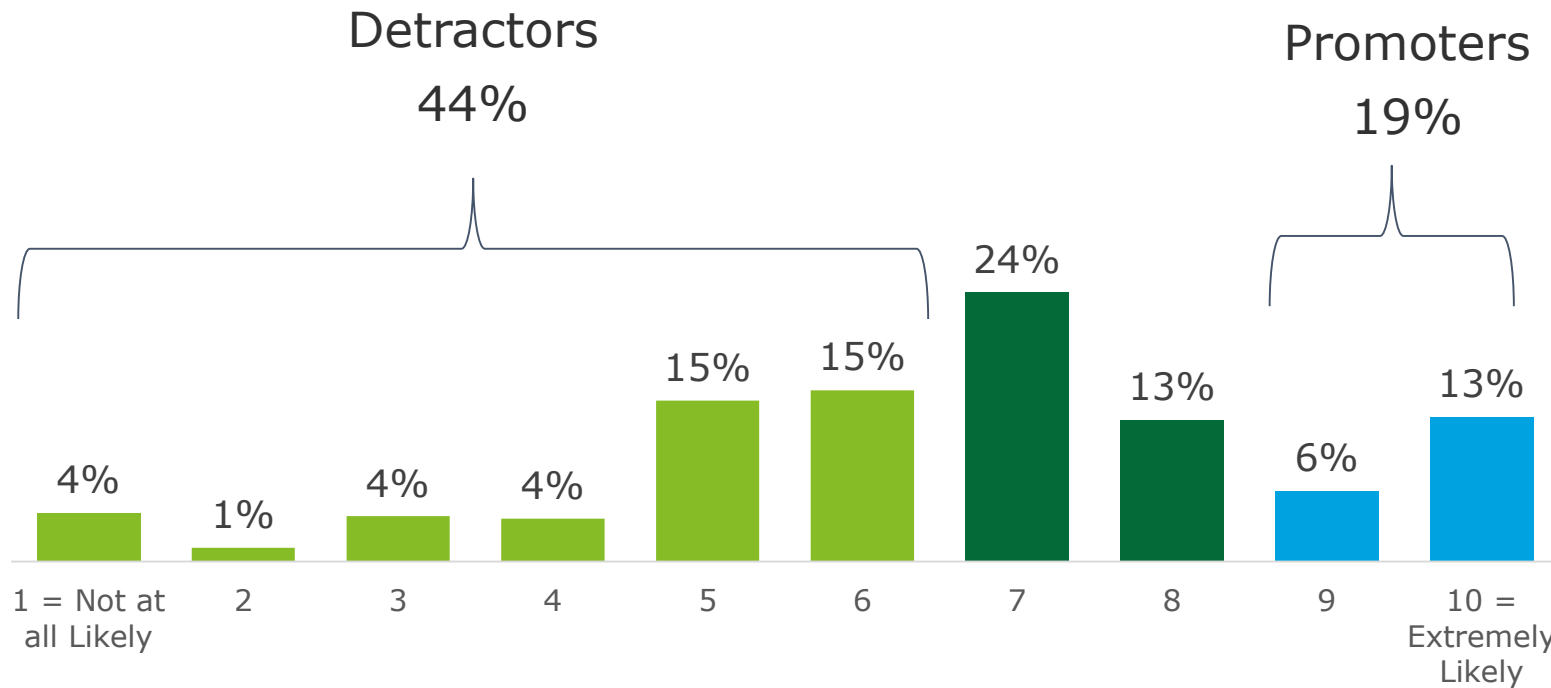
 **Time Trend:**
5 percentage point **decrease** from 2020 (38%).

 **Time Trend:**
1 percentage point **increase** from 2020.

These results are in similar line with the 2020 findings with a slight improvement with less people indicating their quality of life had worsened and more residents indicated their quality of life had improved.

A word-of-mouth marketing metric measuring the balance between promoters and detractors in the community.

There were a relatively **larger proportion of potential detractors** compared to active promoters of the City.



Net Promoter Score Calculation

Group	Definition
Promoters	Active proponents of the community
Passives	Neutral individuals
Detractors	Individuals with a negative opinion that may harm branding efforts

Net Promoter Score =
Promoters - Detractors

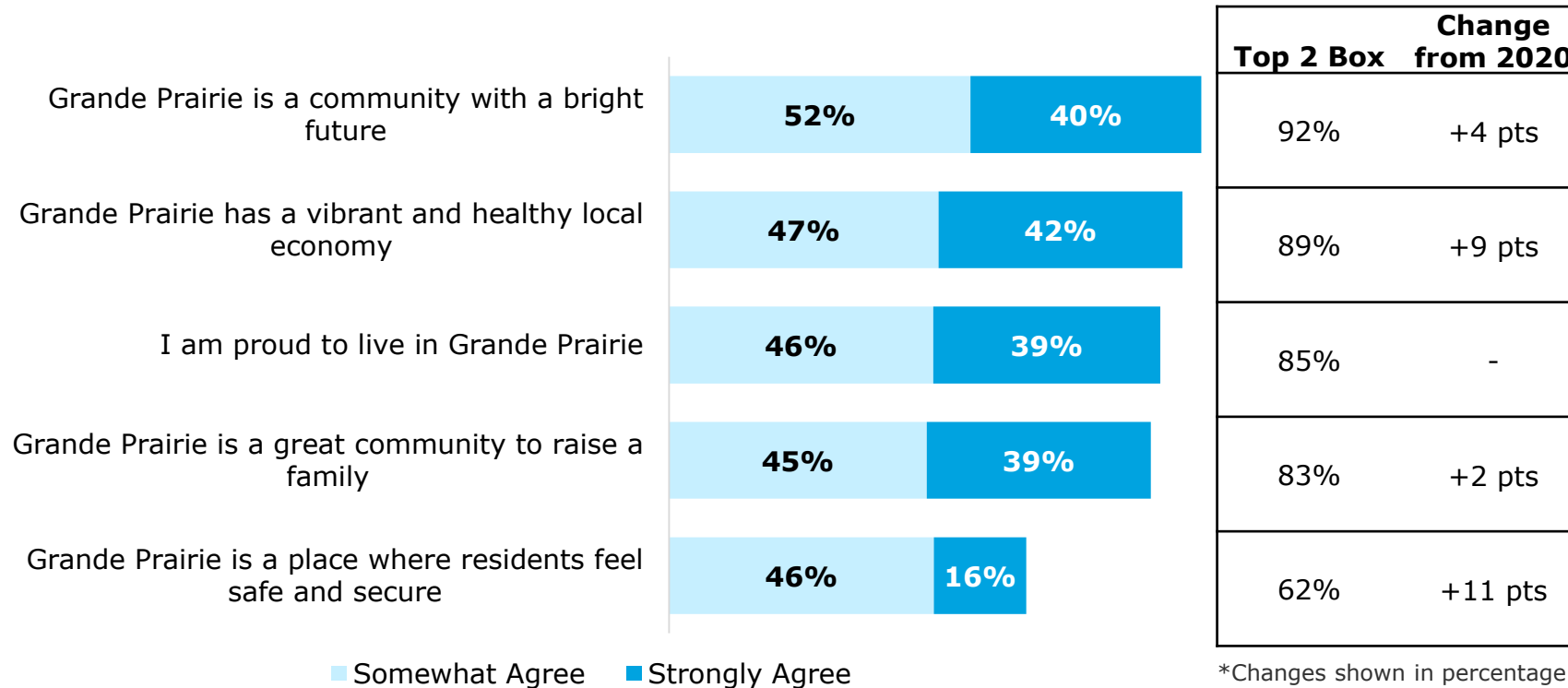
-25%

Time Trend:
10-point **increase** from 2020.

How likely would you be to recommend Grande Prairie as a place to live to a friend or colleague?

Using a number 1 to 10, where 1 is not satisfied at all, and 10 is extremely satisfied

When asked to rate their levels of agreement with various statements about the City of Grande Prairie, results were **overwhelmingly positive**. There was some room for improvement in ratings of **community safety and security**.



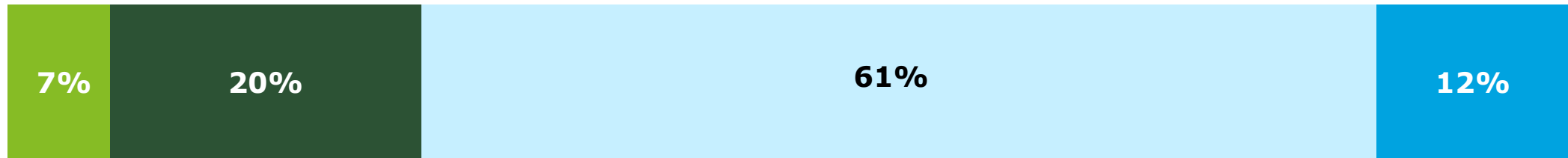
*Changes shown in percentage points (pts).

Q6. Now I'm going to read you a few statements about life in the City of Grande Prairie and I'd like you to indicate how much you agree or disagree with each statement. You may strongly disagree, somewhat disagree, somewhat agree, or strongly agree.



When asked about their general satisfaction with the quality of services and programs provided by the City of Grande Prairie, the majority of respondents selected a positive satisfaction response.

KPI: 73% Satisfaction rate with overall services provided by the City of Grande Prairie.



■ Very Dissatisfied ■ Somewhat Dissatisfied ■ Somewhat Satisfied ■ Very Satisfied

*Q7. Please tell me how satisfied you are with the overall level and quality of services and programs provided by the City of Grande Prairie.

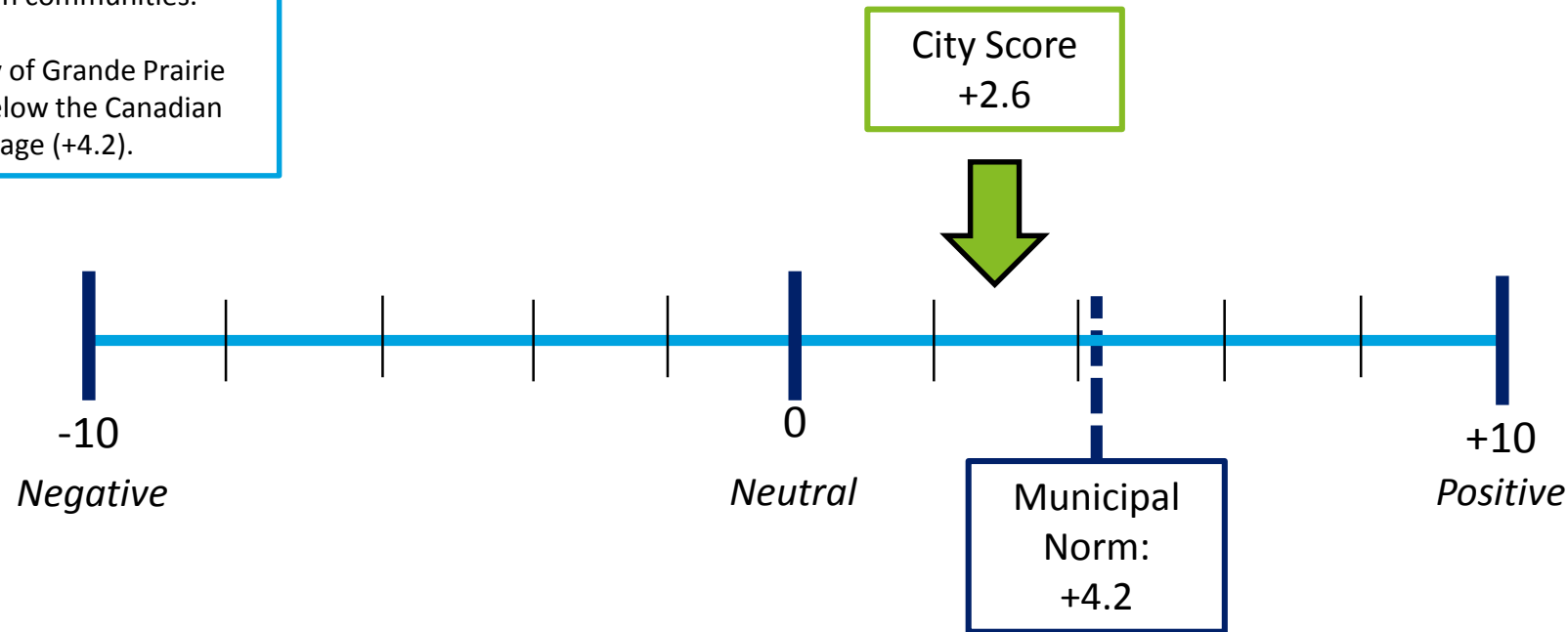
This was a new question in 2022

The following is based on recent Deloitte Resident Satisfaction Surveys conducted over the last 3 years.

The Overall Satisfaction KPI in the City of Grande Prairie was compared to Deloitte's municipal normative dataset. Scores are calculated on a scale of -10 to +10 to allow for comparisons between communities.

On this metric, the City of Grande Prairie scored +2.6, slightly below the Canadian Normative average (+4.2).

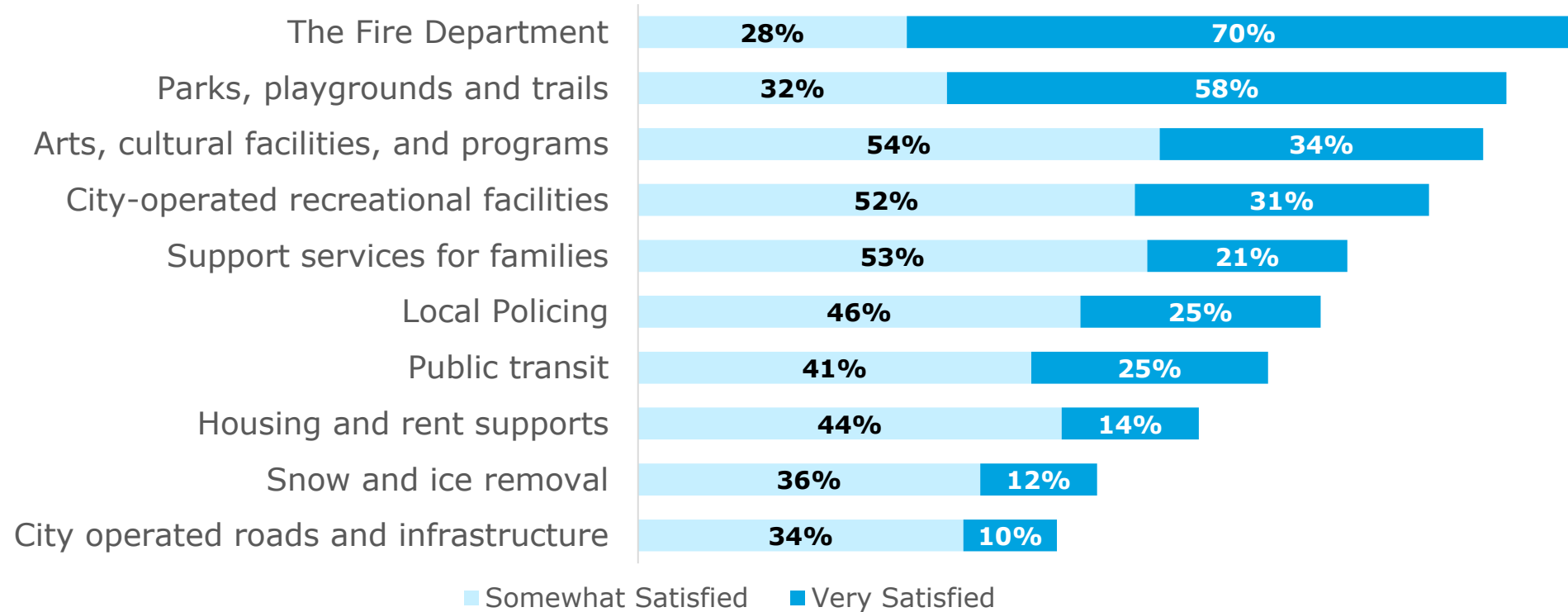
Overall Satisfaction Score





Core Service & Program Satisfaction (continued)

The City of Grande Prairie provides various services to its residents. There were generally high satisfaction rates with the services provided by the City. Results suggested some room for improvement in snow & ice removal and City-operated roads & infrastructure.





Derived Importance

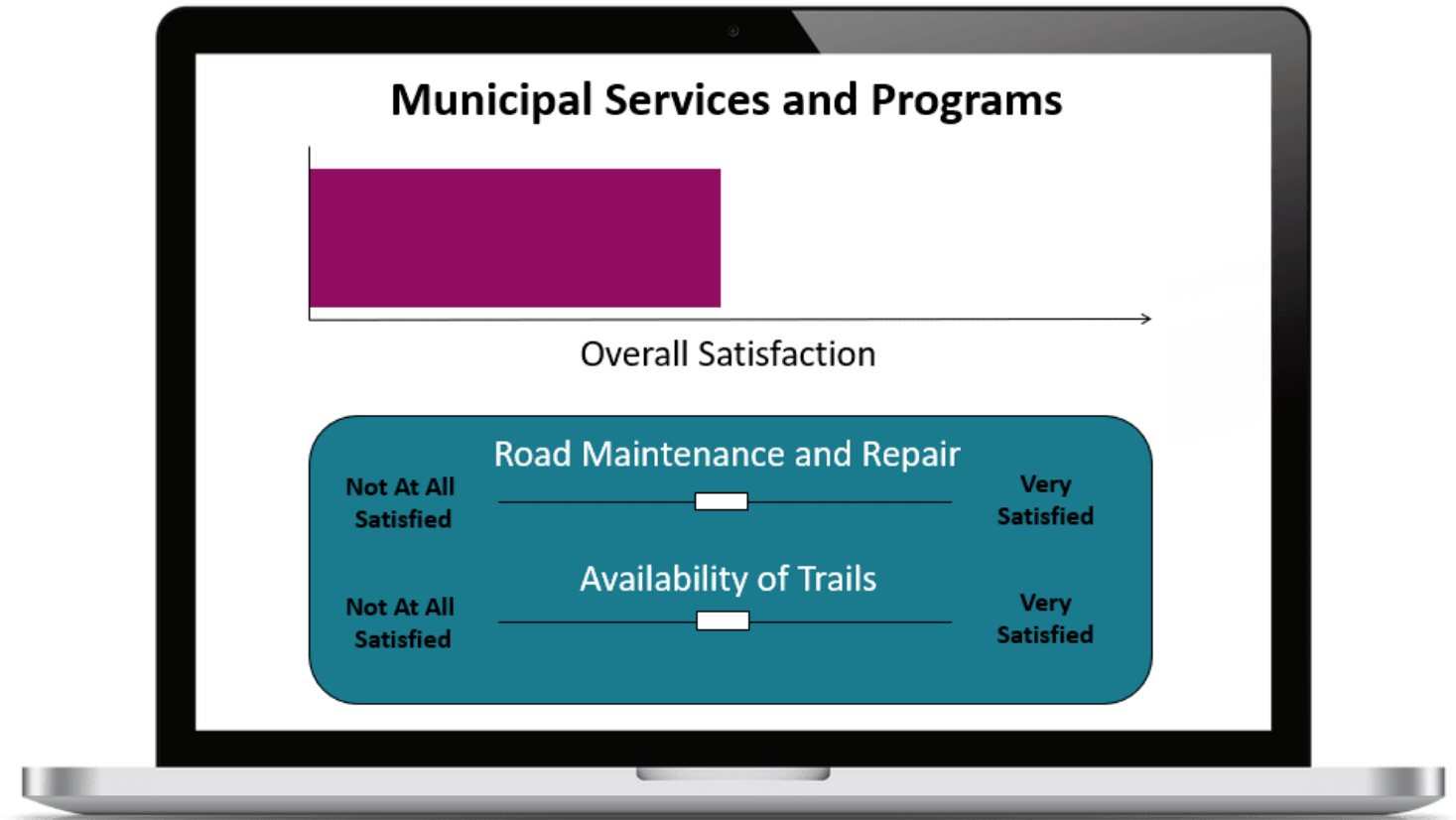
- A statistical calculation of importance
- Far more accurate relative to asking importance
- Calculates the correlation coefficient of municipal services with the KPI
- Services with a high derived importance will have the greatest impact on the KPI



Priority Matrix

- A list of municipal services to focus efforts
- Each priority is calculated using the level of satisfaction and the importance of each service (Derived Importance)
- Services with lower satisfaction scores and higher importance become the top priorities
- Making improvements to the top priorities will have the greatest impact on improving the overall KPI

Example:



Over the course of the last two years, the relative importance of services to residents has shifted, with **support services for families**, and **local policing** the most important factors in 2022.

		Importance Rank 2022	Importance Rank 2020
Support services for families	9.4	1	3
Local Policing	8.7	2	7
Parks, playgrounds and trails	8.3	3	6
Housing and rent supports	8.3	4	10
City operated roads and infrastructure	8.1	5	2
Snow and ice removal	8.1	6	4
City-operated recreational facilities	7.7	7	1
Public transit	7.7	8	8
Arts, cultural facilities, and programs	7.0	9	5
The Fire Department	5.5	10	9

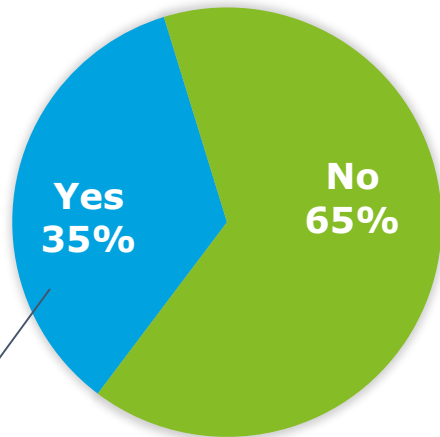
When reviewing the derived importance based on satisfaction levels, Customer Service was noted as the most important area to respondents.

Service	Performance	Importance	Priority Rank
City operated roads and infrastructure	43%	8.1	1
Snow and ice removal	52%	8.1	2
Housing and rent supports	61%	8.3	3
Support services for families	72%	9.4	4
Local Policing	72%	8.7	5
Public transit	71%	7.7	6
City-operated recreational facilities	79%	7.7	7
Arts, cultural facilities, and programs	89%	7.0	8
Parks, playgrounds and trails	91%	8.3	9
The Fire Department	98%	5.5	10

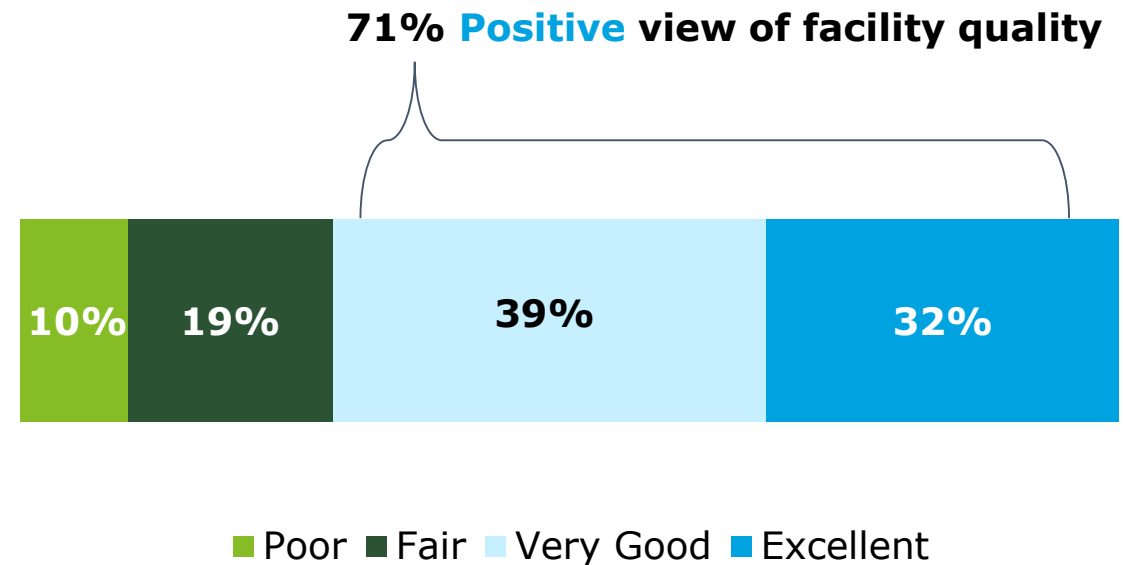


Now please tell me how satisfied you are with each of the following services offered by the City of Grande Prairie.

Have you visited the Eastlink Centre recreational facility in the past 6 months?



Those that had indicated they had visited recently (140) assigned the following quality to the facility

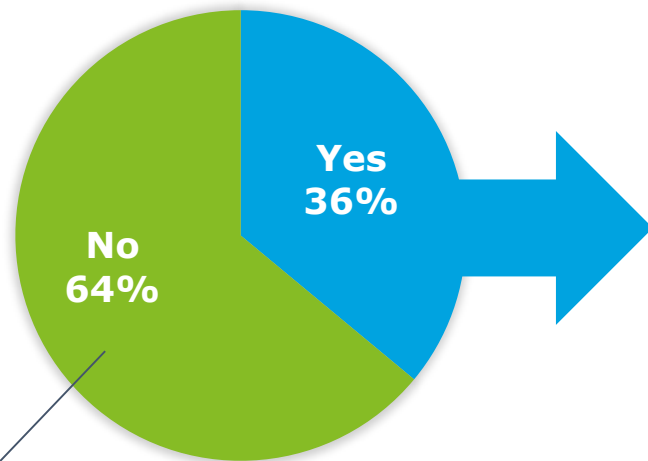


Time Trend:
36 percentage point **decrease** from 2020.



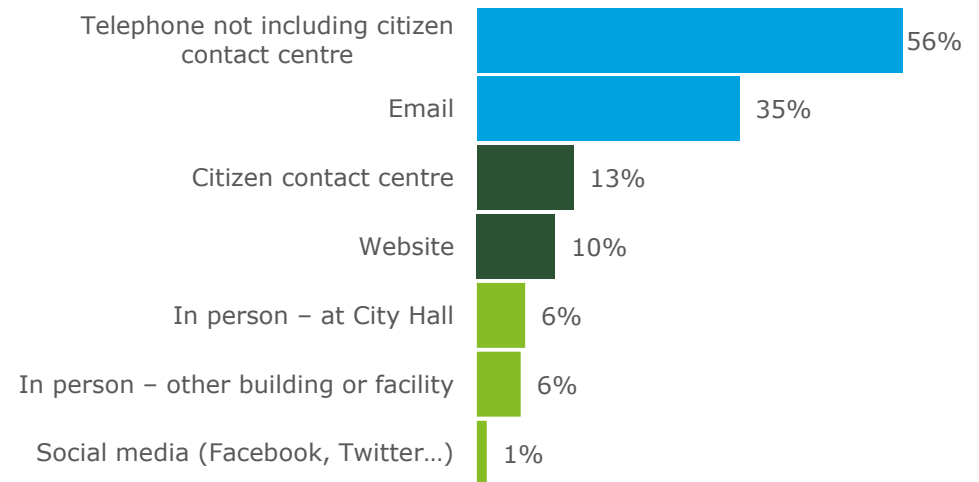
36% of residents had reached out or contacted the City of Grande Prairie or staff in the last 12 months, most of whom did so by telephone.

Have you reached out to or contacted the City of Grande Prairie (or its employees) in the past 12 months? (n=396)



Time Trend:
8 percentage point **increase** from 2020.

What method did you use to contact the City? If you tried more than one, please mention each. (n=143)

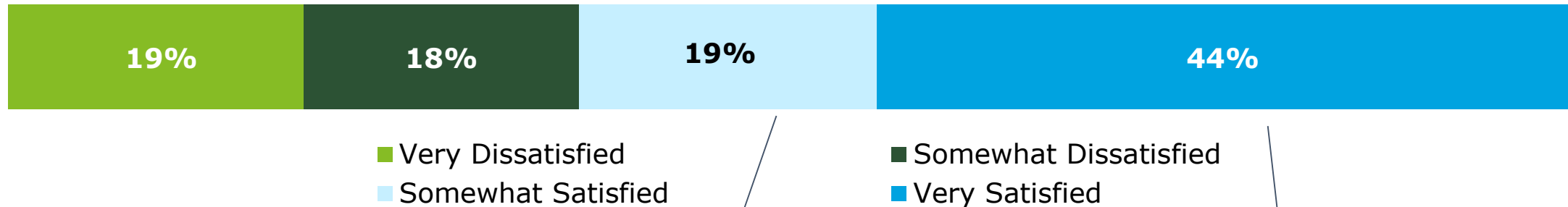


Other responses mentioned included: at a trade show, in person with crews working at various sites, or wrote letters.

Among those who had contacted the City of Grande Prairie in the past 12 months, the majority indicated they had **positive overall satisfaction with the customer service they received.**

How satisfied were you with your most recent contact with the City? Were you...

**Top 2:
63% of all responses were positive**



Time Trend:
↓ **16%** less of respondents noted they were satisfied with the levels of customer service received in **2022 vs 2020.**

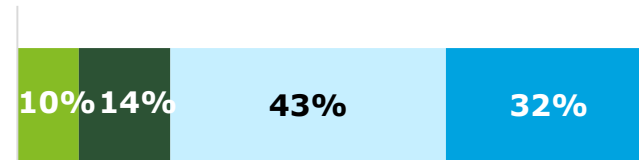
Time Trend:
↓ **1%** less of respondents noted they were very satisfied with the levels of customer service received **in 2022 vs 2020.**

Please indicate your level of agreement with the following statements...

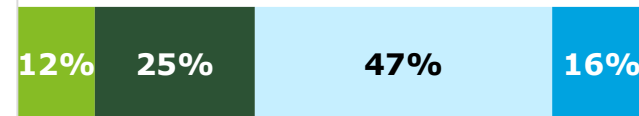
Public Engagement

Many residents of Grande Prairie expressed a high level of interest in helping to guide policies and directions taken by the City.

I would like to provide input to the City of Grande Prairie for the purpose of influencing decision making about City projects



The City uses input from residents in decision-making about projects and services



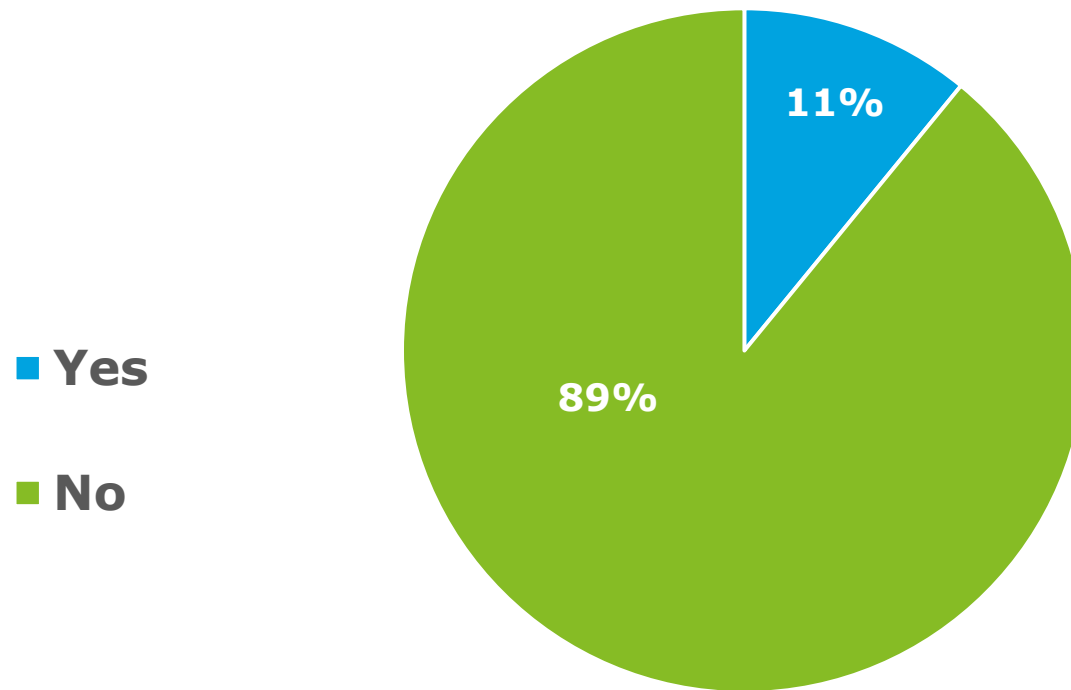
Residents have enough opportunities to provide input into decision-making about City projects and services



■ Strongly Disagree ■ Somewhat Disagree
■ Somewhat Agree ■ Strongly Agree

Top 2 Box	Change from 2020
75%	-7 pts
63%	+1 pt
56%	-

Most residents have **not involved themselves** in municipal engagement or City-Led public participation processes within the last year.

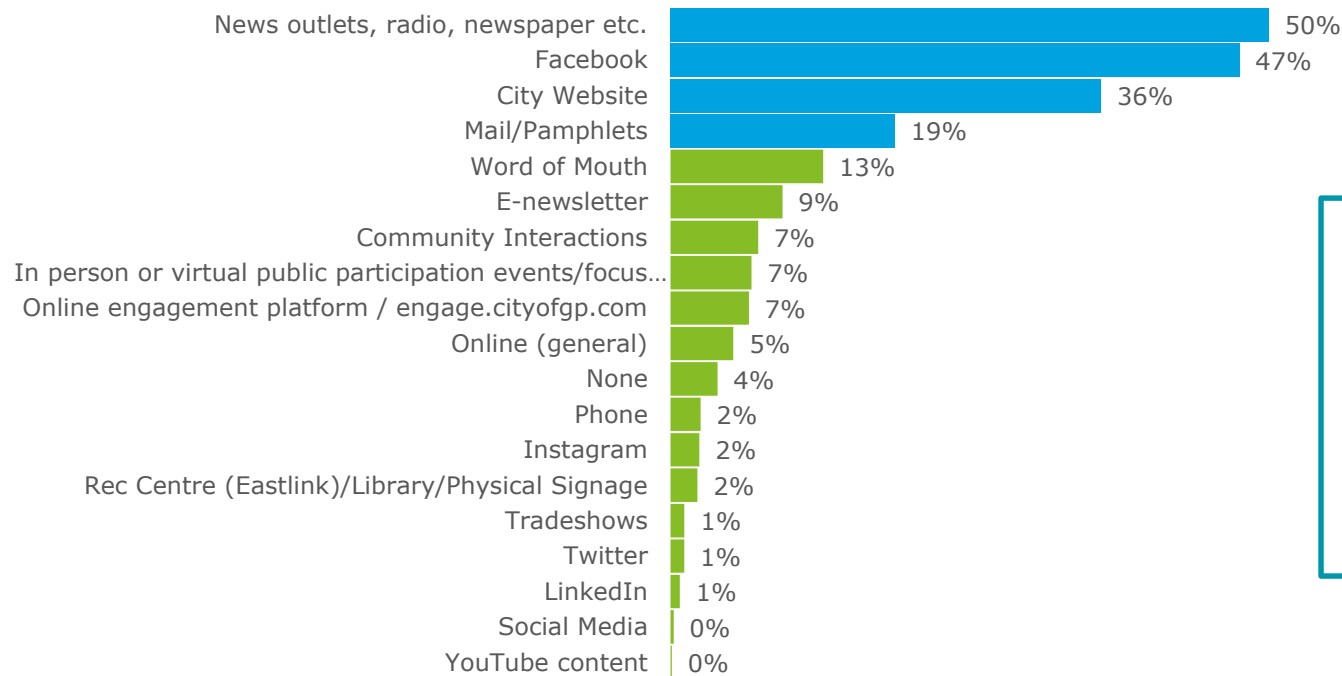


Examples of engagement projects include:

- Recreation & Culture Strategy
- 2022 Budget Engagement
- Richmond Industrial Park Revitalization Strategy
- Transit Redesign

Have you joined in any City-led public participation or engagement projects in the past 12 months

When residents were asked about their Top 3 sources of receiving information from the City of Grande Prairie, they predominately utilized: **News outlets/radio/newspapers, Facebook, and the municipalities website.**



Time Trend:
 Since 2020, use of news outlets has decreased, while use of Facebook has increased.

Top 2020 Sources:

- #1 – News outlets, radio, newspaper etc. (64%)
- #2 – Facebook (34%)
- #3 - City Website (29%)

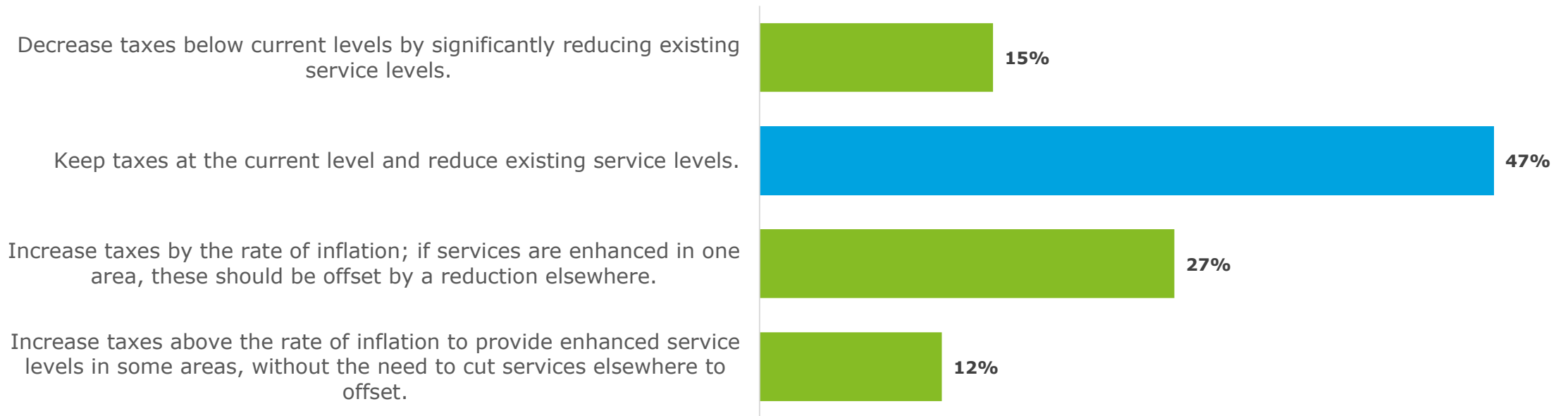
What are the main sources that you use to find information about the City of Grande Prairie? If you tried more than one way, **please record all that apply.** (Multiple selections allowed)

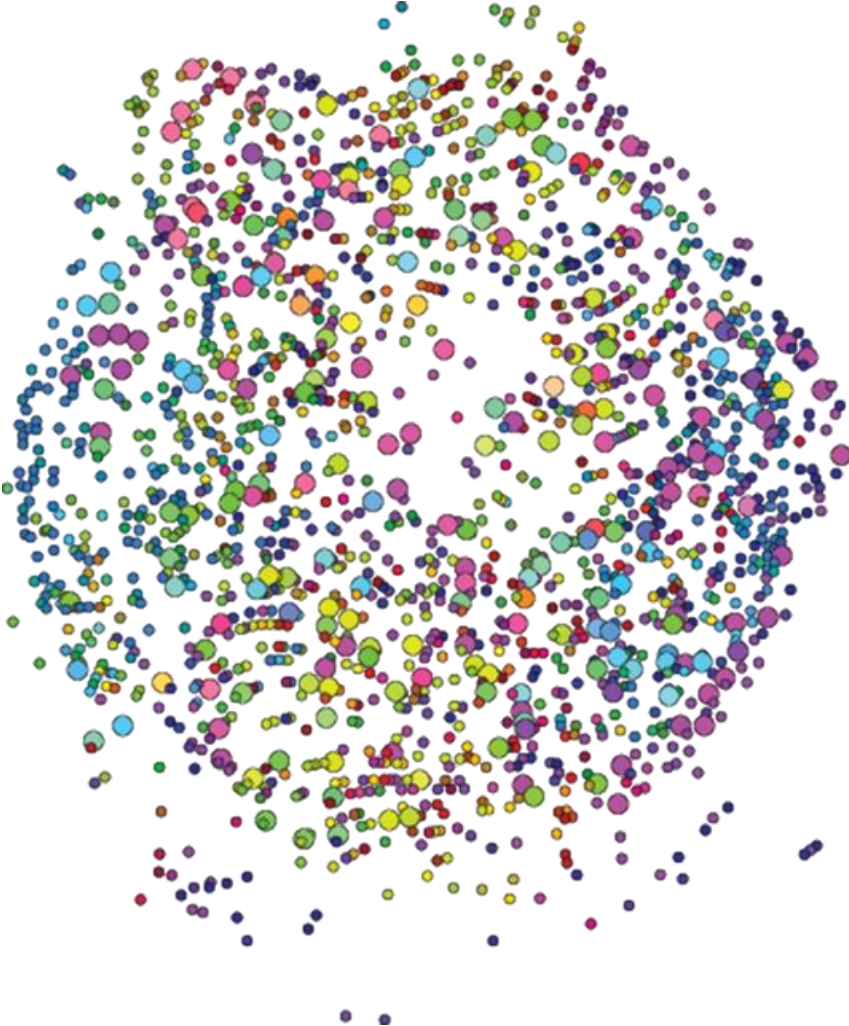


47% of respondents noted they would prefer to **keep current rate of taxation and reduce services to combat increasing service delivery costs within the City of Grande Prairie.**

“Local governments must balance the cost of delivering services with taxation, and the cost of providing services continue to rise as a result of inflation. Additionally, adding or enhancing services such as expanded recreation amenities further adds to costs. Which of the following options would you most prefer to balance increasing costs?”

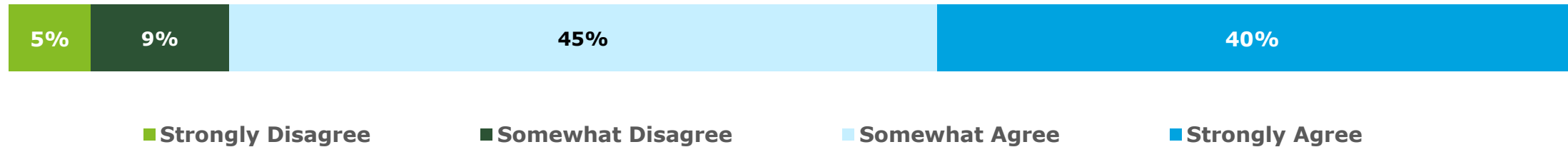
Which of the following options would you most prefer for the City of Grande Prairie to balance increasing costs?



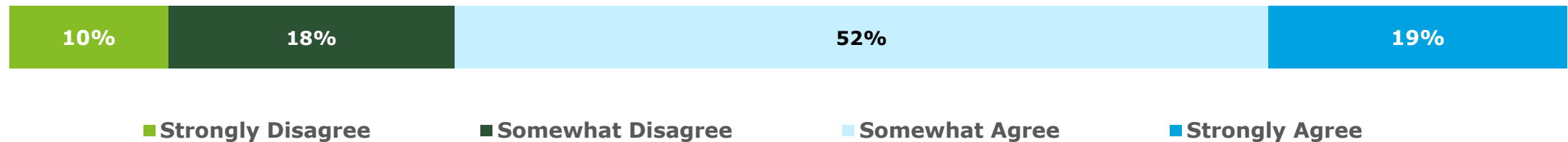


85% of respondents indicated they felt growth within the City would **positively impact** them, and **71%** noted that the City does a good job of balancing and managing this growth and development

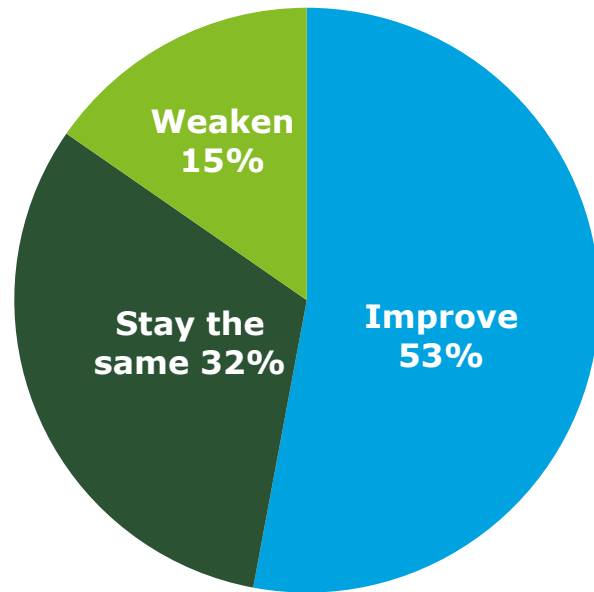
Growth in the City of Grande Prairie will **positively impact** the quality of life in the City.



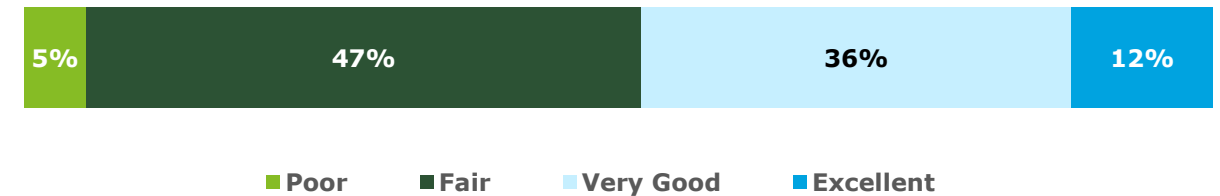
The City of Grande Prairie does a good job of managing the level of development and growth in the City



Looking ahead twelve months from now, do you expect the economy in the City of Grande Prairie to:



How would you rate the strength of the local economy in the City of Grande Prairie?



How would you rate the strength of the provincial economy in Alberta?



Deloitte.

City of Grande Prairie Resident Satisfaction Survey 2022

Project completed by
Deloitte.





ADMINISTRATIVE REPORT

TO: Robert Nicolay, City Manager	DATE: September 13, 2022
FROM: Danielle Whiteway, Chief Financial Officer	MEETING: Corporate Services Committee
SUBJECT: Policy 100 – Council Remuneration and Expense Reimbursement Policy - Amendments	

RECOMMENDATIONS

Committee recommend Council approve amendments to Policy 100 – Council Remuneration and Expense Reimbursement, as presented.

PREVIOUS COUNCIL / COMMITTEE DIRECTIONS

There are no previous council or committee directions regarding the proposed amendment.

BACKGROUND

On August 10, 2020, the Council Remuneration Review Committee brought forward their report and proposed amendments to update Council Policy 100 in preparation for the 2021 – 2025 Council term. Council approved the policy to become effective after the General Municipal Election which was held on October 19, 2021.

The policy establishes the rate of remuneration for the Mayor and Councillors and includes rules for reimbursement of expenses related to the office of an elected official. This policy came into effect on October 25, 2021, and since then, Administration has identified opportunities to enhance the policy language to better support the needs of Council.

ANALYSIS

The definition of “Local Region” has been enhanced to better clarify how to measure the distance. The amendment specifies that the maximum distance of 50km is “one way, beginning at City Hall.”

The current policy also identifies a fixed reimbursement rate specific to mileage for the use of a personal vehicle for travel outside of the local region. This fixed rate no longer aligns with the current rate set by the Government of Canada. The proposed amendment removes the reference to a fixed rate and replaces it with a general statement referring to the “current Government of Canada rate.”

The Alberta Urban Municipalities Association (AUMA) has undergone a restructure and is now called “Alberta Municipalities.” The proposed amendments update all references to AUMA under Schedule “A” – Mandatory Events to align with the new name and specify which events held by Alberta Municipalities are considered “mandatory events.”

Additional references have been added to the mandatory events listed in Schedule “A” to include:

- the name of the event; and
- the number of Councillors delegated to attend (where applicable) each year.

Additionally; mandatory events have been updated to remove those that are no longer necessary and additional events added. The Francophone and Francophile Cities Network Conference has been removed as mandatory, with three new events added; Alberta Recreations & Parks Association (ARPA) Annual Conference, Family & Community Support Services Association of Alberta (FCSSAA) Annual Conference and the Alberta Community Crime Prevention Association (ACCPA) Annual Conference. It was determined that these were most appropriate and should be mandatory events each year.

The proposed amendments will enable Administration to project the financial requirements needed to support Council’s operational budget year over year.

Relationship to City Council's Areas of Focus / Strategic Priorities

Council is committed to protecting and enhancing our reputation as a community of choice. Keeping the governing documents of the City relevant and up to date by encouraging the regular and timely review of bylaws and policies supports the City’s Guiding Beliefs, the standards to which we hold each other accountable, and which remain the core of our leadership philosophy.

Environmental Impact

Environmental impacts are minimal.

Economic Impact

Economic impacts are minimal.

Social Impact

Ensuring the City’s bylaws and Council policies are current and support the strategic priorities of council enhances accountability and public trust in local government.

Relevant Statutes / Master Plans / City Documents

Municipal Government Act, R.S.A. 2000, c-M-26;

Policy 100 – Council Remuneration and Expense Reimbursement Policy

Risk

Amendments to Policy 100 address outdated information that affects Council expense reimbursement rates, and the established list of mandatory events Council is required to attend every year. Risk of non-compliance with a council approved policy will occur if amendments are not approved. Risk of disproportionate budget allocation for Council’s mandatory events expenses will occur if mandatory events are not accurately specified within the policy.

Alternatives

1. Committee direct Administration bring forward further amendments to Policy 100 for Committee's consideration;
2. Committee recommend Council approve Policy 100 – Council Remuneration and Expense Reimbursement, as amended;

STAKEHOLDER ENGAGEMENT

Legislative Services, Finance and the Mayor's Office collaborated on the proposed amendments to ensure all changes align with current information and allow for accurate reporting of expenses for mandatory events year over year.

BUDGET / FINANCIAL IMPLICATIONS

At the time this policy was presented to Council for approval, the mandatory events listed in Schedule "A" were intended to be single major events such as the FCM Annual Conference or the AUMA Fall Convention. Both the Council Remuneration Review Committee and the previous Council did not anticipate the addition of the Municipal Leaders Caucus sessions or the RMA Spring Convention.

The proposed amendments to Schedule "A" list the additional Municipal Leaders Caucus sessions and the RMA Spring convention as mandatory events. Based on the attendance limits established for the FCM Conference, Administration is recommending similar limits for the additional events.

The budget implications for the proposed additions are estimated at \$40,000.00.

The budget implications for all of Council attending all additional Mandatory events is estimated at \$90,000.00.

Administration recommends Council establish a funding source to support the additional expenses not previously budgeted for in the 2022 operating budget. Finance recommends any additional funding be supported through the Council Strategic Initiatives fund.

SUMMARY / CONCLUSION

The current Council Policy 100 sets the remuneration rates and expense reimbursement rates for this council term. Since this policy was approved in August of 2020, changes have occurred that cause the policy to no longer support current information. Specifically, the amendments address the fixed rate for mileage reimbursement for the use of a personal vehicle and updates the mandatory events Schedule "A" to replace "AUMA" with "Alberta Municipalities" and to identify specific events pertaining to Alberta Municipalities, FCM and RMA that take place annually.

Administration is proposing amendments to update Policy 100 to support recent changes and recommend Council approve the amended policy at the next City Council meeting.

ATTACHMENTS

Amended Policy 100 – Council Remuneration and Expense Reimbursement Policy - Draft



POLICY

POLICY NO:	100	APPROVAL DATE:	February 1, 1999
TITLE:	Council Remuneration and Expense Reimbursement	REVISION DATE:	August 10, 2020
SECTION:	Administration	EFFECTIVE DATE:	October 25, 2021
DEPARTMENT:	Legislative Services	LAST REVIEWED:	
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POLICY STATEMENT

The City of Grande Prairie (“City”) commits to providing a fair and equitable level of remuneration for time and compensation including expenses incurred by the Mayor and Councillors while conducting business on behalf of the City.

REASON FOR POLICY

To establish the rate of remuneration for the Mayor and Councillors, including rules for the reimbursement of expenses, to become effective after the Municipal Election for the four (4) year term of the next Council.

In support of Council’s Strategic Priorities that enable and enhance trust and transparency, all approved expenses related to Mayor and Councillors’ accommodation, travel, meals and event tickets are reported in the unaudited financial statements for the City on a quarterly basis and disclosed to the public on the City’s website.

DEFINITIONS

Benefits Package means the City will provide a combination of insurance, extended health care and dental coverage to current Mayor and Councillors.

Council Professional Development Account means the discretionary spending account assigned individually to Mayor and Councillors and funded annually to a maximum of \$20,000.00 for the Mayor and \$10,000.00 per Councillor from which all Discretionary Costs for Optional Events are paid.

Discretionary Costs means all costs incurred by the Mayor or Councillors for the purpose of attending an Optional Event.

Event(s) means conferences, workshops, seminars, social functions and educational or training opportunities in support of Council duties and responsibilities while serving as Mayor or Councillor for the City.

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Flexible Spending Allowance means an annual amount provided as additional remuneration to current Mayor and Councillors. The Flexible Spending Allowance will have a range of payment options to choose from.

General Expenditures means an amount paid to a current Mayor or Councillors upon presentation of receipts or other supporting documentation for reimbursement of eligible expenditures incurred in the regular course of duties as an elected official for the City.

Local Region means the City and surrounding area to a maximum distance of 50 km, **one way, beginning at the City Hall.**

Mandatory Costs means all costs incurred by Mayor or Councillors for the purpose of attending a Mandatory Event while conducting City business.

Mandatory Event means all Events as listed in Schedule “A” of this Policy.

Optional Event means any Event that is not identified as a Mandatory Event.

Remuneration - Salary means an annual amount, paid by-weekly to the Mayor and Councillors.

REMUNERATION REVIEW - COMMITTEE

The Council Remuneration Review Committee will be established as set out in Schedule “A” of [Bylaw C-1422 Boards and Committees](#). The Committee will begin its work in January of the third year of the current Council term and will provide its final recommendations to Council no later than September of that year.

Council will approve the overall annual remuneration for the Mayor and Councillors in the third year of the current Council term, to become effective after the General Municipal Election for the four (4) year term of the next Council.

GENERAL PROVISIONS

The annual salary and benefits are paid to the Mayor and Councillors for their attendance and performance of regular duties associated with the following responsibilities:

1. Regular and Special meetings of Council, including Public Hearings, Quasi-Judicial Hearings and Committees of the Whole;
2. Boards, Commissions and Committees as appointed within the Local Region;
3. Annual Strategic Planning workshops, Budget deliberations and regional sessions/meetings regarding Intermunicipal Collaborative Framework projects;
4. Conventions, conferences, seminars or workshops within the Local Region;
5. Attendance at City of Grande Prairie functions including employee recognition, Municipal Government Day, cultural celebrations and festivals; and
6. Attendance at ceremonies, grand openings, social functions, fundraisers for which ticket/expenses are paid by the City.

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SALARY & BENEFITS

An annual salary cost of living adjustment will be applied equal to the Alberta Consumer Price Index, as reported by [Statistics Canada](#), for the previous year and will take effect January 1. If the Alberta Consumer Price Index reflects a negative value, the value will revert to zero (0) for the purpose of this calculation.

All salaries will be paid through the City's payroll system, on a bi-weekly basis and subject to applicable Canada Revenue Agency ("CRA") regulations.

POSITION	BASE SALARY
Mayor	\$ 109,917.48
Councillor	\$ 58,348.05

Benefits:

Benefit rates are established by the service providers. The following benefits will be available to Mayor and Councillors:

Benefit	Premium - Member Paid	Premium - City Paid
Group Life Insurance	100%	0%
Accidental Death & Dismemberment	0%	100%
Dependent Insurance	0%	100%
Extended Health & Dental Care	0%	100%
Employee & Family Assistance Plan	0%	100%
Healthcare Spending Account (subject to CRA Regulations) (\$500.00)	0%	100%

FLEXIBLE SPENDING ALLOWANCE

The Flexible Spending Allowance is calculated at 6.25% of the individual Mayor or Councillor's approved base salary, calculated annually, on January 1.

The Mayor and Councillors, individually, may choose one (1) of the following options for pay out:

1. 100% on the second (2nd) pay period of each fiscal year;
2. In equal monthly instalments, paid on the second (2nd) pay period of each month;
3. In equal quarterly instalments, paid on the second (2nd) per pay period of each quarter (January, April, July and October); OR
4. As a direct contribution to a registered retirement savings plan, the Mayor or Councillor will have an existing plan and will be required to provide the City payroll department with the appropriate forms from their financial institution to initiate the transfer. This option is subject to available contribution room for each individual, subject to applicable CRA regulations.

Flexible Spending Allowance will be prorated for the newly elected Mayor and Councillors in an election year and paid out on the second (2nd) pay period of November.

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PER DIEMS

A Per Diem shall be paid to the Mayor and Councillors to attend an approved Event occurring outside of the Local Region on behalf of the City, at the individual's discretion, as follows:

“Half Day” means less than or equal to four (4) continuous hours and paid a total of \$150.00.

“Full Day” means greater than four (4) continuous hours and paid a total of \$300.00.

All Per Diems shall be paid through the City's payroll system and are subject to applicable CRA regulations.

Per Diem shall not apply, nor be paid for an absence from a Council or Standing Committee meeting when the absence is a result of another Event.

TRANSITION SUBSIDY

The Mayor and Councillors may be entitled to a transition subsidy, paid out as a lump sum payment on their last day as an elected official.

The Mayor or Councillor is eligible for the transition subsidy if:

1. They have served a minimum of two (2) consecutive terms of office; and
2. They have been defeated in the most recently held municipal election.

OR:

1. They have served a minimum of two (2) consecutive terms of office; and
2. They choose not to run in the next municipal election.

The transition subsidy will be calculated at 12.5% of the current Base Salary.

VEHICLE ALLOWANCE

An amount paid monthly to the current Mayor and Councillors of the City will be paid for the use of their private vehicle for the purpose of conducting business on behalf of the City within the Local Region.

The Mayor vehicle allowance will be paid monthly, through the City payroll system, and is set at \$500.00 per month.

The Councillors vehicle allowance will be paid monthly, through the City payroll system, and is set at \$200.00 per month.

Note: The established vehicle allowance is intended to cover all costs incurred by the Mayor and Councillors for use of their vehicle for City business and includes but is not limited to; fuel, business insurance, repairs and maintenance.

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EVENT ATTENDANCE

Expenses incurred for attending Mandatory Events will be paid from Council's General Operating Budget. The Mayor or Council may specifically appoint a Councillor to attend an Event containing relevant and timely information. This is considered a Mandatory Event and any expenses incurred as a result of attendance will be paid from Council's General Operating Budget.

Mandatory Events:

Annually, Council will review Schedule "A" being the Mandatory Events listing.

Optional Events:

Any or all members of Council may attend Optional Events at their discretion, subject to available funds allocated through their Council Professional Development Account. Any applicable Per Diems claimed will be paid from the Council Professional Development Account, subject to CRA regulations.

Council Professional Development Event Summary:

Optional Events that incur expenses greater than \$2,000.00 shall require the attendee to provide Council with a brief summary of the information obtained from attending the Optional Event. The Council Professional Development Event Summary - Schedule "B" of this Policy, shall be provided during Council Round Table at a regular City Council meeting no later than 15 days from the date of the Optional Event.

EXPENSES

The City will reimburse the Mayor and Councillors for reasonable expenses incurred while conducting business on behalf of the City.

The Mayor and Councillors are encouraged to use the most economical method of travel available. In order to promote this value, reimbursement for travel will be on the most economical travel option available for each specific trip.

REIMBURSEMENT - RATES & ALLOWANCES

Payment will be made through the City's Accounts Payable department upon submission of a completed Expense Claim form, approved by the Chief Financial Officer or designate, provided in Schedule "C" of this Policy.

Unless otherwise indicated in this Policy, all expenses claimed for reimbursement must include supporting documentation that includes:

1. Ticket/electronic ticket (for travel via bus, plane or train); and
2. Payment receipt (for accommodation, meals, travel via taxi, limousine, or other car service).

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Air Travel and Ground Transportation Costs:

1. Air Travel will be reimbursed at economy rates by the most direct route;
2. Ground Transportation including vehicle rental, limousine, taxi, on-demand pick-up, train and/or bus will be reimbursed at cost; and/or
3. Use of Personal Vehicle for travel outside the Local Region will be reimbursed at a rate of \$0.53/km the current Government of Canada rate.

Accommodation and Subsistence Rates:

1. Accommodation will be reimbursed for:
 - a. actual hotel or other room rental costs based upon single room occupancy; and
 - b. the amount of \$50.00 per overnight stay for private accommodation. Receipts are not required to submit a claim.
2. Where meals are not provided as part of the Event, the maximum amounts (including gratuities) that may be claimed, without receipts, are:
 - a. Breakfast \$12.00;
 - b. Lunch \$18.00; and
 - c. Dinner \$25.00.

USE OF PERSONAL TECHNOLOGY

The Mayor and Councillors who choose to use their own cell phone for conducting City business are eligible to submit a request for an allowance, to be paid monthly, through the City's payroll system, at an amount equal to the allowance set for City employees.

INELIGIBLE EXPENSES

Ineligible expenses include:

1. Alcohol;
2. Costs incurred for spouses, partners, companions attending workshops, seminars, conferences, conventions or educational opportunities; and
3. Costs incurred due to absences - Mayor or Councillors who do not attend an Event for which a registration fee, ticket, airfare, hotel accommodation or other associated cost has been purchased on their behalf will be required to reimburse the City for the costs.
 (Note: This may be waived due to emergent/extenuating circumstances if approved by the City Manager.)

RELATED INFORMATION

1. Receipts are required for registration fees for conferences, conventions, seminars and training sessions/courses;
2. Gratuities are reimbursed to a maximum of 15%;
3. Foreign exchange rate costs for approved travel or other business purpose will be reimbursed, where applicable, at the actual cost in Canadian funds as indicated on credit card or other statement. Proof of current exchange rate charged must be provided;

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4. Appropriate miscellaneous expenses (parking) will be reimbursed;
(**Note:** Fines for parking and traffic violations will not be reimbursed.)
 5. When the Mayor or a Councillor, as a representative of the City is attending a local social Event, banquet or fundraiser the cost of their spouse or partner's ticket for that Event will be reimbursed at actual cost;
 6. When the Mayor or a Councillor, as a representative of the City is attending a conference or convention, and the banquet is a ticketed Event, the cost of their spouse or partner's ticket for the banquet will be paid by the City; and
 7. When personal credit cards are used for business expenses, the City will not reimburse annual fees and interest charges.
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RESPONSIBILITIES

City Council will review and approve any revisions to this Policy.

City Manager will review and approve any Procedures related to this Policy.

City Administration will carry out this Policy based on established Procedures.

DRAFT

POLICY 100

SCHEDULE "A"

Mandatory Events

1. ~~Alberta Urban Municipalities Association (AUMA);~~ Alberta Municipalities (AM) - Annual Fall Convention;
2. Alberta Municipalities - Municipal Leaders Caucus - Spring/Summer/Fall/Winter Sessions*
3. Elected Officials Education Program;
4. Federation of Canadian Municipalities (FCM) - Annual Conference**;
5. Rural Municipalities of Alberta (RMA) - Annual Spring/Fall Conventions**;
6. Economic Development Developers Alberta Conference - Annual Conference**;
7. ~~Francophone and Francophile Cities Network Conference**;~~
8. Growing the North Conference;
9. Alberta Recreations & Parks Association (ARPA) - Annual Conference;**
10. Family & Community Support Services Association of Alberta (FCSSAA) - Annual Conference;**
11. Alberta Community Crime Prevention Association (ACCPA) - Annual Conference;** and
12. Council appointed to Boards, Commissions and Committees that require attendance outside the Local Region.

The Mayor and Councillors will make every effort to attend Mandatory Events.

* The Mayor or delegate may attend all Municipal Leaders Caucus sessions and shall designate up to two (2) Councillors per session to attend as a Mandatory Event per year. Costs for any other Councillor that chooses to attend will be identified as Discretionary Costs.

** The Mayor or delegate with up to four (4) other Councillors shall be designated to attend ~~the FCM Annual Conference and the Economic Developers Alberta Conference~~ these events every year. Costs for any other Councillor that chooses to attend will be identified as Discretionary Costs.

*** ~~The Mayor or delegate with up to two (2) Councillors will be designated to attend as a Mandatory Event per year. Costs for any other Councillor that chooses to attend will be identified as Discretionary Costs.~~

CORPORATE SERVICES COMMITTEE - OUTSTANDING ITEMS LIST - SEPTEMBER 13, 2022

ID	Title	Requested on	People Responsible	Item Notes	Expected Report Date
0					