



**Minutes**

**Service Review Implementation Ad Hoc Committee**

**February 12, 2025, 9:00 a.m.**

**City Hall - 808 2nd Avenue East - Council Chambers**

**MEMBERS PRESENT:** Chair Ian Boddy  
Vice Chair Marion Koepke  
Councillor Carol Merton  
Councillor Melanie Middlebro'

**STAFF PRESENT:** Tim Simmonds, City Manager  
Kate Allan, Director of Corporate Services  
Pam Coulter, Director of Community Services  
Michelle Palmer, Senior Manager of Strategic Initiatives and Operational Effectiveness  
Kristen Van Alphen, Manager of Legislative Services  
Rebecca Ellerdien, Community and Business Development Advisor  
Kim Sowerby, Corporate Applications Analyst  
Allison Penner, Deputy Clerk

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**1. CALL TO ORDER**

Mayor Boddy called the meeting to order at 9:01 a.m.

**2. CALL FOR ADDITIONAL BUSINESS**

There was no additional business.

**3. DECLARATIONS OF INTEREST**

There were no declarations of interest.

**4. CONFIRMATION OF MINUTES**

4.a Minutes of the Service Review Implementation Ad Hoc Committee meeting held on December 11, 2024

SR-250212-001

Moved by Councillor Middlebro'

**"THAT the Service Review Implementation Ad Hoc Committee approves the minutes of the meeting held on December 11, 2024."**

Carried.

**5. DEPUTATIONS AND PRESENTATIONS**

There were no deputations or presentations.

**6. PUBLIC FORUM**

There were no questions or comments from the public.

**7. CORRESPONDENCE RECEIVED FOR WHICH DIRECTION IS REQUIRED**

There were no correspondence items presented for consideration.

**8. REPORTS OF CITY STAFF**

- 8.a Report CM-25-005 from the City Manager Re: Service Review Overview and Update - Year 2

The City Manager provided an overview of the report.

In response to a question from the Committee, Mr. Simmonds advised that staff continue to work toward developing a system to calculate, at a corporate level, costs saved as a function of staff time saved through service review projects.

SR-250212-002

Moved by Councillor Middlebro'

**"THAT in consideration of Staff Report CM-25-005 respecting Service Review Overview and Committee Update – Year 2, the Service Review Implementation Ad Hoc Committee recommends that City Council receive the report for information purposes."**

Carried.

- 8.b Report CR-25-014 from the Corporate Application Analyst Re: Project 2a1 - Investigate Cloud-based Solutions for a Digital Timecoding Solution

The Corporate Application Analyst provided an overview of the report.

In response to a question from the Committee, Ms. Sowerby advised that the paper timesheet process currently used in some City divisions is a significant time burden for administrative assistants and payroll staff, and that the digital timecoding project aims to identify a system that would allow for a reduction in hours spent on manual data entry for this purpose.

In response to a question from the Committee, Ms. Sowerby advised that as the technological solution has not yet been identified, its cost and potential staff time savings remain to be determined.

In response to a question from the Committee, the City Manager noted that any service review identifies opportunities for improvement but does not propose solutions. The purpose of Project 2a1 is to identify a solution to the problem identified by the service review. Mr. Simmonds advised that the amount of time spent on administration of manual timecoding is equal to one full-time equivalent (FTE), and therefore time saved by eliminating paper timesheets will allow for repositioning and maximizing the work output of affected administrative staff.

In response to a question from the Committee, Ms. Sowerby noted that the project aims to identify a system that reduces manual processes such as data entry, and that the project team will consider technological solutions that include data validation.

In response to a question from the Committee, Ms. Sowerby advised that the project team would look into partnership opportunities for sharing this service.

SR-250212-003

Moved by Vice Chair Koepke

**"THAT in consideration of Staff Report CR-25-014 respecting Project 2a1 – Investigate Cloud-based Solutions for a Digital Timecoding Solution, the Service Review Implementation Ad Hoc Committee recommends that City Council receive the report for information purposes."**

Carried.

- 8.c Report CM-25-007 from the City Manager Re: Project 3b1 – Formation of a Joint Municipal Services Committee at Grey County

The City Manager provided an overview of the report.

In response to a question from the Committee, Mr. Simmonds advised that there is also a service review project that is identifying shared service opportunities separate from the work to establish a Joint Municipal Services Committee at Grey County.

SR-250212-004

Moved by Vice Chair Koepke

**"THAT in consideration of Staff Report CM-25-007 respecting Project 3b1 – Formation of a Joint Municipal Services Committee at Grey County, the Service Review Implementation Ad Hoc Committee recommends that City Council receive the report for information purposes."**

Carried.

- 8.d Report CR-25-016 from the Manager of Legislative Services Re: Project 4c2 - Agreement Development Toolkit

The Manager of Legislative Services provided an overview of the report.

In response to a question from the Committee, Ms. Van Alphen noted that the Teams platform referred to in the report is a virtual meeting platform that also has other functionalities that support collaboration, such as sharing meeting notes and files. The Teams platform is software that allows all information about a specific agreement to be shared in one location that is accessible to all participants in the agreement development process. The Corporate Applications Analyst provided examples of methods of collaboration available through Teams.

In response to a question from the Committee, Ms. Sowerby noted that confidentiality can be maintained in the Teams platform through the use of private channels.

In response to a question from the Committee, Ms. Van Alphen noted that the project team had not contemplated including the City Manager and relevant Director in every Team but that this would be considered by staff.

In response to a question from the Committee, Ms. Van Alphen advised that an agreement template has been developed in collaboration with the Alliance Lawyers, and that the template includes a series of sample clauses that can be included in agreements if applicable.

SR-250212-005

Moved by Councillor Merton

**"THAT in consideration of Staff Report CR-25-016 respecting Project 4c2 – Agreement Development Toolkit, the Service Review Implementation Ad Hoc Committee recommends that City Council receive the report for information purposes."**

Carried.

## 9. MATTERS POSTPONED

There were no matters postponed.

**10. MOTIONS FOR WHICH NOTICE WAS PREVIOUSLY GIVEN**

There were no motions for which notice was previously given.

**11. CORRESPONDENCE PROVIDED FOR INFORMATION**

There were no correspondence items presented for information.

**12. DISCUSSION OF ADDITIONAL BUSINESS**

There was no additional business.

**13. NOTICES OF MOTION**

There were no notices of motion.

**14. ADJOURNMENT**

The business contained on the agenda having been completed, Mayor Boddy adjourned the meeting at 9:31 a.m.