



Legislation Details (With Text)

**File #:** PM-22-020    **Version:** 1    **Name:**  
**Type:** Budget Postponed Motion    **Status:** Agenda Ready  
**File created:** 11/9/2021    **In control:** City Council  
**On agenda:** 12/2/2021    **Final action:**  
**Title:** Part Time Position - Finance  
 Notice given by: Councillor Hughes

**Sponsors:**

**Indexes:**

**Code sections:**

**Attachments:**

| Date      | Ver. | Action By              | Action   | Result |
|-----------|------|------------------------|----------|--------|
| 12/2/2021 | 1    | Committee of the Whole | approved | Fail   |

TAMRMS#: B06

**Part Time Position - Finance**

Notice given by: Councillor Hughes

**BUDGET POSTPONED MOTION:**

That the part time position for finance 1 is funded for \$39,000, funded from tax base.

**Administration’s Understanding of the Intent of the Motion:**

That the proposed service reduction which would amend operating hours at the Customer Service Counter at SAP to 10am to 3pm M - F be suspended and that an 8am - 5pm schedule be maintained.

**Operational or Organizational Impacts if Motion is Approved:**

The Customer Service Counter would remain open from 8am - 5pm M-F and the part-time position would be maintained.

**Financial Implications of Motions:**

\$39,000 would be added to the tax requirement.

**Stakeholder Consultations:**

None undertaken

**Background:**

This proposed service reduction was put forward as a way of saving budget dollars with limited impact to residents.

Even before COVID but especially now, the number of people accessing front counter services has

decreased dramatically. The use of electronic payment methods and online real-time access to resident accounts is making traditional front counter services less relevant.

For a 10 week period between August 5 & October 15 data has been tracked to understand both when people were accessing front counter services and what they were accessing it for. Please see below for a summary of the learnings

Average # of People Accessing Finance 1 by Time of Day

8am - 10am 2.76  
10am - 3pm 15.2  
3pm - 5pm 2.69

% of People Accessing Finance 1 by Type of Service

|                      |     |
|----------------------|-----|
| Payment              | 20% |
| Garbage Tags         | 11% |
| Dog Licenses         | 6%  |
| Bus Pass             | 5%  |
| Questions/wayfinding | 58% |

It is anticipated that the vast majority of people currently accessing the front counter during the hours being proposed for closure will be able to continue to access them during the revised operating hours or fulfill their needs through other forms such as electronic payment options.

Report Date: December 2, 2021  
Author: Diane McMordie  
Department: Financial Services and Information Technology  
Deputy Chief Administrative Officer: Kerry Hilts  
Chief Administrative Officer: Kevin Scoble