



# 2021-Q2 Quarterly Report

## Purpose

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The purpose of this report is to update City Council on the activities of the organization, its programs and services, and corporate plan projects that support program and service delivery.

## Financial Highlights

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- The 2020 year-end audit report and audited financial statements were presented to Council for review and approval on April 26.
- The [2020 Annual Report](#) was prepared and published at the end of June. This report captures highlights from the previous year, including the City's financial position, project and program updates, and other achievements and accomplishments. Notably, it outlined the City's response to the COVID-19 pandemic and how the City had to respond quickly, innovate, and work differently to balance the needs of residents, businesses, and staff. This response included instituting a tax payment deferral and a utility deferral program as well as reducing the planned property tax increase from 3.9% to 0%.
- The second quarter of 2021 was a busy legislative season related to financial matters:
  - Council passed a new Non-Profit Community Organization Exemption Bylaw to reflect a tax exemption for two seniors' facilities during their construction phase.
  - The 2021 Business Improvement Area Tax Bylaw and the 2021 Property Tax and Supplementary Property Tax Bylaw were passed. These bylaws provide the rate structure for property taxation for 2021 and for the Business Improvement Area (downtown) levy for 2021.
  - Council gave direction for tax penalty changes in the Fees and Charges Bylaw to reflect reduced penalties for those residents and commercial tax payers who were in signed tax agreements as a result of their taxes in arrears.
    - The City's arrears penalty structure was high in comparison with other communities. The bylaw change will bring balance between effective property tax collection while being fair and compassionate with taxpayers in challenging circumstances. The bylaw amendment subsequently passed by Council in the start of third quarter and will take effect January 2022.
- A new Reserves and Accumulated Surplus Policy was approved. This policy demonstrates Council's commitment to fiscal sustainability by breaking down the City's annual accumulated surplus (funds not spent at the end of the fiscal year end) into separate reserves to support long term capital and operational needs while substantively increasing financial decision-making transparency.
- Second quarter municipal financial results continue align with budgeted expectations with a projected annual surplus of \$1.68 million. This forecasted result includes projected revenue reductions of \$1.45 million and projected expense reductions of \$3.13 million.

## Municipal Operating Summary – Revenue Highlights

The following are revenue highlights from the *Municipal Operating Summary* that is attached to this report:

- Sales and user fees are projected to come in \$264,000 below budget. There has been an increase in development activity in the City and sales of cemetery plots and tax certificates have also shown an increasing trend. The increase in sales of tax certificates is aligned with increased sales, purchases, and refinancing of properties to take advantage of low mortgage rates and consolidate debt. These increases however are offset by a reduction in program and event revenues as well as reduced transit service, which can all be tied the Covid-19 pandemic.
- Utility franchise fees are projected to come in \$46,000 below budget based on activity to date and updated projections from ATCO gas. ATCO experienced delayed collection of distribution rates due to the rate relief program they offered during the Covid-19 pandemic, which resulted in a reduction of amounts to be received by the City. ATCO also experienced an increase of flow through transmission rates and usage of gas due to cold weather in February, which resulted in an increase in amounts to be received by the City. The net effect of these two factors resulted in ATCO providing the City with updated projections that amounted to an overall reduction of 5.3% for the remainder of 2021.
- Automated traffic enforcement (ATE) revenues are projected to come in \$539,000 less than budget. This equates to a 20% reduction in budgeted revenues for 2021. The City did not see a corresponding decrease in ATE contract expenses. Under the new contract, issued tickets must meet a minimum threshold to trigger a reduction in costs. The City came in below this threshold at the end of Q2, resulting in a higher cost per ticket.
- Operating government transfers are expected to come in \$160,000 under budget. The largest portion of this decrease relates to transit cost share revenue. The City of Edmonton reduced fees 25% in 2020 as transit pass revenues were down as a result of the Covid-19 pandemic. Reduced sales of transit passes are passed on to the regional partners.
- Licences and permit revenue is projected to be \$290,000 higher than budgeted and is directly related to increased development activity. Specifically, there has been an increase in building permits revenue due to pent up demand from 2020.
- Rentals revenue is projected to come in under budget by \$250,000 due to Covid-19 related facility closures that only started to reopen at the start of third quarter of 2021 (Agrena, Fuhr Sports Park, Elks Hall).
- Property tax penalties from unpaid taxes are trending higher than budget by \$40,000. However, collection patterns are slowly returning to normal levels and have improved from 2020. The regular collection pattern between 2015 and 2019, showed that on average remaining collectibles at June 30 amount to 30% of the current levy. In 2021, the receivable is 33% of the current levy so it is slightly higher than normal, while in 2020, the receivable was 39% at June 30. Collection patterns have improved from 2020 but have not yet returned to the five year average percentage prior to the onset of the Covid-19 pandemic. As mentioned under *Financial Highlights*, penalty revenues will be lower in 2022 as Council gave direction for tax penalty changes in the Fees and Charges Bylaw to reflect reduced penalties for residents and commercial tax payers who were in signed tax agreements for taxes in arrears.
- Other operating income is projected to come in \$399,000 under budget. The budget included anticipated land sales that are no longer planned for 2021.

- Investment income is trending higher than budget by \$134,000. The City's investment balance is \$5.36 million higher at the end of Q2-2021 than the preceding year. The prior year balance is considered when projecting investment income for the coming year.
- A utility administration fee is recognized to cover the cost of providing utility services in the organization for departments not specifically charged to utility operations (i.e. corporate services). It is typically calculated as 15% of utility expenses before transfers. As there is an overall anticipated decrease in utility expenses before transfers these revenues are now projected to come in \$27,000 under budget.

## Municipal Operating Summary – Expense Highlights

The following are expense highlights from the *Municipal Operating Summary* attached to this report:

- General government expenses are projected to come in \$410,000 under budget. Savings can be primarily attributed to lower than anticipated spend in the areas of Information Systems and Integrated Planning and Strategic Services. Licensing fees will be lower due to centralization of licenses as part of the wireless project. Internet connection fees came in lower on contract renewal, and hardware purchases will be less than planned. An organizational effectiveness review planned for 2021 will no longer be undertaken, and the forecasts for legal fees and insurance costs were reduced as year to date spend has been lower than planned.
- Protective Services is anticipating expense savings of \$205,000. Annual RCMP contract expenses were reduced to better align the forecast with the way the City is being billed by the RCMP. It wasn't fully aligned in the past as the RCMP was not able to provide the City with the full complement of officers requested but the budget remained the same. The forecast more accurately reflects what the City will pay under the contract.
- Transportation and roadway services are projecting savings of \$1.7 million. Snow and ice control contract expenses came in significantly under budget as these costs are weather dependant and there was a lower than anticipated snowfall in Q1-2021. Transit contract expenses are also anticipated to be lower, a direct result of reduced service due to the Covid-19 pandemic. Concrete crushing planned for 2021 is no longer scheduled to take place, and some repairs and maintenance expenses planned for City facilities will not get completed.
- Community Services is projecting expense savings of \$801,000 for the year. These savings are attributed to program alterations in response to the Covid-19 pandemic and associated public health restrictions. Overall reductions were identified for performing arts, special events, home support and youth programs, the Summer in the City program and Horizon Stage administration and facility expenses.

## Utility Operating Summary

- Second quarter utility results are projecting a surplus of \$317,000 to be transferred to the utility reserve. Revenues are projected to come in above budget by \$109,000 due to increased activity at the Eco Centre. Expenses are expected to come in under budget by \$208,000. Expenses were increased for waste management materials and supplies and for increased activity at the Eco Centre. These increases were offset by a change in the scope of the Storm Pond Major Maintenance Condition Study, resulting in lower than anticipated spend in 2021.

## Trending Data

### Development Activity

#### *Year over Year Comparison January to June*

Development Permit Type	2019		2020		2021	
	# of Permits Issued	Value of Permits (\$000)	# of Permits Issued	Value of Permits (\$000)	# of Permits Issued	Value of Permits (\$000)
<b>Commercial</b>	32	\$4,185	23	\$3,058	32	\$13,595
<b>Garages</b>	28	\$656	8	\$160	25	\$495
<b>Industrial</b>	8	\$6,837	11	\$1,175	10	\$4,836
<b>Institutional</b>	4	\$20,829	0	\$0	2	\$3,505
<b>Multi-family</b>	16	\$2,580	2	\$2,550	17	\$4,975
<b>Semi-detached Residential</b>	21	\$7,256	52	\$13,311	72	\$17,308
<b>Single-detached Residential</b>	50	\$14,982	35	\$10,442	102	\$28,866
<b>Residential Improvements</b>	150	\$2,166	149	\$1,827	205	\$2,889
<b>Total</b>	309	\$59,491	280	\$32,523	465	\$76,469

Note – for commercial, industrial and institutional, improvements and new permits have been combined for the purposes of this report.

Development activity in the first half of 2021 is showing a return to pre-pandemic levels with residential development trending higher and, in particular, the semi-detached category. Residential improvements are also trending higher with residents investing in their property.

## Emerging Social Needs – January to June

		YTD		
Values	PRESENTING ISSUE	2019	2020	2021
Q1	Community Volunteer Income Tax Program	357	559	554
	Housing/Homeless	71	132	138
	Financial	42	159	67
	Physical Health	9	25	111
	Addictions/Mental Health	22	60	61
	Basic Needs	10	29	59
Q2	Community Volunteer Income Tax Program	442	381	381
	Housing/Homeless	122	144	132
	Financial	103	175	132
	Physical Health	27	37	66
	Addictions/Mental Health	15	69	29
	Basic Needs	15	34	23
Total Q1		511	964	990
Total Q2		724	840	763

- Completion of tax returns for eligible residents via community volunteers continues to be the greatest request in Q1 and Q2 as volume aligns with tax season. Support with tax returns is an important poverty reduction strategy and is a precursor for individuals with modest incomes accessing or maintaining needed financial benefits. FCSS is currently the only program in the community coordinating a Community Volunteer Income Tax Program.
- An increase in requests for housing support can be seen in 2020 and continuing into 2021. This can be due to economic pressures resulting in the need for housing breakdown prevention combined with increased referrals due to the launching of the Regional Housing program.
- Requests for referrals to financial supports increased in 2020 due to the onset of COVID-19. Requests declined in 2021 but still remain higher than pre-pandemic levels.
- A significant increase in requests for mental health and addictions supports could be due to financial stressors and social isolation experienced within the community as a result of the pandemic. Requests for support of physical needs also have increased as health services are backlogged, and residents with complex needs are seeking information on options.
- Requests for basic needs services increased in Q1 followed by a reduction in Q2; Administration continues to monitor this trend.

## Economic Activity

### Vacancy Rates

Timeframe	Industrial	Office	Retail
2020 – Q2	7.6%	11.4%	1.0%
2020 – Q3	7.8%	10.1%	1.1%
2020 – Q4	6.1%	10.1%	4.8%
2021 – Q1	3.2%	8.6%	4.2%
2021 – Q2	1.0%	5.3%	6.0%

Vacancy rates in both the industrial and office sectors have seen an overall decreasing trend over the last year while the retail sector has seen an increase. This increase may be attributed to the gap in time between when a business closes/relocates and when the space comes back on the market.

The following comment was made regarding the retail sector in Edmonton and may also be relevant to Spruce Grove: “Many retailers are facing difficulties as a result of the COVID-19 pandemic, which has forced many businesses to close permanently. However, a surge of new entrepreneurs have emerged during the pandemic, while other retailers continue to thrive and expand their presence in the city.”<sup>1</sup>

### Residential Housing Sales

Dwelling Type	Current Value	Month over Month % Change	Year over Year % Change
Single family detached	\$441,315	+4.66%	+10.16%
Condominium	\$231,732	+4.39%	+0.86%

Residential housing sales continue their trend upwards across the greater Edmonton area both from a price and volume perspective.<sup>2</sup>

### Labour Force Trends

Unemployment Rate	June 2020	June 2021
Canada	13.1%	8.0%
Alberta	14.9%	9.0%
Edmonton	15.8%	9.7%

  

Participation Rate	June 2020	June 2021
Canada	61.8%	64.9%
Alberta	66.4%	69.0%
Edmonton	65.8%	70.0%

Both the increase in the participation rate and decrease in the unemployment rate are positive indicators for the economy<sup>3</sup>. There was also positive employment growth across most industry sectors with retail trade, accommodation and food services and construction seeing the largest increases.<sup>4</sup>

<sup>1</sup> Cushman & Wakefield, Q4 2020 Edmonton Retail Report, [file:///C:/Users/tshepherd/Downloads/Edmonton\\_Americas\\_Marketbeat\\_Retail\\_Q42020-v2.pdf](file:///C:/Users/tshepherd/Downloads/Edmonton_Americas_Marketbeat_Retail_Q42020-v2.pdf)

<sup>2</sup> Realtors Association of Edmonton. Monthly Market Statistics Update, June 2021, [https://realtorsofedmonton.com/web/RAE\\_Public/Market\\_Stats/Monthly%20Market%20Statistics/RAE\\_Public/Market\\_Statistics/Monthly\\_Market\\_Stats.aspx](https://realtorsofedmonton.com/web/RAE_Public/Market_Stats/Monthly%20Market%20Statistics/RAE_Public/Market_Statistics/Monthly_Market_Stats.aspx)

<sup>3</sup> Statistics Canada, Labour Force Characteristics, <https://www150.statcan.gc.ca/t1/tbl1/en/tv.action?pid=1410038001>

<sup>4</sup> Government of Alberta, Economic Dashboard, June 2021, <https://economicdashboard.alberta.ca/Unemployment#industry>

## Q2 Update

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### Organizational Updates

#### 2021 Summer Community Activities and Events

##### *Objectives for 2021*

- Host a variety of summer activities and events for residents.
- Contribute to building a sense of community by providing opportunities for residents to come together.
- Support other organizations to deliver community activities and events for residents.

##### *Status Summary*

- Canada Day 2021 looked different from previous Canada Day celebrations due to resourcing and limited time to plan given changing public health measures.
  - Residents were encouraged to get out and explore the community on Canada Day.
  - Staff intentionally designed the activities to be informal and spontaneous.
  - Two fireworks shows allowed residents the opportunity to view them from most areas of the city.
  - 15 roaming performers were in select parks providing entertainment in a safe manner.
- Pop-Up Playground, a free drop-in program with fun activities that takes place throughout the parks of Spruce Grove in July and August, is designed for kids to attend with friends, parents or caregivers. Each week features a different theme, special events, games and crafts.
  - The Pop-Up Playground is scheduled for seven weeks this summer, starting July 5 and ending August 20.
- The Ken Morrison/REMAX Excellence Spray Park opened on May 31 and was on a reservation system due to COVID-19 health restrictions until July 1. At this time, no reservations are required.
  - When the reservation system was running, 5,547 individuals reserved a time slot for the spray park.
- The Block Party Program will run from June 1 to August 31 this year and the City has partnered with Save-On Foods to support the program with food vouchers and supplies to support applicable public health measures.
  - A total of 33 block parties have been registered to date with two having taken place in June.
- City staff are supporting community partners to deliver other summer events, but there is a level of uncertainty due to COVID-19 and potential restrictions that could be in place later in the summer.
- In addition, due to the economic downturn pre-pandemic and the economic impact of COVID-19 on the local economy, local sponsorship for community events is difficult to obtain. This directly impacts the ability for community partners to deliver community events.

## Inter-municipal Collaboration & Community Partnerships

### *Objectives for 2021*

- Continue work on the Tri-Region Municipal Plan.
- Start work on the trail connection between Spruce Grove and Stony Plain.
- Continue collaboration with regional partners, particularly on the PathwaysHOME project with the Town of Stony Plain.

### *Status Summary*

- The Tri-Region Municipal Plan Report was presented to Council at the June 22 Special Council Meeting.
  - Work is underway to start planning for implementation on recommendations within the report beginning with the formation of a CAO Secretariat.
- Design for the Spruce Grove/Stony Plain trail is complete and negotiations are progressing with land owners.
- The Community Homeless Winter Emergency Response report is now available and can be found [here](#).
  - The Late Night Café – where guests could enjoy a hot meal, warm beverages, and had access to cold weather supplies when needed – was open for 21 nights and 7 days during the months of December, January, and February.
  - There were 125 individuals who used the Late Night Café with many as repeat users.

## City Operations Relaunch

As province wide COVID-19 public health restrictions eased on July 1, the City gradually reopened the following facilities to the public:

- Border Paving Athletic Centre, reopened July 5.
- City Hall main floor front counter, reopened July 5.
- Public Works Facility front counter, reopened July 12.
- Planning and Development & Engineering front counter, reopened July 12.
- Elks Hall, reopened July 16.

Members of the public who enter City facilities are not required to wear face coverings. Personal protective equipment (PPE) such as dividers and sanitizer stations will remain in place in most publicly accessible areas.

In addition, Administration is taking a phased approach to allow staff to move back into their pre-pandemic office location. All staff are scheduled to be back in the office by early September and an employee guidebook was developed to help with this transition. Administration is following what many other organizations are doing to balance the learnings from remote work arrangements and the synergy of working on site, and has developed a remote work policy that allows staff to work from home two days a week if their job responsibilities allow.

## Planning Review

### *Objectives for 2021*

- Complete a review of the Planning and Development programs and services to determine where improvements can be made.



### *Status Summary*

- A third party contractor was hired to work with Planning and Development department on this review.
- The intent is to look at the department's programs and services and provide a series of recommendations on creating efficiencies, improving service levels and the customer experience.
- In addition, the contractor will look at other municipalities' programs and services to determine best practices and make recommendations as part of its report.
- Work started in June and is scheduled to finish in late 2021.

## Project Updates Related to Strategic Portfolios

This section lists the projects, grouped by strategic portfolios and themes from the 2021-2023 Corporate Plan, which saw significant progress and reached key milestones during the quarter. For each project, an overview of the work planned for the current year is identified, along with a summary of the overall progress.

## Investing in Our Growth and Prosperity

### Climate Change Action Plan

#### *Objectives for 2021*

- The Climate Change Action Plan (CCAP) will serve as the 10 year guiding document for the City. It will provide the background, modelling, justification and tactics to address climate change through mitigation and adaptation measures over the next 10 years.
- Develop an updated CCAP that builds on the work of the past 10 years while taking into consideration the scientific advances in climate change projections and the corresponding legislative changes and agreements.
- Highlight ways in which the City can mitigate climate change through traditional environmental sustainability programs and measures, such as waste diversion, water conservation and greenhouse gas reduction.
- Focus on ways the City can prepare and adapt to a changing climate by incorporating climate projections into operations, capital projects and future development.

#### *Status Summary*

- An initial engagement to kick off the development of the CCAP occurred in May with a public survey and an open house. The survey received 86 respondents and the workshop was attended by 6 individuals (3 members of Council and 3 members of the public).
- Several workshops and interviews have taken place with internal and external stakeholders to assess the risks to the City from a changing climate and to also determine where the City may be able to realistically reduce its greenhouse gas emissions.
- The project is moving into a data analysis stage to compile all of the engagement and research results. Once some actions have been highlighted, additional engagement with stakeholders and the public will take place early fall.
- To support this work, an Energy Manager position was hired in April for a two year contract, with 80% funded through Municipal Climate Change Action Centre.

## Single-Use Items Reduction Bylaw

### *Objectives for 2021*

- Develop a Single-Use Items Reduction Bylaw based off of the recommendations from the Single-Use Items Reduction Strategy to reduce the distribution of plastic checkout bags, plastic straws and polystyrene serving ware.
- Allow for a 10 month transition period for local businesses to use up existing stock and prepare for the bylaw to come into effect on January 1, 2022.

### *Status Summary*

- The Single-Use Items Reduction Bylaw C-1109-20 was approved by Council in February. The bylaw is a result of the recommendations from the Single-Use Items Reduction Strategy. In addition, it was developed with input from the public, subject matter experts, and regional partners and serves as a means to reduce the amount of single-use items waste in Spruce Grove.
- The City hosted the Reduce Your Use Design Contest. Youth (ages 13 and under) submitted artwork that shows how people can Reduce Your Use and help cut down on pollution from single-use items. The winning piece is being printed on reusable bags and shared across the community this summer/fall.
- The City launched a business toolkit which provides local businesses with posters, till toppers, social media posts and FAQs to promote the bylaw change within their businesses. These materials can be printed off the [City's website](#).
- The City has contracted S-Cubed Environmental to conduct phone calls to local businesses as a follow up to a letter that was sent in the spring. The call will ensure that businesses are aware of the bylaw and that they are able to access the toolkit. Businesses are also being asked if they would be interested in attending an information session on the bylaw in the fall. If there is enough interest the City will host an information session.

## Jubilee Park Master Plan Implementation

### *Objectives for 2021*

- Design and construct the boardwalk trail.
- Work on defining the scope for interpretive features.

### *Status Summary*

- The design of the boardwalk trail is complete and awaiting approval from Alberta Environment.
- A contractor is selected and the project timeline is still on track with completion aimed for fall 2021.
- The scope for interpretive features is now being moved to the final phase of development. The project team wants to incorporate Indigenous features into the design and wants to engage with our Indigenous partners in a meaningful way on this piece, which requires more time.
- As a result of a change in scope, the full \$200,000 grant from TransMountain Legacy Fund will be used to fund the boardwalk. At this time, we are in the final stages of formal sign off on these grant changes.

## Civic Centre

### *Objectives for 2021*

- To proceed with a preliminary design of a proposed Civic Centre.
- To engage stakeholders and implement the project delivery plan.

### *Status Summary*

- The contract for pre-design is being finalized with the architect.
- A significant amount of stakeholder engagement is being conducted. This includes formal engagement pieces with larger stakeholders as well as informal engagement with smaller stakeholders to better understand their needs and how they would use the proposed facility.
- The project team has designed the engagement process to include a variety of stakeholders in order to build community support and awareness of the potential the Civic Centre can bring to our City.
- The project team is also developing a strategic communications plan in order to keep members of Council, stakeholders and the community up to date with project milestones.

## 2021 Construction Projects

### *Objectives for 2021*

- Develop a [website](#) that provides information on construction projects planned for 2021.
- Keep residents and Spruce Grove businesses informed and aware of any and all impacts these projects may have on day to day life.

### *Status Summary*

- All 2021 construction projects are on schedule.
- Website updated regularly, including when major updates happen.

## City Centre Area Redevelopment Plan (ARP)

### *Objectives for 2021*

- Complete the redevelopment of Columbus Park.
- Continue streetscape design and engagement with stakeholders.

### *Status Summary*

- Columbus Park design was approved by Council on March 22 and construction started July 5.
- To accommodate the redevelopment of Columbus Park, the site will be closed during construction. Additionally, the sidewalk on the east side of Main Street between McLeod Avenue and First Avenue, will be closed for the duration of the project (pedestrian traffic will be accommodated).
- The existing clock tower at Columbus Park was carefully removed and provided to the Spruce Grove and District Agricultural Society for future display. As well, the existing dedication bricks at the park were salvaged and will be re-used in the redevelopment process.
- Council also approved the streetscape for McLeod Avenue on June 28 with construction scheduled to start in 2022.

## Investing in Our Interconnectivity

### Fibre-Optic Broadband Strategy Implementation

#### *Objectives for 2021*

- Explore options for operating models and partner opportunities as part of the fibre-optic broadband initiative.
- Complete the detailed design of the broadband network and issue a Request for Proposal (RFP) to seek a partner that will add investment capital to the project and will construct, operate and provide services on the network.

#### *Status Summary*

- The team is finalizing negotiations with the preferred vendor as a result of the RFP.
- Work is expected to begin late summer.

### Implement PathwaysHOME

#### *Objectives for 2021*

- Provide resources to allow regional community groups to align towards a common set of strategies in order to build capacity and achieve sustainable systemic change through collective action.
- Engage formally with lived experience for advice in breaking down unconscious biases and barriers to ensure services and supports are helping those they are intended to serve.
- Convene focused working groups to develop particular areas as identified in PathwaysHOME.

#### *Status Summary*

- The Champions Table developed the concept of a First Voice Advisory Group of people with living experience to inform decision making in addressing poverty and homelessness. This is meant to be a networked group as opposed to a committee.
- The Housing and Service Needs Estimate was released in April and went as a briefing note to Council, in addition to presentations to community stakeholders across the region.
- The Core Housing Needs Study, in partnership with the Town of Stony Plain, is moving forward as ISL Engineering has been procured to complete the work. This study is expected to be released in the fall.
- Recruitment for Champions Table members is complete and new members from the Native Counselling Services and the Family Resource Network joined the table.

## Community Inclusion Initiative

### *Objectives for 2021*

- Update City organizational processes, policies, procedures, and culture to support equity, diversity and inclusion (EDI) work.
- Perform an accessibility audit for three City facilities.
- Make partnerships with external stakeholders interested in advancing EDI in the community.

### *Status Summary*

- The facilities accessibility audit was awarded to Universal Access Design Consulting and work is underway. City facilities being audited in July include City Hall, Jubilee Park, Elks Hall and the Agrena and the final audit report is expected in September.
- Administration is continuing work on an ongoing grant scan to identify grant opportunities that may be available for partners in the community and the City. Community Social Development is communicating these opportunities to the community and supporting these organizations with their grant applications.

## Investing in Our Service Supports

## Implementation of Electronic Meeting Management Software

### *Objectives for 2021*

- Upgrade the existing audio/visual system in Council Chambers to allow for electronic video attendance and the recording and webcasting (live stream) of Council and Committee of the Whole meetings. This will promote transparency in government, make the meetings more accessible to the public, and enhance communication between Council and the community.
- Upgrade agenda management software to improve efficiency in agenda preparation and meeting processes.

### *Status Summary*

- Since the meetings began streaming on YouTube, public participation increased significantly. YouTube viewings per meeting ranged from 15 to 225 between February and June 2021. This represents 15 meetings being live streamed with total views at 956.
- Agenda management software (eSCRIBE) is being deployed across the organization. Staff and members of Council will receive training, with the first live Council meeting with eSCRIBE planned for November 2021.
- Council Chamber upgrades are on budget and on schedule to be completed in September.
- This project is being funded by the Investing in Canada Infrastructure Program (ICIP).