



CORPORATE AND ADMINISTRATIVE SERVICES COMMITTEE

Thursday, January 27, 2022

**Held Electronically and Transmitted via the SCRD Boardroom,
1975 Field Road, Sechelt, B.C.**

AGENDA

CALL TO ORDER 9:30 a.m.

AGENDA

1. Adoption of Agenda

PRESENTATIONS AND DELEGATIONS

REPORTS

2. 2022 Electoral Areas' Grant-in-Aid Timelines
General Manager, Corporate Services / Chief Financial Officer
(Voting – A, B, D, E, F) Annex A
Pages 1-6
3. Parcel Tax Roll Review Panel
Manager, Financial Services
(Voting – All Directors) Annex B
pp. 7-8
4. Sunshine Coast Regional District Debt as at December 31, 2021
Budget and Financial Analyst
(Voting – All Directors) Annex C
pp. 9-13
5. Contracts Between \$50k and \$100k (September to December)
Manager, Purchasing and Risk Management
(Voting – All Directors) Annex D
p. 14
6. Director Constituency and Travel Expenses for Period Ending
December 31, 2021
Accounts Payable Technician
(Voting – All Directors) Annex E
pp. 15-16
7. Corporate and Administrative Services – Semi-Annual Report for
2021
Joint Report
(Voting – All Directors) Annex F
pp. 17-27

COMMUNICATIONS

NEW BUSINESS**IN CAMERA**

That the public be excluded from attendance at the meeting in accordance with Section 90 (1) (g) and (k) of the *Community Charter* – “litigation or potential litigation affecting the municipality” and “negotiations and related discussions respecting the proposed provision of a municipal service that are at their preliminary stages and that, in the view of the council, could reasonably be expected to harm the interests of the municipality if they were held in public.”

ADJOURNMENT

SUNSHINE COAST REGIONAL DISTRICT STAFF REPORT

TO: Corporate and Administrative Services Committee Meeting – January 27, 2022

AUTHOR: Tina Perreault, General Manager, Corporate Services / Chief Financial Officer

SUBJECT: 2022 ELECTORAL AREAS' GRANT-IN-AID TIMELINES

RECOMMENDATION(S)

THAT the report titled 2022 Electoral Areas' Grant-in-Aid Timelines be received;

AND THAT the timeline with respect to the 2022 Electoral Areas' Grant-in-Aid process be approved as presented or amended;

AND FURTHER THAT the following recommendation be forwarded to the January 27, 2022 Regular Board Meeting.

BACKGROUND

The funding of Electoral Areas' Grant-in-Aid is provided by the Sunshine Coast Regional District's (SCRD) five (5) unincorporated Electoral Areas being Egmont/Pender Harbour (Area A), Halfmoon Bay (Area B), Roberts Creek (Area D), Elphinstone (Area E), and West Howe Sound and Islands (Area F). The Electoral Areas provide Grant-in-Aid funding in order to assist non-profit societies / organizations and registered charitable societies / organizations that provide community, tourism or regional benefit and enrichment, enhancing the quality of life for residents.

The Electoral Areas' Grant-in-Aid Process will start in mid-February as approved by the Sunshine Coast Regional District (SCRD) Board and is based on the Board Policy 5-1850 Grants to Organizations – Electoral Areas' Grant-in-Aid.

The purpose of this report is to formalize the 2022 Electoral Areas' Grant-in-Aid process timelines to begin public advertisement.

DISCUSSION

Timeline and Next Steps

Staff recommends the following timeline with respect to the 2022 Electoral Areas' Grant-in-Aid process and recommends one intake of the program:

- February-March- Public Advertisement
- March 31, 2022 – Electoral Areas' Grant-in-Aid intake for applications deadline.
- Week of April 11, 2022 Electoral Area Directors will receive the Special In-Camera CAS Committee meeting agenda to review;
- May 5, 2022 – Special In-Camera CAS Committee meeting 9:30 a.m. to 12:00 p.m.;
- May 19, 2022 – recommendations placed on May 26, 2022 CAS Committee Agenda;

- May 26, 2022 – discussion of recommendations, if applicable, and referred to the Board meeting for adoption.

There are also past motions from the Board to review alternative options for Section 8.2 of the Policy related to Fire Suppression and Life or Emergency Safety Equipment. A report is scheduled to come forward to a February 2022 Committee with further information for the Boards consideration.

Communications Strategy

Advertisements will be placed in the local newspapers by mid-February, and the SCRD website will be updated accordingly.

STRATEGIC PLAN AND RELATED POLICIES

The Electoral Areas Grant-in-Aid process supports the Board's strategic focus area of "Working Together".

CONCLUSION

Staff recommend the following timeline with respect to the 2022 Electoral Areas' Grant-in-Aid process be approved as presented to commence public advertisement.

Attachment

A- Electoral Areas' Grant-in-Aid Policy

Reviewed by:			
Manager		Finance	
GM		Legislative	
CAO	X – D. McKinley	Other	



Section:	Finance	5
Subsection:	Grants to Organizations	1850
Title:	Electoral Areas' Grant-in-Aid	1

1. PURPOSE

This policy provides the framework to enable the Sunshine Coast Regional District (SCRD) Electoral Area Directors to make fair and equitable recommendations to the SCRD Board on behalf of their respective areas in the granting of funds to the community.

2. SCOPE

This policy applies to all SCRD officers, employees, Board members, and applicants to the Grant-in-Aid process.

The SCRD Electoral Areas provide Grant-in-Aid funding in order to assist non-profit societies / organizations and registered charitable societies / organizations that provide community, tourism or regional benefit and enrichment, enhancing the quality of life for residents.

3. DEFINITIONS

Electoral Areas: means SCRD's five (5) unincorporated Electoral Areas being Egmont/Pender Harbour (Area A), Halfmoon Bay (Area B), Roberts Creek (Area D), Elphinstone (Area E), and West Howe Sound and Islands (Area F).

4. POLICY

This policy establishes open and transparent guidelines for the evaluation and distribution of Electoral Areas' Grant-in-Aid, respecting the limited financial resources available for this purpose.

- 4.1 Each year, as part of the budget process, the SCRD Board will establish a maximum amount for Electoral Areas' Grant-in-Aid funding for the following year's budget.
- 4.2 The maximum allowable grant request for a single Electoral Areas' Grant-In-Aid application (per project / per event) is \$5,000 (five thousand dollars). Requests for \$500 (five hundred dollars) or less will be accepted from non-registered organizations, societies, or groups demonstrating a community need and / or whose objectives are charitable in nature. If a request is for more than \$500 (five hundred dollars) the organization must be a registered society to be an eligible applicant, or otherwise may apply through a partner organization that is a registered society.
- 4.3 To be considered for funding, the proposed project, program, service or special event should fill a need in the community with no overlap to identifiable or competing projects, programs, services or special events.
- 4.4 Electoral Areas' Grant-in-Aid is not intended to replace any financial responsibilities of senior levels of government or other government agencies or affiliates.



BOARD Policy

- 4.5 Organizations funded on an ongoing basis through taxation or those that receive a fee for service from the SCRD are not eligible for grant funding under this policy, unless the application is for a program other than the funded service.
- 4.6 The SCRD is subject to the provincial *Freedom of Information and Protection of Privacy Act* and cannot guarantee the information provided on Grant-in-Aid applications can or will be held in confidence.
- 4.7 On or before April 1st of each year, the SCRD will accept applications for Electoral Areas' Grant-in-Aid funding.
- 4.8 Late applications may be considered for emergent requirements subject to available Electoral Areas' Grant-in-Aid funding (see Section 8.3).
- 4.9 Grant funding is not guaranteed from year to year. Organizations are encouraged to work toward financial independence.

5. POLICY – BURSARY, SCHOLARSHIP, SUBSIDY

- 5.1 Grants will not be awarded to societies for use as scholarships, bursaries, or subsidies, with the exception of the School District 46 (SD46), under the direct approval of the SCRD.
- 5.2 Grants may be awarded to SD46 if the grant provides a direct benefit to a project that has significant benefit to the community.
- 5.3 Grant allocation to SD46 for bursary funding for each of the four secondary schools is to be approved each year within the SCRD budget process. Unclaimed bursary funding provided to SD46 will be reported to the SCRD on an annual basis. If amounts remain unclaimed after 2 years, funds will be returned to the SCRD to be re-allocated as the SCRD Board sees fit.

6. EXCEPTIONS

- 6.1 Funding requests that do not meet the basic criteria of the policy will be considered on a case- by-case basis at the discretion of the SCRD Board.

7. AUTHORITY TO ACT AND RESPONSIBILITIES

7.1 Legislation

The authority to provide grants of assistance is set out in the *Local Government Act*, section 263(1) as follows: "Subject to the specific limitations and conditions established under this or another Act, the corporate powers of a board include the following:... (c) to provide assistance for the purpose of benefitting the community or any aspect of the community."



BOARD Policy

7.2 SCRD Board

The SCRD Board has an obligation to all of its citizenry to protect the SCRD from exposure to unacceptable liability that could arise as a result of its funding relationships.

The SCRD Board has both statutory and budgetary limitations on Electoral Areas' Grant-in-Aid and wish to ensure that these funds are disbursed as fairly and equitably as possible to deserving applications with due regard to the degree of benefit that will result to the residents of the Sunshine Coast communities. Therefore, the SCRD Board has full discretion whether grants are allocated and for what amounts and all decisions are final.

8. EVALUATION CRITERIA

8.1 The Electoral Areas' Grant-in-Aid Committee shall use some or all of the following criteria to assess applications (in no particular order):

- Evidence of community need or desire for proposed program, project, service or event
- Potential benefit to the residents of the Sunshine Coast - use new approaches and techniques in the solution of community needs; whose project, program, service or special event is accessible to a large portion of the community's residents
- Evidence of community partnerships or support (financial or in-kind)
- Capacity to deliver the proposed program, project, service or event
- Level of volunteer participation and citizen involvement
- Evidence of financial need
- Evidence of funding from other sources
- Ability to demonstrate or anticipate future outcomes
- Public accessibility
- Exercise co-ordination, co-operation and collaboration with other groups to prevent duplication of projects, programs, services or special events

8.2 Electoral Areas' Grant-in-Aid will not be approved for:

- Large capital costs for equipment or improvements to (Privately) owned properties;
- Fire Suppression and Life or Emergency Safety Equipment;
- Annual Expenses;
- Remuneration (wages, salaries, other fees);
- Personal benefit, individuals, industrial, commercial, business undertakings (proprietor, member or stakeholder), educational institutions hospitals / healthcare;
- Religious or ethnoocultural organizations serving primarily their membership or their own religious or ethnic promotion or purpose;
- Annual fundraising campaigns;
- Endowment funds;
- Debt retirement, interest payments or reserves;
- Cost of developing a proposal or undertaking a facility study;



BOARD Policy

- Non-profit societies conducting regional, Provincial or Federal level fundraising campaigns

8.3 If an applicant's project, program, service or special event is time sensitive where:

- funding is required prior to the application deadline date (on or before April 1st) and / or the August 1st payment date; or
- funding for a project that was not realized by the announced application deadline date and / or the August 1st payment date;

the applicant may submit an application to the SCRD to be brought forward to a standing committee for review. The applicant must use the Electoral Areas' Grant-in-Aid application form and comply with the requirement and criteria of this Policy and provide justification for late application.

9. ACCOUNTABILITY AND ACKNOWLEDGEMENT

- 9.1 In the event that the Electoral Areas' Grant-in-Aid funding results in a surplus to the applicant's needs or is no longer required for the project, program, service or special event for which it was intended or described in the application, the SCRD will be notified immediately and any remaining funding must be returned to the SCRD as soon as possible.
- 9.2 Recipients must acknowledge the SCRD as a supporter of the project, program, service or special event in publications or marketing. Projects, programs, services or special events may not be represented as an SCRD event nor may the society / organization hold itself out as an agent of the SCRD in anyway.

10. REFERENCES (Bylaws, Procedures, Guiding documents)

Terms of Reference – Rural Areas' Grant-in-Aid Review Committee

Approval Date:	February 11, 2021	Resolution No.	040/21 Rec. No. 1
Amendment Date:		Resolution No.	
Amendment Date:		Resolution No.	
Amendment Date:		Resolution No.	

SUNSHINE COAST REGIONAL DISTRICT STAFF REPORT

TO: Corporate and Administrative Services Committee – January 27, 2022

AUTHOR: Brad Wing, Manager, Financial Services

SUBJECT: **PARCEL TAX ROLL REVIEW PANEL**

RECOMMENDATION

THAT the report titled Parcel Tax Roll Review Panel be received for information;

AND THAT:

- Three members of the Board be appointed to the Parcel Tax Roll Review Panel;
- The Parcel Tax Roll Review Panel sitting be scheduled for February 24, 2022 at 9:00 a.m. to be held electronically and transmitted from the SCRD Boardroom; and
- The Chief Financial Officer be appointed Collector for the SCRD;

AND FURTHER THAT the following recommendation be forwarded to the January 27, 2022 Regular Board meeting.

BACKGROUND

The purpose of the Parcel Tax Roll review is to ensure that the billing information is correct for the 2022 parcel tax, and to authenticate the Parcel Tax Roll.

As authorized under the Pender Harbour Pool Parcel Tax Roll Bylaw No. 612, Community Recreation Facilities Parcel Tax Roll Bylaw No. 577, and the Water Rates Bylaw No. 422, including Regional Water, South Pender Harbour Water and North Pender Harbour Water Service Areas, parcel taxes will be assessed on all eligible parcels listed on the Parcel Tax Roll.

DISCUSSION

The *Community Charter* requires that a Parcel Tax Roll Review Panel (PTRRP) process be held to hear any matters referred to in *Community Charter Section 205 (1) [complaints to the parcel tax roll review panel]* and to authenticate the parcel tax roll.

Complaints to the review panel are to be in writing and are to make corrections only with respect to the following:

- there is an error or omission respecting a name or address on the parcel tax roll;
- there is an error or omission respecting the inclusion of a parcel;
- there is an error or omission respecting taxable area or the taxable frontage of a parcel;
- an exemption has been improperly allowed or disallowed.

The Parcel Tax Roll will be made available to the public for inspection commencing Monday, February 7, 2022, with notice that corrections will be accepted up to Monday, February 21, 2022. Information regarding requests for correction will be provided to the Parcel Tax Roll Review Panel on Thursday, February 24, 2022.

Normally three members of the Board are appointed to the Review Panel.

STRATEGIC PLAN AND RELATED POLICIES

The Parcel Tax Roll Review is in accordance with the *Community Charter* legislation as a statutory requirement.

CONCLUSION

A Property Tax Roll Review Panel must meet annually to address complaints and authenticate the assessment roll.

Staff recommend three members of the Board be appointed to the Parcel Tax Roll Review Panel which will meet electronically on Thursday, February 24, 2022 at 9:00 a.m. and to appoint the Chief Financial Officer as Collector for the SCRD.

Reviewed by:			
Manager		CFO/Finance	X - T. Perreault
GM		Legislative	X - S. Reid
CAO	X – D. McKinley	Other	

SUNSHINE COAST REGIONAL DISTRICT STAFF REPORT

TO: Corporate and Administrative Services Committee – January 27, 2022

AUTHOR: Alex Taylor, Budget and Financial Analyst

SUBJECT: SUNSHINE COAST REGIONAL DISTRICT DEBT AS AT DECEMBER 31, 2021

RECOMMENDATION(S)

THAT the report titled Sunshine Coast Regional District Debt as at December 31, 2021 be received for information.

BACKGROUND

The purpose of this semi-annual report is to provide the Committee with current information regarding the Sunshine Coast Regional District's (SCRD) debt obligations and any market updates which may impact debt for the SCRD.

DISCUSSION

A summary of the SCRD's short- and long-term debt obligations as at December 31, 2021 is provided in Attachment A.

Specifics of new debt issues, budgeted unissued debt, and expiring debt affecting the 2022-2026 Financial Plan are detailed below along with information on member municipality debt and historical debt levels.

New Debt Issued

On October 22, 2021, an equipment financing loan agreement was entered into to provide funding for an Excavator & Trailer for the Regional Water Service per Board resolution 004/20 No. 32. The principal amount of the loan is \$138,630. Proceeds were advanced on October 29, 2021 and is scheduled to be repaid over a term of 60 months.

Budgeted Unissued Debt

Budgeted funding from borrowing proceeds for four capital projects and twelve equipment purchases totaling \$18,639,844 were included in the draft 2021-2025 Financial Plan at December 31, 2021 and are detailed in Table 1 below. The total budgeted unissued debt is not inclusive of budget proposals from 2022 budget deliberations.

The timing for issuance of new borrowing is estimated based on individual project timelines and is subject to final authorization through either a Security Issuing Bylaw or Board resolution if not already in place.

Table 1: Summary of Budgeted Unissued Debt				
Project/Equipment Purchase	Budgeted Proceeds	Proposed Term	Estimated Issuance	Authorization
GDVFD Engine #1 Replacement*	400,789	5 Years	Q1 2022	004/20 No. 9
HMBVFD Tanker (Tender) Replacement*	200,000	5 Years	2022	004/20 No. 11
Building Maintenance Vehicle*	25,000	5 Years	2022	004/20 No. 19
Water Meter Installations – Phase 3*	7,250,000	20 Years	Spring 2023	196/21
Vehicle Purchase – Strategic Infrastructure Division*	46,500	5 Years	2022	065/20 No. 37
Regional Water Utility Vehicle Purchase*	46,500	5 Years	2022	004/20 No. 31
Church Road Well Field Project*	8,000,000	30 Years	Fall 2022	<i>Elector approval process complete-results received at July 23, 2020 Board Meeting.</i>
South Pender Vehicle Purchase**	80,000	5 Years	2022/2023	046/21 No. 64
Regional Water Vehicle**	210,000	5 Years	2022	046/21 No. 68
Sechelt Landfill Forklift**	25,000	5 Years	2022	046/21 No. 53
Cab Tractor**	70,000	5 Years	2022	046/21 No. 45
Sechelt Landfill Remediation**	1,247,677	5 Years	2022	163/21 No. 3
Power Supply System Replacement**	115,000	5 years	2022	068/21 No. 35
Coopers Green Hall Replacement**	528,378	5 Years	2024	068/21 No. 22
Sechelt Aquatic Centre Sprinkler Replacement**	175,000	5 Years	2022/2023	068/21 No. 13
Self-Contained Breathing Apparatus & Fill Station**	220,000	5 Years	2022	068/21 No. 7
Total	\$18,639,844			

*denotes a carry forward project from 2020

**denotes a project from 2021

Loan Authorization Bylaw No. 704

Issuance of \$5,000,000 in borrowing approved under Loan Authorization Bylaw No. 704 for the Chapman Lake Supply Expansion project is not anticipated based on the current project status (project not proceeding); however, the authority to borrow remains in place for the specified purpose until such time as the Loan Authorization Bylaw is repealed or five years from the date of adoption on July 28, 2021, whichever comes first. This authorized borrowing is not included in the draft 2022-2026 Financial Plan.

Expiring Debt

Equipment financing loan 0019-0 was fully repaid in December 2021. The annual debt servicing cost for this loan was \$24,326.

Equipment financing loan 0013-0 was fully repaid in December 2021. The annual debt servicing cost for this loan was \$14,341

The following debt is set to expire in 2022:

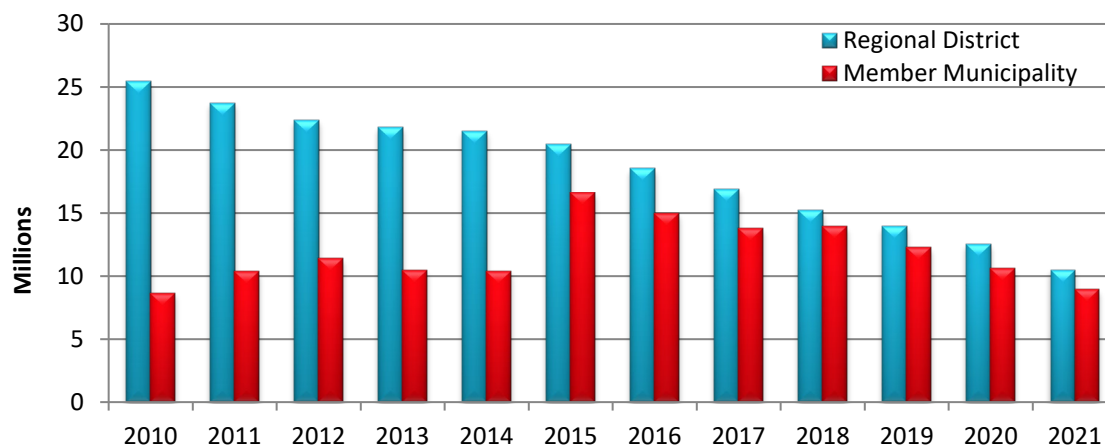
Debt Type	Issue #	Date of Expiration	Annual Debt Servicing
Equipment Financing	0015-0	31-Dec-22	\$71,210
Equipment Financing	0016-0	31-Dec-22	\$8,892
Equipment Financing	0021-0	31-Dec-22	\$24,232
Debenture	102-593	1-Dec-22	\$88,480

Member Municipality Debt

Municipal financing under loan authorization bylaws (other than temporary borrowing) must be undertaken by the applicable Regional District. As at December 31, 2021, the outstanding principal balance of debt recoverable from Member Municipalities by the SCRD was as follows:

Gibsons	\$ 5,901,442
Sechelt	3,028,298
Total	\$ 8,929,740

Historical Debt Balances



Financial Implications

All debt servicing costs are included in the Financial Plan and are updated annually to reflect actual repayment schedules and interest rates. Funding for expiring debt is automatically removed from the Financial Plan as a loan expires. Debt servicing costs for budgeted unissued borrowings are estimated based on current interest rates and are included in the Financial Plan no sooner than when the borrowing is expected to occur.

STRATEGIC PLAN AND RELATED POLICIES

The information provided in this report is consistent with the SCRD's Debt Management Policy.

CONCLUSION

An equipment financing loan for an excavator and trailer for the Regional Water Service was issued in October 2021. The principal balance of this loan was \$138,630 and will be repaid over a 60-month term.

Budgeted unissued debt funding for capital projects and equipment purchases totals \$18,639,844 as at December 31, 2021. This debt will be issued in accordance with project timelines and funding requirements, subject to any required authorizations.

Two equipment financing loans were repaid since the last debt report, with three equipment financing loans and one debenture set to expire in 2022.

Member municipality debt totaled \$8,929,740 as at December 31, 2021.

Attachment:

- A-SCRD Schedule of Short and Long Term Debt as at December 31, 2021

Reviewed by:			
Manager		Finance/CFO	X-T. Perreault
GM		Legislative	
CAO	X – D. McKinley	Other	

Sunshine Coast Regional District

Attachment A

Schedule of Short & Long Term Debt

Projected Balances as at December 31, 2021

LA/SI Bylaw or Resolution	Purpose	Interest Rate	Annual Servicing Costs	Principal Balance Remaining	Maturity	Rate Reset / Early Payout
Borrowing Under Loan Authorization Bylaw						
584/593	Parks Master Plan	2.25%	88,480	105,629	2022	N/A
550/561	Community Recreation Facilities Construction	4.77%	1,530,409	4,550,282	2025	N/A
544/553	Chapman Water Treatment Plant	0.91%	159,316	840,483	2025	N/A
557/572	Field Road Administration Building	4.88%	243,191	966,995	2026	N/A
550/561	Community Recreation Facilities	4.88%	167,664	666,676	2026	N/A
556/571	Fleet Maintenance Building Expansion	4.88%	33,530	133,322	2026	N/A
547/575	Egmont & District Fire Department Equipment	4.88%	8,238	32,757	2026	N/A
594/613	Pender Harbour Pool	2.25%	48,519	428,596	2029	2024
676/694	South Pender Water Treatment Plant	3.00%	82,479	953,138	2034	2024
617/628	North Pender Harbour Water UV & Metering	3.00%	28,850	280,000	2035	N/A
619/629	South Pender Harbour Water Metering	3.00%	43,275	420,000	2035	N/A
707/719	Square Bay Waste Water Treatment Plant	2.66%	17,868	258,847	2039	2029
			\$ 2,451,819	\$ 9,636,725		
Liabilities Under Agreement						
266/19 No. 5	Merrill Crescent Septic Field Replacement	0.97%	2,991	8,473	2024	Open
266/19 No. 5	Canoe Road Septic Field Replacement	0.97%	3,998	11,327	2024	Open
015/20 No. 5	Vaucroft Dock Capital Works	0.97%	92,586	270,000	2024	Open
			\$ 99,575	\$ 289,800		
Equipment Financing						
0015-0	Gibsons Fire Ladder Truck	0.97%	71,210	72,547	2022	Open
0016-0	Building Maintenance - Vehicle	0.97%	8,892	9,059	2022	Open
0017-0	Community Parks - Vehicle	0.97%	8,587	13,708	2023	Open
0018-0	SPHWS - Vehicle	0.97%	6,424	11,929	2023	Open
0021-0	Information Technology Hardware (2019)	0.97%	24,232	22,916	2022	Open
0020-0	Regional Water Vehicle Replacements (2018)	0.97%	42,546	106,484	2024	Open
0022-0	Regional Water Vehicle Replacements (2019)	0.97%	25,986	101,068	2025	Open
0023-0	Waste Water Vehicle Replacement (2019)	0.97%	9,275	36,073	2025	Open
0024-0	NPH Water Service Vehicle Replacement (2019)	0.97%	13,770	53,559	2025	Open
0025-0	Regional Water Excavator & Trailer	0.97%	28,393	134,116	2026	
			\$ 239,315	\$ 561,459		
Budgeted Unissued Borrowing				Amount	Proposed Term	
GDVFD Engine #1 Replacement			82,150	400,789	5 years	
HMBVFD Tanker (Tender) Replacement			40,994	200,000	5 years	
Building Maintenance Vehicle			5,124	25,000	5 years	
Water Meter Installations - Phase 3			567,496	7,250,000	15 Years	
Vehicle Purchase - Strategic Infrastructure Division			9,531	46,500	5 years	
Regional Water Utility Vehicle Purchase			9,531	46,500	5 years	
Church Road Well Field Project			364,025	8,000,000	30 Years	
South Pender Vehicle Purchase			16,398	80,000	5 years	
Regional Water Vehicle Purchase			43,044	210,000	5 years	
Sechelt Landfill Forklift			5,124	25,000	5 years	
Cab Tractor (Sports Fields)			14,348	70,000	5 years	
Sechelt Landfill Remediation			255,736	1,247,677	5 years	
Power Supply System Replacement			23,572	115,000	5 years	
Coopers Green Hall Replacement			108,302	528,378	5 years	
Sechelt Aquatic Centre Sprinkler System Replacement			35,870	175,000	5 years	
Self Contained Breathing Apparatus and Fill Station			45,093	220,000	5 years	
			\$ 1,626,338	\$ 18,639,844		
SCRD Long Term Debt Totals			\$ 4,417,047	\$ 29,127,828		
Debt Servicing Ratio*			9.08%			

*annual debt servicing cost/recurring revenue

SUNSHINE COAST REGIONAL DISTRICT STAFF REPORT

TO: Corporate and Administrative Services Committee – January 27, 2022

AUTHOR: Valerie Cropp – Manager, Purchasing and Risk Management

SUBJECT: **CONTRACTS BETWEEN \$50,000 AND \$100,000 FROM OCTOBER 1, 2021 TO DECEMBER 31, 2021**

RECOMMENDATION

THAT the report titled Contracts between \$50,000 and \$100,000 from October 1, 2021 to December 31, 2021 be received for information.

BACKGROUND

The Sunshine Coast Regional District's (SCRD) Delegation Bylaw No. 710 directs staff to provide the Committee with a quarterly report of all new contracts entered into that fall between \$50,000 and \$100,000.

This report includes vendor, purpose, function, amount and the authoritative budget.

DISCUSSION

A total of 141 contracts/purchase orders were issued during the time period October 1, 2021 to December 31, 2021 with three valued between \$50,000 and \$100,000.

	Supplier	Account Code	Awarded	Budget
1.	Softchoice Corporation -IT Software	117 – IT	\$59,107.20	Operating
2.	Avenue Machinery Corporation- 2165004 Supply & Delivery of Tractor	650- Community Parks	63,378.00	Capital
3.	Powerland Computers Ltd- 2111702 Purchase of Thin Client:	117 – Information Technology	71,378.75	Capital

STRATEGIC PLAN AND RELATED POLICIES

The disclosure of Contract Awards aligns with the Board's Purchasing Policy and Delegation Bylaw.

CONCLUSION

SCRD Delegation Bylaw No. 710 requires that a report be provided quarterly to Committee on contracts between \$50,000 and \$100,000.

Reviewed by:			
Manager		Finance/CFO	X-T. Perreault
GM		Legislative	
CAO	X – D. McKinley	Other	

SUNSHINE COAST REGIONAL DISTRICT STAFF REPORT

TO: Corporate and Administrative Services Committee – January 27, 2022

AUTHOR: Michelle Goetz, Accounts Payable Technician

SUBJECT: DIRECTOR CONSTITUENCY AND TRAVEL EXPENSES FOR PERIOD ENDING
DECEMBER 31, 2021

RECOMMENDATION

THAT the report titled Director Constituency and Travel Expenses for Period Ending December 31, 2021 be received for information.

BACKGROUND

The 2021 Financial Plan for line items Legislative Services Constituency Expenses and UBCM/AVICC Constituency Expenses provide a combined budget of \$20,300. The applicable policy provides a maximum \$2,500 allowance per Director from Legislative Services [110] and an additional \$1,000 for Electoral Area Directors from UBCM/AVICC [130] for the expense of running an elected official office. Based on historical use, the amount budgeted is less than the amount available under the policy.

Travel expenses budgeted within Legislative Services and UBCM/AVICC – Electoral Area Services total \$36,144 for mileage, meals, hotel and other various charges associated with travelling or attending conferences on Sunshine Coast Regional District (SCRD) business, as outlined under the applicable Board policy.

DISCUSSION

The total amount posted to Constituency Expenses for the nine month period ending December 31, 2021 is \$6,131 leaving a remaining budget of \$14,168.

The total amount posted to Legislative and UBCM/AVICC Travel Expenses is \$4,778 leaving a remaining budget of \$31,166.

Figures are based on expense reports submitted up to January 18, 2022 for the twelve month period ended December 31, 2021 and a breakdown by Electoral Area is provided below.

Electoral Area	Constituency Expense	Travel Expense (Excluding GST)
Director Area A	\$ 1,735	\$ 1,244
Director Area B	291	966
Director Area D	3,009	509
Director Area E	247	1,286
Director Area F*	625	400
Director DOS (2)	224	373
Director TOG	-	-
Director SIGD	-	-
YTD Totals	\$ 6,131	\$ 4,778
<i>*Includes alternate Director travel expenses of \$79</i>		

STRATEGIC PLAN AND RELATED POLICIES

Applicable Board policies:

- 5-1800-1 - Reimbursement of Travel and Other Expenses
- 5-1800-2 - Constituency Expenses

Proposed amendments to both of the above noted policies were reviewed at the Special Corporate and Administrative Services Committee meeting on September 29, 2021.

Based on the Committee's recommendations, an amended *Reimbursement of Travel and Other Expenses* policy was approved by the Board on October 14, 2021 while the *Constituency Expenses* policy was referred to a future Committee meeting for further consideration (Board resolutions 273/21 No. 4 & 5).

CONCLUSION

The 2021 Financial Plan for Constituency Expenses and Travel Expenses provides a total budget of \$56,444. For the period ending December 31, 2021, the total amount posted to Constituency and Electoral Expenses is \$10,909 leaving a remaining budget of \$45,535.

Reviewed by:			
Manager	X – B. Wing	Finance	X-T. Perreault
GM		Legislative	
CAO	X – D. McKinley	Other	

SUNSHINE COAST REGIONAL DISTRICT STAFF REPORT

TO: Corporate and Administrative Services Committee – January 27, 2022

AUTHORS: Sherry Reid, Corporate Officer
Gerry Parker, Senior Manager, Human Resources
Tina Perreault, General Manager, Corporate Services and Chief Financial Officer
Valerie Cropp, Manager, Purchasing and Risk Management
David Nelson, Manager, Information Technology and GIS
Brad Wing, Manager, Financial Services
Kyle Doyle, Manager, Asset Management
Aidan Buckley, Manager, Communications and Engagement
Anne Rathbone, Corporate Records Administrator

SUBJECT: **CORPORATE AND ADMINISTRATIVE SERVICES – SEMI ANNUAL REPORT FOR JULY TO DECEMBER 2021**

RECOMMENDATION(S)

THAT the report titled Corporate and Administrative Services – Semi Annual Report for July to December 2021 be received for information.

BACKGROUND

The purpose of this report is to provide an update on activity in the Corporate and Administrative Services (CAS) Divisions for the second half of 2021 (July to December).

Administration / Legislative [110]**PROJECTS**

- a. New legislative authority for electronic meetings – preparation of a Board procedures bylaw amendment and other related policies and procedures to implement the new broader, permanent authority for electronic Board and Committee meetings.
- b. Director Remuneration Review - preparation of a new Director Remuneration Bylaw, Travel and Expenses Policy, Directors Constituency Policy and Remuneration Review Policy to implement the Remuneration Review Task Force recommendations for director remuneration.
- c. Communications Projects:
 - Provided communications support through Stage 4 water conservation regulations which included the launch of a campaign “Put a Dent in Your Percent” which aimed to reduce residential water use
 - Ongoing communication support on impacts of public health orders on SCRD Recreation facilities
 - Provided regular communications updates on curbside waste pickup disruptions

- Implemented new video software – “doodly” and created videos on topics ranging from helping the public understand the SCRD’s budget process to highlighting SCRD parks
 - Finalized and posted the Request for Proposal for replacement of the SCRD website
 - Launched a budget community check-in survey and facilitated two information session on the budget
 - Supported the SCRD’s Emergency Operations Centre through November flooding events – daily and at times twice daily updates were provided to the community throughout this emergency
 - Implemented a communications plan on pool closures through the summer months
 - Designed two-page ads to promote activities at SCRD recreation and aquatic centres
 - Provided communications support to make the public aware of Transit and Solid Waste service disruptions through late December snow events on the Sunshine Coast
 - Continued developing and refining the SCRD’s Engagement Platform, adding projects and providing staff training
 - Launched the SCRD’s 2021 Annual Report
 - Provided marketing and communications support for Dakota Ridge
 - Provided communications and engagement support on the Solid Waste Management Plan
- d. Electronic Document and Records Management Software (EDRMS)
- Updated the permissions and folders records matrix to reflect changes in roles and job titles.
 - Enhanced Functionality Project – Phase 1 Completed
- e. Emergency Operations Centre (EOC) Documentation Unit – Collaborated with the Planning Chief during and after the Drought EOC demobilization to ensure all EOC emails are saved and moved into the EDRMS. Continued the work of saving the COVID EOC emails into the EDRMS.
- f. Converged Collaboration Project – In partnership with Information Technology, began initial discussions on the expansion of the SCRD’s digital, virtual, and online collaboration project.
- g. Records Disposition – records are dispositioned (destroyed/deleted) annually as set out by the LGMA classification and retention schedule.

OPERATIONS

Statistics

Inactive Record Centre Retrievals

	Q1	Q2	Q3	Q4	Total
2021	153	108	86	112	459
2020*	73	43	60	125	301
2019*	112	54	109	65	340
2018	234	155	105	105	580
2017	146	84	76	72	378

**2019 Q1-Q2 lower retrievals and requests due to delay of annual destruction to Q3*

**2020 Q1-Q3 lower retrievals and requests due to COVID-19 lock-down*

**2020 Q4 higher retrievals and requests due to managers reviewing files for disposition*

Records Management Help Desk requests

	Q1	Q2	Q3	Q4	Total
2021	326	371	358	363	1418
2020	252	236	208	235	931
2019	229	182	112	184	707
2018	331	265	182	115	893
2017	260	255	200	215	930

Twitter account maintenance

"Followers"	Q1	Q2	Q3	Q4
2021	1,773	1,816	1849	1905
2020	1,593	1,701	1,723	1,755
2019	1,505	1,566	1,589	1,603
2018	1397	1432	1470	1475
2017	1245	1293	1324	1351

Facebook account maintenance

"Likes"	Q1	Q2	Q3	Q4
2021	2,472	2,524	Not available	3,451
2020	2,239	2,288	2,366	2,706
2019	1,836	1,921	1,963	1,990
2018	1,506	1611	1784	1844
2017	1142	1237	1350	1480

Facebook Advertising Campaigns (paid/boosted posts) 2021 Q3 and Q4

Campaign	*Reach	*Post Engagement
Stage 2 Water Conservation Regulations	10,084	1,054
Gypsum Tipping Fee Change	9,083	383
Appliance Tipping Fee Changes	9,420	535
Budget 2022	7,608	370
Church Road – New water source	7,236	922
Emergency Alert System	6,471	5377
Water Projects Summary	6,444	324

* Reach is the number of unique people who saw content.

* Post engagement includes actions such as reacting to, commenting on or sharing the ad, claiming an offer, viewing a photo or video, or clicking on a link.

News Releases

	Q1	Q2	Q3	Q4	Total
2021	17	22	37	49	125
2020	10	3	6	4	23
2019	1	9	6	7	23
2018	2	6	5	4	17
2017	8	4	5	3	20

FOI Requests

	1 st Quarter		2 nd Quarter		3 rd Quarter		4 th Quarter		Total	
	No. of Pages Released	No. of Requests Received	No. of Pages Released	No. of Requests Received	No. of Pages Released	No. of Requests Received	No. of Pages Released	No. of Requests Received	No. of Pages Released	No. of Requests Received
2021	1,258	3	326	6	728	9	65	3	2,377	21
2020	-	11	-	8	-	6	-	7	-	32
2019	-	6	-	3	-	4	-	13	-	26
2018	-	10	-	0	-	13	-	4	-	27
2017	-	9	-	10	-	6	-	9	-	34

Summary of Freedom of Information Requests Received

Type of Information for Received Requests	Q1	Q2	Q3	Q4	2021 Total
Property information (incl. plans, drawings, permits, inspection reports, zoning infractions etc.)	-	1	1	1	3
Personal information	-	1	1	1	3
Motor vehicle incidents	1	-	1	-	2
Fire incidents	2	-	1	-	3
Waterline servicing/maintenance, water usage etc.	-	1	2	-	3
Planning documents (incl. planning processes, zoning amendments, OCP amendments, etc.)	-	1	3	-	4
Safety/emergency response documents (incl. correspondence, reports, memos, recommendations, etc.)	-	-	-	-	-
Recreation Programming	-	2	-	-	2
Budget Information	-	-	-	1	1
Totals	3	6	9	3	21

Human Resources [115]

PROJECTS

- Senior Manager, Human Resources (HR), participated in the Strategic Plan redevelopment session, attended the BC Municipal Safety Association Annual General Meeting, and attended the Harris & Co. Annual Client Conference.
- HR Advisor attended the Chartered Professionals in Human Resources Diversity, Equity & Inclusion (DEI) workshop and DEI sessions are being organized for staff in 2022 via the BEST Corporate Training.
- Senior Manager, HR, served as HR Coach for LGMA supervisory training sessions.
- HR Advisor successfully completed the JIBC Emergency Management EOC Logistics course, which was a one-week course followed by 3-hr exam.
- Senior Manager, HR, served as EOC Director from November 15 to year end in response to localized flooding and landslides.

OPERATIONS

Statistics

New Reports – Composition of SCRD - New reports remain in progress and the active number can change daily.

	SCRD June 2021 Composition	January 2022 Composition
System Status by Type	Active	
C - Casual	99	94 (6 are exempt)
G – Grand-parented Casual	1	1
P - Part-Time (Regular)	14	15 (2 are exempt)
R - Full-Time (Regular)	210	202 (34 are Exempt Management, 3 Exempt Non-Management)
S - Student	5	1
V - Volunteers	221	221
Total	550	534

Grievance Activity - HR receives directly or through managers, investigates, coaches and provides expert advice on the communication and management of grievances through to resolution, including referrals to third parties (e.g. arbitration or mediation).

Year	# of Grievances Received	Status
2021	1	Abandoned
2020	8	7 Resolved, 1 Abandoned
2019	5	Resolved
2018	24	Resolved
2017	15	Resolved
2016	19	Resolved

First Aid and WorkSafeBC Reports. HR reviews and ensures appropriate follow-up occurs with Joint Health and Safety Committees for all reported staff injuries, time loss, and/or medical attention resulting in creation of a First Aid report or WSBC documentation.

	1 st Quarter		2 nd Quarter		3 rd Quarter		4 th Quarter		Total Rec'd	Total Rec'd
	First Aid	WSBC	First Aid	WSBC	First Aid	WSBC	First Aid	WSBC	First Aid	WSBC
2021	7	4	2	8	10	2	14	8	33	22
2020	2	9	0	4	7	1	1	3	10	17
2019	2	8	7	9	7	7	7	3	23	27
2018	6	4	8	11	4	8	8	8	22	31
2017	8	8	3	8	6	5	10	6	27	27
2016	8	1	11	4	6	4	14	6	39	15

Job Postings and Applications – HR posts jobs, receives applications, reviews, shortlists, supports interviews, check references and processes job offers.

	1 st Quarter		2 nd Quarter		3 rd Quarter		4 th Quarter		Total Posts	Total Appl
	Posts	Applicants.	Posts	Appl	Posts	Appl	Posts	Appl		
2021	35	503	48	779	31	447	34	301	148	2030
2020	8	114	18	350	23	389	18	240	67	1093
2019	14	131	21	371	28	222	23	274	86	998
2018	15	79	20	265	18	223	14	166	67	634
2017	16	105	15	81	19	97	29	233	79	516
2016	10	96	14	271	27	226	14	235	65	828

Training and Development (BEST - Building Essential Skills for Tomorrow). Numerous sessions held throughout the year that include such topics as communication skills, leadership development, project management, Word, Excel, emergency preparedness, and safety training.

	1 st Quarter		2 nd Quarter		3 rd Quarter		4 th Quarter		Total Sess.	Total Att.
	Sessions	Attendees	Sess.	Att.	Sess.	Att.	Sess.	Att.		
2021	3 + 6 Online	17 + 41 online	2 + 5 online	4 + 121 online	5 + 2 online	20 + 101 online	2 + 7 online	5 + 63 online	32	372
2020	6 - Online	82	20 - Online	*285 (144 COVID - 19 Training)	2	2	3	80	31	449
2019	3	30	3	27	3	55	7	137	16	248
2018	2	14	9	40	3	42	1	20	15	116
2017	0	0	8	108	2	28	9	131	19	267
2016	4	55	5	79	3	49	5	59	17	242

Corporate Services

Asset Management-[111], Finance [113], Purchasing and Risk Management-[116], Field Road Administration Building-[114]; IT, GIS and Civic Addressing-[117,506, 510]; SCRHD Administration-[118], Rural Grant-in-Aid-[121-129], Member Municipal Debt-[140]; PH Health Clinic-[410], Economic Development-[531-535], Library Services-[625,626, 627 and 640], Museums-[648]

PROJECTS

a. Asset Management:

- Wastewater
 - i. Delivered feasibility report for 3 wastewater services.
 - ii. Completed Annual review of Capital Funding for 15 Services
 - iii. Presented rate recommendations to the Board for wastewater services

- Recreation
 - i. Completed Annual Capital Plan Review
 - ii. Delivered Lifecycle Assessment report to Board for two facilities.
 - Water
 - i. Delivered presentations to stakeholders regarding preliminary capital plan development.
 - ii. Sought ongoing feedback and assistance to facilitate first draft of capital plan.
 - Parks
 - i. Continued support to internal division Asset Management development
 - ii. Provided project management for ongoing Coopers Green Hall replacement project.
 - Protective Services
 - iii. Provided support to Budget Managers to present 20-year Capital Plans to Board and Fire Commissions
- b. Finance
- 2022 Budget process commenced with pre-budget meetings in November and Round 1 in December. The 2022-2026 Financial Plan Bylaw adopted on February 24, 2022
 - 2021 Interim Audit - MNP LLP – Interim audit commenced in November and is in progress as of December 31 with all work being completed remotely.
 - Completed annual review and analysis in support of water and refuse collection fee review and Bylaw amendments.
 - Submitted claims and financial reporting to Emergency Management BC and the BC Wildfire Service for recovery of approved EOC response and wildfire deployment expenses.
 - Canadian Award for Financial Reporting (CAnFR) – 2020 CAnFR award was applied for in June 2021. Results are typically received in November and we still await status.
 - Distinguished Budget Presentation Award for the 2021-2025 Financial Plan was applied for in June 2021. The SCRD was informed on November 12, 2021 that we were successful in receiving the award .
- c. Purchasing:
- Staff attended for third level of BC Social Procurement Initiative Groups Social Procurement training
 - Staff attended training for Public Construction training
 - Continue to work with other local governments joint procurement opportunities
 - Continue to deliver procurement training sessions.

d. Risk Management:

- Support the ECO
- Staff attended annual MIABC Risk Management Conference
- Support the SCRD Alternative Workplace Strategy Plan for Field road space plan
- Develop public brochures to assist outside staff such as utilities and parks in advising on how to make a claim with the SCRD.
- Develop annual risk review plan and risk registry

e. Information Services - Infrastructure:

- Ongoing systems work to deliver on a work-from-anywhere-anytime strategy.
- Started VMware Infrastructure upgrade project.
 - i. Software: Horizon View (remote access), vCenter & ESXi (back-end software that 'runs' the majority of Regional District's IT services).
 - ii. Hardware: New thin clients (improve A/V options for staff participating in remote meetings), new graphics cards (GPUs) in hosts (to improve remote access user experience).

f. Information Services - Business Systems:

- Routine systems team work:
 - i. regular updates to software systems.
 - ii. continued evolution of key software systems to provide new and enhanced functionality, including our Unit4 ERP (Financials), Tempest (Land management, ActiveNet (Recreation) and Stone Orchard (Cemetery management).
 - iii. development of new and improved reporting from all software systems in response to requests for better information accessibility.
 - iv. Provided ongoing support and technical supervision for all statutory meetings streamed through Zoom/YouTube.
- Continued iterative improvement of staff onboarding-and-offboarding workflow processes in partnership with HR.
- Onboarding of a temporary Business Systems Analyst, providing backfill for software systems support as resources within the Information Services division are re-allocated to the Converged Collaboration project.
- Commenced work on Converged Collaboration project – an organization-wide, multi-pronged move towards cloud services and improved digital toolsets for staff and the public. The first phase of this project will come to fruition in 2022Q1 with the widespread rollout of Microsoft Teams as a communication and collaboration tool.

g. Information Services - Geographic Information Services (GIS) mapping:

- Continued to develop a variety of mapping applications for SCRD departments to meet changing needs:

- i. Configured ESRI Field Maps and GIS feature class to enable Parks staff to create a parks asset inventory.
 - ii. Worked with Solid Waste to update refuse collection zones and data service for Recollect Garbage Collection App.
 - iii. Prepared Zoning Atlas in support of new zoning bylaw to replace bylaw 310.
 - iv. Began development of an improved, interactive Water Service Area map, highlighting water sources and statistics for the public.
- Created new orthophoto imagery mosaic and published as imagery service for staff and public web map.
 - Provided EOC support for November flood event, including public address lookup app for water shutoffs and boil water advisories.
 - Continued to provide GIS services to the Town of Gibsons as per services agreement.

OPERATIONS

Finance Statistics

of Invoices and Payments Issued

Year	January to June		July to December		Totals	
	Accounts Receivable Invoices	Accounts Payable Payments	Accounts Receivable Invoices	Accounts Payable Payments	Accounts Receivable Invoices	Accounts Payable Payments
2021	1,907	2,276	2,153	2,603	4,060	4,879
2020	2,096	2,525	2,018	2,354	4,114	4,879
2019	2,195	2,757	2,540	2,667	4,735	5,424
2018	802	2,918	2,003	2,436	2,805	5,354
2017	944	2,385	885	2,832	1,829	5,217
2016	674	2,873	669	2,860	1,343	5,733

Purchasing Statistics

of Purchase Orders Issued

	January to June	July to December	Total
	Processed	Processed	
2021	350	219	569
2020	321	286	607
2019	350	259	609
2018	314	349	663
2017	559	334	893
2016	484	247	731

of RFX's Tendered and Awarded

	January to June		July to December		Total Awarded
	Tendered	Awarded	Tendered	Awarded	
2021	26	17	37	22	39
2020	21	14	26	35	49
2019	19	18	27	21	39
2018	16	9	27	17	26
2017	19	18	19	20	38
2016	12	6	17	12	18

of Internal Support Request Tickets (new metric started in May 2021)

	May to June	July to December	Total
2021	167	490	657

Utility Billing Statistics

of Active mySCRD Users

	mySCRD Online Accounts (Count & Percentage Uptake)		Total UB Accounts
2021	6,658	47.0%	14,166
2020	5,567	39.4%	14,133
2019	4,273	30.5%	14,031
2018	3,426	24.6%	13,916
2017	2,602	19.0%	13,673
2016	1,729	12.9%	13,384

of Active mySCRD Users receiving paper vs electronic invoices

	Paper Invoices	E-bill Invoices	Total
2021	3,282	3,376 (51%)	6,658
2020	2,915	2,652 (48%)	5,567
2019	2,639	1,634	4,273
2018	2,119	1,307	3,426
2017	1,589	1,013	2,602
2016	1,024	705	1,729

of Payments Received for Each Payment Method

	mySCRD	Online banking	In Person	Total
2021	4,520	12,057	4,358	20,935
2020	4,425	11,718	4,164	20,307
2019	2,916	10,277	6,361	19,554
2018	2,746	10,122	6,609	19,477
2017	2,422	9,786	7,078	19,286
2016	2,093	8,632	7,586	18,311

\$ Value of Utility Accounts with Balances Outstanding December 31

	2017	2018	2019	2020	2021
\$ Outstanding	268,750	273,175	339,685	389,389	425,355
Total Billed	4,887,342	5,070,099	5,531,193	7,232,508	8,416,942
Percentage Outstanding	5.5%	5.4%	6.1%	5.4%	5.1%

Geographic Information Services (GIS) mapping and Information Technology (IT) Statistics

of Addresses Assigned

	January to June	July to December	Total
2021	194	196	390
2020	150	241	391
2019	239	200 (not including 150 renumberings)	439
2018	205	183	388
2017	185	182	367
2016	236	172	408

of Public Enquiries regarding Property Information and Mapping Section (PIMS)

	January to June	July to December	Total
2021	284	263	547
2020	390	606	996
2019	269	198	467
2018	296	201	497
2017	387	317	704
2016	402	344	746

of Town of Gibsons GIS Tickets

	January to June	July to December	Total
2021	98	80	178
2020	34	70	104

of IT Help Request Tickets

	January to June	July to December	Total
2021	2352* + 1599^	2110* + 1774^	4462* + 3373^
2020	1885* + 1201^	2037* + 2217^	3922* + 3418^
2019	1846	1770	3616
2018	1454	2190	3644
2017	1715	1829	3544
2016	2706		2706

*202x figures show request tickets, Zoom-meeting assistance, and ^automated alert tickets^.

*Support tickets more complex due to remote worker support.

*Ticket statistics do not include AWS office reconfigurations (project-based scope).

Reviewed by:			
Mgr., IT/GIS	X – D. Nelson	CFO/Finance	X – T. Perreault
SM, HR	X – G. Parker	Legislative	X – S. Reid
CAO	X – D. McKinley	Other Mgrs.	X – K. Doyle X – V. Cropp