

# Office of the Deputy Chief Administrative Officer

## Department Head:

Graham Flack

Phone: 604 514-2826

Fax: 604 530-4371

E-Mail: [gdflack@langleycity.ca](mailto:gdflack@langleycity.ca)

## Division Manager – Corporate Officer

Kelly Kenney

Phone: 604-514-4591

Fax: 604-514-2838

E-Mail: [kkenney@langleycity.ca](mailto:kkenney@langleycity.ca)

## Division Manager – Manager of Community Safety

Dave Selvage

Phone: 604 514-2822

Fax: 604 514-2838

E-Mail: [dselvage@langleycity.ca](mailto:dselvage@langleycity.ca)

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## Department Overview

### Mission Statement

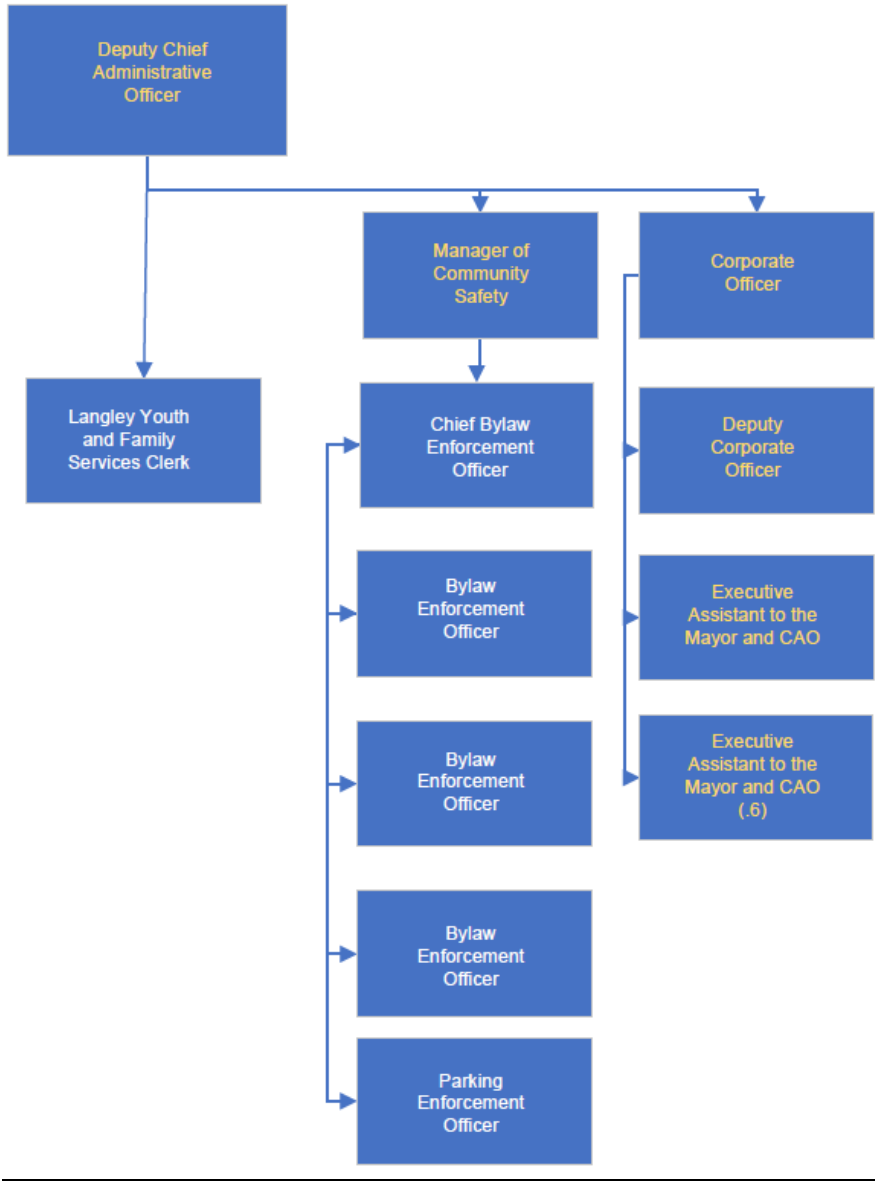
We will strive to deliver convenient and superior service to Council, the public and staff by working together as a team and achieving what no individual can accomplish alone.

We will strive to meet the needs of all our customers, both external and internal, through the establishment of clear communications, procedures and policy; accurate record keeping; and being dedicated and responsive to staff.

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**Organizational Chart**

The Office of the Deputy Chief Administrative Officer includes five (5) full-time and one (1) part-time exempt staff, six (6) full-time unionized employees.



## Services

### Office of the Deputy CAO

- Provides information and strategic advice to the Chief Administrative Officer and to Council through the Chief Administrative Officer.
- Provides strategic leadership and oversight for a diverse portfolio that includes Finance and Information Technology, Fire Rescue Service Departments; Corporate Officer and Bylaw Services Divisions; and oversees contract services provided by the RCMP and Langley Youth and Family Services.
- Ensures programs and services support the achievement of Council's priorities, deliver high-quality customer service and are cost effective and results oriented.
- Works closely with the Chief Administrative Officer in setting and carrying out the City's vision, mission, and objectives; develop tactics, policies, and initiatives to implement the strategic plan; administer policies, procedures, programs, goals, and objectives.
- Analyzes and revises operational policies and procedures toward development and improvement of municipal services.
- Provides policy guidance and coordinates operational activities while fostering a cooperative working relationship between service areas, community groups, inter-governmental agencies, and staff.
- Ensures that policies and directions from City Council and/or the Chief Administrative Officer are implemented.

### Corporate Officer Division

- Facilitates and coordinates the efficient flow of information internally and externally to ensure Council, staff, citizens and stakeholders receive the information they need on City activities, initiatives, plans and issues
- Supports council and committee meetings and public hearings - ensures statutory and procedural requirements are met, coordinates meeting logistics, agenda and minute preparation and related issue follow-up and action tracking for same
- Provides administrative support to the Office of the Mayor and Councillors and first point of contact for in-person and telephone inquiries to Mayor and Council
- Ensures organization's compliance with requirements under the *Freedom of Information and Protection of Privacy Act* (the *Act*), including processing requests for records under the *Act*, and educating City staff on their responsibilities under the *Act*
- Administers City's records management program for hard copy and electronic records
- Processes, consolidates and maintains all City bylaws and policies, drafts new policies related to areas of responsibility and assists departments in bylaw and policy drafting
- Coordinates and manages the Council election process
- Coordinates special events on behalf of Council

### Community Safety Division

- Administers and directs the operation of the Bylaw and Parking Enforcement Division, including development of operating procedures, drafting new regulatory bylaws in response to community issues
- Administers animal control contract with Langley Animal Protection Society (LAPS).
- Administers towing contract with Clover Towing
- Administers security contract with GuardTeck Security

- Responds to queries and complaints from the public by investigating and developing remedies as appropriate
- Staff liaison with the City's Community Police Office to coordinate and develop initiatives and programs in support of goals identified by City Council
- Primary lead for Langley Problem Property and Homeless Inspection Teams

**Langley Youth and Family Services:**

- Service is supplied to assist the RCMP in attempting to minimize the entry of youth into the criminal justice system.
  - Mandated to coordinate efforts between police, schools and other agencies to provide education and counselling to parents to gain control of their children.
  - Provides training and assistance to the RCMP members to improve their effectiveness when dealing with juveniles and family problems and assists in developing community programs to facilitate crime prevention.
  - Works with the school district to identify pre-delinquent behaviour and in conjunction with the RCMP Crime Prevention Unit to set up programs aimed at crime prevention.
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**Customers**

- City Council
  - Residents, citizens, business owners, visitors, and the public
  - City Staff
  - Legal Firms (including Freedom of Information requests)
  - Community partners and other governmental agencies and elected officials
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**2024 Service Highlights and Achievements (January 1 to December 31):**

**Office of the Deputy CAO**

**Legislative Services**

- As part of City's legislatively required Privacy Management Program:
  - Created Administrative Policy AD-10 Information Access and Privacy Protection Policy and provided training presentations on same to Council and Exempt staff;
  - 79 staff took introductory privacy training on-line course
  - Provided training presentation to 28 exempt staff on their responsibilities under the Freedom of Information and Protection of Privacy Act to prepare Privacy Impact Assessments
- City Committees Support:
  - Provided Committee Orientation (Best Practices) presentation to Council
  - Provided Committee Procedures & Protocols presentation to various City committees
  - Created work plan template for use by all City Committees and Task Groups

- Supported committee staff liaisons/admin support staff with meeting and legislative procedures
- Coordinated annual recruitment and appointment of volunteer members for seven City committees
- As part of Council Chambers upgrades staff working group, assisted sourcing new tables and desks and testing and trouble shooting new Council Chambers audio/visual technology
- Liaised with external organizations to facilitate communications/presentations with/to Council
- Processed 73 Freedom of Information requests
- Processed 29 new or amending bylaws
- Supported the following Council and Committee meetings:
  - 80 Council Meetings
  - 9 Advisory Design Panel Meetings
  - 7 Socio-Cultural and Economic Development Advisory Committee Meetings
  - 8 Crime Prevention Committee Meetings
  - 2 Board of Variance Meetings
  - 1 Langley City Parks Foundation Meeting
  - 1 Langley City Development Corporation Meeting

### **Administration**

- Coordinated events/opportunities:
  - Annual Volunteer Appreciation Banquet for 175 guests
  - Council trip to Ottawa to meet with Federal Ministers
  - Walking tour with Federal Minister and MP
  - 6 meetings with Ministers as part of UBCM Conference
  - 3 Neighbourhood Open Houses
  - Mayor and Council annual retreat
  - 2 City Hall and community flag raising events

### **Community Safety**

- Responded to 10,527 Calls for Service
- Responded to 8,916 Homeless related calls
- Responded to 363 Animal Control Calls
- Issued 1,267 parking violations
- Staff representative for the Crime Prevention Task Group
- Led joint forces Problem Property Team
- Led joint forces Homeless Inspection Team – Bike and foot patrols in partnership with the RCMP

### **Langley Youth & Family Services**

- 551 current clients
  - 303 new referrals
  - 4,712 direct counselling hours
  - Average age of clients 11.8 years
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### **Significant Issues and Trends**

- Due to ongoing downloading/offloading by senior levels of government (health, social issues, enforcement, emergency preparedness, flooding, etc.), Council members will be required to spend more time/resources to deal with emerging issues.
  - Increased challenges of addressing homelessness issues in the downtown core consume a significant portion of bylaw enforcement resources.
  - Greater public expectation for services/information.
  - Continued benefit cost and premiums increases.
  - Ongoing pension and legislative changes require evaluation of impact to the organization and action to deliver training, change practices and procedures (e.g., Workers Compensation Act and Regulations, Pension Corporation, Legalization of Cannabis).
  - Significant amendments to the *Freedom of Information and Protection of Privacy Act* require an ongoing organization-wide training program for staff and Council members in their responsibilities under the Act, and the development of policies and procedures to ensure the organization fulfills these responsibilities and complies with statutory requirements. For example, there needs to be proper oversight and training for staff with respect to their use of AI tools in order to comply with personal privacy protection requirements under the *Freedom of Information and Protection of Privacy Act*.
  - Use of various technology to increase efficiency of tasks will continue to increase.
  - The number of record requests the City receives under the *Freedom of Information and Protection of Privacy Act* is increasing each year. As these requests have strict legislative response deadlines, whenever these requests are received, legislative staff must prioritize these requests over other responsibilities.
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## 2025 Strategies & Action Plans

### Office of the Deputy CAO

#### PRIORITY ITEMS FROM STRATEGIC PLAN

##### DEPUTY CHIEF ADMINISTRATIVE OFFICER

- Establish long-term financial priorities and funding strategies to build new municipal service facilities needed to serve our growing population such as Operations Centre, RCMP Detachment, Performing Arts and Cultural Centre, Indoor Aquatic Centre, Timms Community Centre Expansion, etc
- Leverage emerging technologies such as Artificial Intelligence to enhance efficiency and streamline processes with appropriate governance, training and privacy protection for the organization, City employees and the public.
- Develop an implementation plan to create the Langley City RCMP Detachment.

##### CORPORATE OFFICER

- Continue to implement appropriate policies, tools, and training opportunities as part of the organization's Privacy Management Program (legislative requirement)
- Continue to review and update bylaws, policies and procedures to meet current requirements and standards
- Continue to identify technology, tools, and work processes to increase efficiencies in areas of responsibility

##### MANAGER OF COMMUNITY SAFETY

- Conduct an Operations Review for Bylaw Enforcement Service.
  - Support the development of an implementation plan for the Citizen Assembly on Community Safety.
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## 2025 Prioritized Work Program

#	PRIORITY ITEM
<b>DEPUTY CHIEF ADMINISTRATIVE OFFICER</b>	
1	Review existing Council and Administrative policies for opportunities to increase efficiency and effectiveness and ensure compliance with existing practices and procedure.
2	Develop and plan funding strategies to achieve the strategic priorities of Council.
3	Review existing structure and responsibilities of divisions to ensure alignment with Council and community priorities.
4	Develop five-year staffing plan to meet corporate growth and community expectations.
5	Ensure safe and effective policing is maintained as City navigates potential de-integration of joint RCMP detachment.

	<b>LEGISLATIVE SERVICES</b>
1	Establish ongoing Freedom of Information and Protection of Privacy corporate training program for current and new staff
2	Work with IT staff to develop AI guidelines, policies, and training for staff as part of formal AI implementation project
3	Investigate potential use of AI to increase efficiencies in Council and Committee meeting tasks
4	Investigate utilizing new eScribe meeting management tools to increase efficiency of Council meeting processes
5	Implement closed captioning for Council meeting videos
6	Review Committee recruitment process / orientation process / existing policies to identify efficiencies and best practices
7	Provide administrative support to Citizens' Assembly as required

	<b>COMMUNITY SAFETY</b>
1	Research options for animal control enforcement and animal sheltering. Provide an evaluation report and implement best identified option.
2	Review the potential for implementing a cat bylaw
3	Continue to enhance the Core Enforcement Team/Proactive Integrated Homeless Inspection Team through joint bike and foot patrols in partnership with the RCMP.
4	Lead the Problem Property Team and coordinate with the RCMP, Development Services and Langley City Fire Rescue Services to improve and enhance community standards.
5	Work with the RCMP to align strategic priorities.
6	Work with and support the Crime Prevention Committee initiatives.
7	Coordinate with external partners and agencies including the RCMP to develop best practices in assisting with the homelessness issues.
8	Provide support to RCMP for Bylaw Enforcement through in person presentations.
9	Provide periodic reporting on Bylaw activities and share with Mayor and Council.
10	Evaluate findings of ongoing parking study and determine best practice enforcement options for parking enforcement.
11	Develop a staffing plan and backfill current vacancies.

## Financial Plan Summary & Highlights

### Operating Expenses & Revenues

#### Departmental Summary (by Division/Major Service Area)

	2021 Budget	2022 Budget	2023 Budget	2024 Budget	2025 Budget
<b><u>Operating Revenues</u></b>					
RCMP Fees & Charges	\$8,000	\$8,000	\$8,000	\$6,000	
Traffic Fine Revenue	\$475,000	\$475,000	\$475,000	\$475,000	\$500,000
Township of Langley Cost Sharing	\$460,370	\$466,705	\$451,795	\$425,350	\$468,310
<b>Total Operating Revenues</b>	<b>\$943,370</b>	<b>\$949,705</b>	<b>\$934,795</b>	<b>\$906,350</b>	<b>\$968,310</b>
<b><u>Operating Expenses</u></b>					
City Administration	\$459,715	\$498,715	\$532,825	\$604,785	\$918,148
Bylaw Enforcement	\$639,860	\$660,700	\$703,090	\$832,020	\$852,380
RCMP	\$13,530,225	\$15,072,770	\$15,564,740	\$17,445,290	\$18,631,800
LYFS	\$502,750	\$509,370	\$534,295	\$555,085	\$601,530
<b>Total Operating Expenses</b>	<b>\$15,132,550</b>	<b>\$16,741,555</b>	<b>\$17,334,950</b>	<b>\$19,437,180</b>	<b>\$21,003,858</b>
<b>Net Operating Expenses</b>	<b>\$14,189,180</b>	<b>\$15,791,850</b>	<b>\$16,400,155</b>	<b>\$18,530,830</b>	<b>\$20,035,548</b>
\$ Change from previous year	(\$722,712)	(\$1,602,670)	(\$608,305)	(\$2,130,675)	(\$1,504,718)
% Change	5.4%	11.3%	3.9%	13.0%	8.1%
<b><u>Staffing Level</u></b>					
Full Time Equivalent Positions (FTE)	5	5	5	6	7