

CITY OF CHESTERMERE

POLICY HANDBOOK

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| EFFECTIVE DATE: January 15, 2019 | POLICY: 842 |
| APPROVED BY: COUNCIL | SUBJECT: Service Level Review Steering Ad Hoc Committee |
| REVISED DATE: | PAGE NO.: 1 of 2 |
| EXPIRY DATE: December 2019 | POLICY FUNCTION: Corporate Services |

PURPOSE AND INTENT

To establish the Terms of Reference governing the activities of the Service Level Review Steering Ad Hoc Committee which will provide support, guidance and oversight of progress on the Service Level Review Project (the "Project"). The Council delegates on this Committee will serve as liaisons between Council and Administration with information relating to this project.

POLICY

1. Mandate

The Service Level Review Steering Ad Hoc Committee will represent all City Departments and Council to provide guidance and input into key decisions to be made with regard to the Service Level Management Policy Framework to be developed for the City.

2. Authority

The Service Level Review Steering Ad Hoc Committee operates under the authority of the Chestermere City Council.

3. Composition

The membership of the Service Level Review Steering Committee shall consist of the following:

- a. Two (2) members of Council
- b. The Chief Administrative Officer
- c. All Corporate Leadership Team (CLT) Members

d. The Project Manager

4. Responsibilities

Upon formation of the Service Level Review Steering Ad Hoc Committee, and as necessary to maintain familiarity and understanding, members of the Committee shall:

- a. Review the Project Management Plan and any other documentation provided to assist with the oversight of the Project.
- b. The Committee is to consider feedback from staff, Council Members, residents and businesses as the City develops the Service Level Management Policy Framework.
- c. The Committee will review alternative Service Level Models and assist with selection of the Model and Framework most suited to the City's needs.
- d. The Committee will recommend the policy and framework documents to Council for approval.
- e. The Committee shall follow the City of Chestermere's Procedural Bylaw No. 018-17 and amendments thereto and must abide by Alberta's Municipal Government Act. The committee will conduct its business using Robert's Rules of Order.

5. Meetings

- a. Frequency: Meetings will be held frequently (weekly) in the first stages of the project and less frequently (bi-weekly or monthly) in the latter stages. The number of meetings will depend on the Committee's requirement.
- b. Quorum: shall be 50% of the members plus at least one Member of Council.
- c. Term: January 15 – December 31, 2019

Adopted by Council: *January 15, 2019*

Resolution Number: *006-19*



MAYOR



CAO