

Supplementary Budget – Briefing Note

2021 Budget

Municipal Service Satisfaction Survey

Briefing Note required for:

-items >\$50,000

-changes in FTE

Dept.	Division	Business Unit	Item	Base Sup	Amount	FTE Impact
CAO/Mayor	Corporate Initiatives	Communications & Marketing	Municipal Service Satisfaction Survey	S	\$30,000	
CAO/Mayor	Corporate Initiatives	Communications & Marketing	Funding from Strategic Development Reserve	S	(\$30,000)	
				Total:	\$0	

Background:

Communications currently has a base budget of \$15,000 for the Municipal Service Satisfaction Survey and has requested an additional one time funds of \$30,000.

The request supports Council's Priority of Community Engagement and CK Plan 2035-Guiding Principle of Open & Transparent. The survey was an item requested by CK Plan 2035 Advisory Committee.

The total would be \$60,000 in two years to cover the cost of facilitating services. Note: this is an estimate based on previous conversations with other business units that have used contract services for surveys. (Need to ensure marginalized residents are contacted).

Municipal Service Satisfaction Survey. Funding from Strategic Development Reserve - 17266

Comment:

- Unable to apply for grants or subsidies to cover this increase in expenses.
- Unable to apply user fee to re-coup these expenses.
- No impact on FTEs.

