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Municipal Sector Capacity Update on Advisory Services Activity

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Introduction

1. Service goal
2. Internal and external service analysis
3. Conclusion

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Service Goal

- Support the Ministry's mission:

The Ministry of Municipal Affairs facilitates the development of vibrant, safe, self-reliant, and accountable municipalities capable of providing leadership and serving the interests of Saskatchewan communities.

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Internal Service

- Those things within the municipal system only the Ministry can do.
- Draft Minister's Orders for various purposes.
- Support legislation review and development.
- Respond to matters referred from the Minister's Office – calls, research, drafting correspondence on advisory matters.

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External Service

- Counselling and consulting
- Self-help guides, sample bylaws, technical bulletins
- Information and technical training sessions

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External Service

Potential users:

- 296 rural municipalities
- 466 urban municipalities
  - [15 cities; 145 towns; 266 villages; and 40 resort villages]
- Ratepayers and other interested parties

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External Service

Counselling/consulting:

- **9,655 calls last year**

About:

- **70% from administrators**
- **5% from elected officials**
- **25% from ratepayers/other**

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Capacity

- An urban municipality will call more frequently than an RM
- Urban administrators call more often than rural administrators
- Most common = general administration

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Capacity

- Resort Village ratepayers call more frequently than other ratepayers
- Issues = elections, general administration

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Capacity

- RM elected officials call more often than urban
- Issues = governance (council conflict and discord, alleged conflict of interest)

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Capacity

- No calls last year from 12% (95) of municipalities, and 55% (52) of those are Villages
- 52 Villages is 20% of the total (266 Villages)
- Small Villages more likely to have one or more administrative deficiencies

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Conclusion

- Given high service usage, users find the services important and valuable
- Many questions and issues need support
- Inquiries enhance understanding of sector's needs
- Most concern is for smallest municipalities:
  - Questions asked show many struggle with the basics; and
  - Those not calling may not know their responsibilities.

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