

2018 ANNUAL REPORT

Background

In accordance with Bylaw No. 5200, the Administrative Review Bylaw for the City of Moose Jaw, I was reappointed as the City's Administrative Review Officer at a meeting of City Council on 17 December 2018, with my term to expire on 31 December 2020. One responsibility is the preparation of an annual report to City Council, as per Section 14 of the Bylaw:

"The Review Officer shall, in each calendar year, prepare and submit to members of City Council a report on the business of the Moose Jaw Administrative Review Office for the preceding year, showing, inter alia, the number and general nature of complaints received in the preceding year, together with the disposition or resolution of those complaints."

Reports on the individual cases have been presented to City Council as the complaints have been investigated and resolved, and this summary will be brief.

Number of referrals received: 2

General nature of referrals:

Referral 1:

Installation and billing for a 3" water meter at the Peanut Hills Campground. The issue had been developing over a course of almost two years, and Mr. Rick Campbell made the referral to the Administrative Review Officer on 27 February 2018.

Referral 2:

Referred by City Council.

Relating to the Cast Iron Watermain Replacement Project Phase 1 Billings.

Resolution of referrals:

Referral 2018 – 1:

Resolved during the preliminary investigation process, with a meeting between the complainant and City Administration. Reported to City Council.

Referral 2018 – 2:

The issue was of longstanding and complicated, but basically related to a concern of seven taxpayers that their bill for the completed work was incorrectly calculated. A plethora of documentation was reviewed, more than once, before I determined that the bills, as calculated, were correct. As noted in the report to City Council, I found that current City representatives had acted appropriately and had made genuine efforts to resolve the issue.

Ultimately, I made the controversial recommendation that a full and final settlement could be offered, to those affected, in the form of a 10% goodwill reduction of the amount owed. Reported to City Council.

Conclusion

In the matter of Referral 1, a positive outcome was achieved, without an adversarial approach. The matter of Referral 2 was not actually resolved, in that City Council chose to receive and file the ARO report and recommendations, thus declining to otherwise action the report.

It is important to recognize the ready cooperation of the City Manager, Jim Puffalt; the City Clerk, Myron Gulka-Tiechko (Acting City Manager for part of the time period under discussion); Josh Mickleborough, Director of Engineering (who gave me his time to explain the technical details); and the administrative support of Heather St. Dennis, Executive Assistant to the City Manager. My work would have been impossible without their active support and I would like to express my sincere thanks to all of them.

Respectfully submitted,

David E. Foley,

Administrative Review Officer

12 September 2019