



STAFF REPORT

Title: Service Alberta

Meeting Date: May 21, 2019

Executive Summary:

In late November 2018, the City of Cold Lake sent a letter to the former minister of Service Alberta, Brian Malkinson, in regards to the changes to Alberta's delivery of the driver's examinations.

The City's letter, written under the mayor's pen and dated November 29, requested information in regards to whether or not the government expected a change in the service levels for residents of rural areas.

The City of Cold Lake did not receive a response from former minister Malkinson. Rather, then deputy minister of Service Alberta, Andre Tremblay, wrote to Chief Administrative Officer Kevin Nagoya, informing him that the Government of Alberta will be monitoring demand and adjusting driver examiner availability accordingly.

Both letters are attached for the committee's consideration.

Background:

Council voted to send a letter to Service Alberta in regards to the change in driver examiners after the government decided to end its relationship with contractors and hire driving examiners as government employees.

The government is using an online booking system, under a system that exacts to shift resources to meet demands around Alberta. Council had heard concerns from the community that the new system would not be as flexible as the previous one, and would effectively mean a reduction in service levels for areas away from major metropolitan centres.

The ministry's response does not touch upon the level of service experienced prior to the government's change in service delivery model, nor does it speak to whether or not a change in availability or service levels would be expected.

Alternatives:



- The committee may accept the ministry's letter as information.
- The committee may pass a motion recommending that council seek further clarification as to the government's commitment to service levels and availability of driving examiners in rural areas.
- The committee may pass a motion requesting that the new government review the change in service delivery model by the new government.

Recommended Action:

- Administration recommends that the committee accept the ministry's letter as information.

Budget Implications (Yes or No):

No.

Submitted by:

Kevin Nagoya, Chief Administrative Officer