Delivering Services to the Community

As well as representatives elected by the voters, there are many people who are hired to work for local government. The most important of them is the City Manager. In some cities, the City Manager is called the Chief Administrative Officer (CAO). The City Manager or Chief Administrative Officer is appointed by the council to

- make sure that council decisions are carried out
- keep the council informed about how the municipality is operating

All the departments of the government report to the Chief Administrative Officer.

Civil servants are people who are hired to run or work in the government departments. You can see these departments in the flow charts on the next page. There are many people hired by the departments to perform jobs like answering phones, keeping records, collecting garbage, teaching swimming lessons, driving buses, and repairing streets.

Local government buildings like these house the departments that provide services to the community. Why would a larger community such as Red Deer need more people to work at providing services than a smaller community like Okotoks?

**Thinking It Through**

Why do you think members of the public are invited to sit on advisory committees?
Here are two examples showing how local governments are structured.

### City of Lloydminster: Urban Local Government

- **Mayor and Council**
  - **Council Committees**
  - **City Manager or Chief Administrative Officer**
  - **Advisory Committees**

#### DEPARTMENTS

- **Finance**
- **Corporate Affairs**
- **Parks and Recreation**
- **Land Development**
- **Planning and Public Works**
- **Planning and Development**
- **Engineering and Transportation**
- **Utilities and Environment**

### Saddle Hills County: Rural Local Government

- **Reeve and Council**
  - **Council Committees**
  - **City Manager or Chief Administrative Officer**
  - **Advisory Committees**

#### DEPARTMENTS

- **Corporate Affairs**
- **Public Works**
- **Agricultural Services**
- **Assessment**
- **Planning and Development**
- **Regional Fire and Disaster Services**
- **Utilities, Roads and Environment**

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**Skill Smart**

Create a flow chart to represent your own local government. Under the name of each department, explain what it does.

- How can you use communication and/or information technologies to do your research?
- What tools can you use to make your flow chart?