



Subject: 2022 Q4 Corporate Services Department Results

Report Number: CS 23-11

Department: Corporate Services Department

Submitted by: Tanya Daniels, Director of Corporate Services/Clerk and Kyle Pratt, Chief Administrative Officer

Meeting Type: Council Meeting

Meeting Date: Wednesday, June 14, 2023

RECOMMENDATION

Report recommendation contained within the omnibus motion for all Department results reports.

BACKGROUND

To provide Council with the financial results of the Corporate Services Department, Office of the CAO and Council from January 1, 2022 to December 31, 2022.

DISCUSSION

1. Department Overviews

1.1 Corporate Services (CS) Department Overview

The following chart overviews the Corporate Services Department included within this results report:

AREA	RELATIONSHIP	STAFF
Clerks	Internal	3 FTE
Communications	Internal	1 FTE
Customer Service	Internal	3 FTE 1 PTE 1 Summer Student
IT	External	Contract - County of Oxford
Legal Services	External	Contract
Insurance	External	Contract

1.2 Office of the Chief Administrative Officer

The following chart overviews the areas within the Office of the CAO included within this results report:

AREA	RELATIONSHIP	STAFF
Office of the CAO	Internal	2 FTE
Human Resources	Internal	3 FTE
Strategic Initiatives and Innovation	Internal	1 FTE – Area introduced in 2023
Departments	Internal	All remaining Departments report independently their results (Fire, Ec. Dev, OPS, RCP and Finance).

2. Budget Overview

2.1 Corporate Services and Customer Service

The Corporate Services Department organizationally includes the area of Customer Service. The budget details for both areas have been included within this results report as they are approved independently. The Communications area of CS is contained both within the CS budget and legacy details with Economic Development operational budget. An efficiency plan for 2024 will be to review the combined values and align the Corporate Services operating budget with the staff associated. For the purposes of this report, the Customer Service and the Corporate Services operating results are attached.

2.2 Office of the Chief Administrative Officer

The Office of the CAO's direct budget is included within the Corporate Services operational budget. The Human Resources operational budget is approved and maintained independently as a branch within the Corporate Services operational budget. A change in early 2023 transitioned the HR Department to report directly to the CAO. For the purposes of this report, the HR operating results are within the attached Corporate Services attachment.

2.3 Council

The operating budget results for Council has been included within the attached documents.

3. Summary of Operational Results

3.1 Corporate Services

The following chart provides an overview of the Corporate Services operational results for 2022:

Objective	Owner	Target Date	Status
Council Orientation Program	Director of CS	Q4	Completed
Youth Engagement Program	Clerk	Q4	In Progress Q1 2023 had the creation of the Committee, joining of the Youth Coalition.
Review of Council Committees	Clerk	Q3	Completed
Municipal Election	Clerk	Q3	Completed October 2022
Navigation improvements on the website	Communications Officer	Q3	Completed New Umbraco site was launched September 29, 2022. Avg user sessions per month in Q4 2022 = 19,008 compared with Q1 2023 = 20,392.
Mobile application for reporting and service requests	Communications Officer	Q3	Completed Launched October 6, 2022. Avg of 268 active users each month in first 3 months. Report a Problem saw 60 requests logged in 2022.
Implement IT Plan	Director of CS	2023	Ongoing
Computer Replacements	IT	Full year	Completed for 2022. Ongoing replacement program.
Cell Phone Replacements	IT	As needed	Completed for 2022. Ongoing replacement program.

While not included within the Business Plan for the 2022 year, the Town's Communications staff member assisted in a large website overhaul project for both the Town and Tillsonburg Hydro Inc. This project was a large undertaking with a launch of both sites in November of 2022.

3.2 Office of the Chief Administrative Officer

The following chart provides an overview of the Office of the CAO operational results for 2022:

Objective	Owner	Target Date	Status
Physician Recruitment	CAO	Ongoing	Two (2) physicians were recruited in 2022.
Town Hall Project	CAO	Q1 2027	In Progress
Attainable and Affordable Housing	CAO	Ongoing	Ongoing
Boundary Adjustment	CAO	Ongoing	In Progress
Carry out Strategic Initiatives	CAO	Ongoing	Ongoing
Investigate Options for a Volunteer Recognition Program	Manager of HR	Q4 2022 Q2 2023	2023 Item

3.3 Goals for 2023 / Next Quarter

- 2022 Committee Orientation Session and expanded training material.
- Enhanced Communication of Council decisions and Town initiatives.
- Continued service level improvements in all areas with a goal to leverage technology already available as a Town resource.

CONSULTATION

CAO, Corporate Services Team.

FINANCIAL IMPACT/FUNDING SOURCE

The Consolidated 2022 Corporate Services, Customer Service and Council overall variances are summarized in the attached charts.

CORPORATE GOALS

- ☐ Lifestyle and amenities
- ☒ Customer service, communication and engagement
- ☐ Business attraction, retention and expansion
- ☐ Community growth

- ☐ Connectivity and transportation
- ☐ Not Applicable

Does this report relate to a specific strategic direction or project identified in the Community Strategic Plan? Please indicate section number and/or any priority projects identified in the plan.

Goal – The Town of Tillsonburg will strive for excellence and accountability in government, providing effective and efficient services, information, and opportunities to shape municipal initiatives.

Strategic Direction – N/A

Priority Project – N/A


ATTACHMENTS

Appendix A – Corporate Services


Appendix B – Customer Service Centre

Appendix C – Council


Appendix A – Corporate Services

 <div> Financial Plan Operating Plan - Cost Code Summary Corporate Services As of December 31, 2022 </div>					
	2022	2022	Actual	%	Note
	YTD Budget	YTD Actuals	Variance	Variance	Reference
Revenues					
User Charges	34,000	37,722	3,722	(11%)	
Total Revenues	34,000	37,722	3,722		
Expenditures					
Labour	1,112,600	1,020,289	92,311	(8%)	1
Purchases	579,000	414,927	164,073	(28%)	2
Contracted Services	525,800	569,381	(43,581)	(8%)	3
Contribution to Reserves		45,834	(45,834)		4
Interfunctional Adjustments	(533,400)	(532,670)	(730)	(0%)	
Debt Principal & Interest	23,900	23,888	12	(0%)	
Total Expenditures	1,707,900	1,541,649	166,251		
Total Net Levy	(1,673,900)	(1,503,927)	169,973		
Notes					
1 FT Labour - Vacancy in Human Resources department and Clerks department					
2 Supplies Exp under \$31,500 - COVID under \$24,400; Training Exp under \$15,300; Rent Exp under \$52,900; Heating Lighting Water under \$14,900; Insurance Claims under \$45,800					
3 Legal Exp under \$28,00; Computer Maintenance contract over \$30,300; Subcontractor Exp over \$41,300 - Comp.Maint \$20K & Building Maint. \$20K					
4 Insurance Claims surplus					

Appendix B – Customer Service Centre

 <div> Financial Plan Operating Plan - Cost Code Summary Customer Service Centre As of December 31, 2022 </div>					
	2022	2022	Actual	%	Note
	YTD Budget	YTD Actuals	Variance	Variance	Reference
Revenues					
User Charges	298,700	305,755	7,055	(2%)	
Other Revenue		(0)	(0)		
Total Revenues	298,700	305,755	7,055		
Expenditures					
Labour	290,500	302,232	(11,732)	(4%)	
Purchases	94,600	86,602	7,998	(8%)	1
Contracted Services	34,200	40,101	(5,901)	(17%)	2
Interfunctional Adjustments	(248,100)	(260,018)	11,918	(5%)	3
Debt Principal & Interest	7,000	6,981	19	(0%)	
Total Expenditures	178,200	175,898	2,302		
Total Net Levy	120,500	129,857	9,357		
Notes					
1 Heating Lighting Water under \$10,000;					
2 Sub Contractor Expense over \$5,900					
3 Water billing customer service gain					

Appendix C - Council

 <div> Financial Plan Operating Plan - Cost Code Summary Council As of December 31, 2022 </div>					
	2022	2022	Actual	%	Note
	YTD Budget	YTD Actuals	Variance	Variance	Reference
Revenues					
Grants	162,100	62,775	(99,325)	(61%)	1
Contribution from Reserves	263,200	124,540	(138,660)	(53%)	2
Total Revenues	425,300	187,315	(237,985)		
Expenditures					
Labour	205,100	212,449	(7,349)	(4%)	
Purchases	473,400	200,683	272,717	(58%)	3
Contracted Services	36,800	37,457	(657)	(2%)	
Contribution to Reserves	10,000	10,000		0%	
Interfunctional Adjustments	34,900	36,345	(1,445)	(4%)	
Total Expenditures	760,200	496,934	263,266		
Total Net Levy	(334,900)	(309,619)	25,281		
Notes					
1 Modernization funding projects deferred - Strategic Plan projects					
2 Strategic Plan - One-time items under budget					
3 Strategic Plan - One-time items under budget					