



Subject: 2023 Q1 Corporate Services Department Results

Report Number: CS 23-13

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: Monday, June 26, 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, 2023 to March 31, 2023.

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
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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 (CS). 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 2022 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 Q1 2023:

Objective	Owner	Target Date	Status
Youth Engagement Program	Director of Corporate Services/ Clerk	Ongoing	<ul style="list-style-type: none"> • Committee member recruitment launched. • Youth Coalition registration completed. • First meeting held in Q2.
Implement IT Plan	Director of Corporate Services/ Clerk	Multi-year plan	<ul style="list-style-type: none"> • 2023 Cell Phone replacement program launched and completed in Q1. • IT procedure and policy review commenced.

While not a part of the final 2023 Business Plan, the following items are noteworthy initiatives that were completed in Q1 2023:

- Completion of Committee member orientation both in initial meetings and an in-person training session conducted at the Community Centre.
- Increased Council related communication with additional social media posts, Council highlights within the advertisements post council (inclusive of time-stamps), and coordination of various internal supports for increased communications.
- Software and technology improvements with an aim to improve services the department is responsible for.
- Recruitment and onboarding of 3 key roles in the Clerks area of Corporate Services (Director, Deputy Clerk – Contract, and Records and Legislative Coordinator)

3.2 Office of the Chief Administrative Officer

The following chart provides an overview of the Office of the CAO operational results for Q1 2023:

Objective	Owner	Target Date	Status
Investigate Options for a Volunteer Recognition Program	Manager of Human Resources	Q2	A volunteer policy is currently being developed for a corporate wide use.
Pay Equity/Market Review	Manager of Human Resources	Q3	Consultant has been retained and staff are working with the consultant to gather all the necessary information required

			to complete the review.
Staff Engagement Survey	Manager of Human Resources	Q4	Not started
Physician Recruitment	CAO	Ongoing	Ongoing- Physician Recruitment Committee was rebranded to be the “Community Health Care Committee” that has a focus of planning and implementing an integrated approach to health care, recruitment and retention of medical practitioners with a focus on primary care.
Town Hall Project	CAO	Q1 2027	Report coming to Council in the near future on progress with the next steps of the Town Hall project based on the direction given at the April 6, 2023 Council Meeting
Attainable and Affordable Housing	CAO	Ongoing	Consultant is working on conceptual drawings for an attainable/affordable development at 31 Earle Street. Transitional housing has opened (United Way). Habitat for Humanity home was built.
Boundary Adjustment	CAO	Ongoing	Economic Development Commissioner lead on direction from Council.
Carry out Strategic Plan Initiatives	CAO	Ongoing	Ongoing – Staff are undertaking and moving forward with

			various priority Strategic Plan initiatives.
Municipal Management Intern	CAO	Q1	Q1- Internship was completed and the Intern's work plan was successfully fulfilled.

3.3 Goals for Next Quarter

- 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 Q1 2023 Corporate Services, Customer Service and Council overall variances are summarized in the attached appendices.

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 – Develop a communications strategy to increase awareness of Council decisions and municipal programs, projects and services.

Priority Project –


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 March 31, 2023 </div>					
	2023	2023	Actual	%	Note
	YTD Budget	YTD Actuals	Variance	Variance	Reference
Revenues					
User Charges	2,265	1,670	(595)	(26%)	
Total Revenues	2,265	1,670	(595)		
Expenditures					
Labour	253,417	249,854	3,563	(1%)	
Purchases	175,161	102,171	72,990	(42%)	1
Contracted Services	81,196	73,680	7,516	(9%)	
Interfunctional Adjustments	(154,268)	(153,575)	(693)	(0%)	
Total Expenditures	355,506	272,130	83,376		
Total Net Levy	(353,241)	(270,460)	82,781		
Notes					
1 Rent Exp under \$46,900, Heat-Light-Water under \$7,100 - Reduction to Rent; Training Exp under \$7,600					

Appendix B – Customer Service Centre

 <div> Financial Plan Operating Plan - Cost Code Summary Customer Service Centre As of March 31, 2023 </div>					
	2023	2023	Actual	%	Note
	YTD Budget	YTD Actuals	Variance	Variance	Reference
Revenues					
User Charges	74,070	88,021	13,951	(19%)	1
Other Revenue		0	0		
Total Revenues	74,070	88,021	13,951		
Expenditures					
Labour	68,873	70,423	(1,550)	(2%)	
Purchases	28,840	24,084	4,756	(16%)	
Contracted Services	15,120	17,303	(2,183)	(14%)	
Interfunctional Adjustments	(68,004)	(71,286)	3,282	(5%)	
Total Expenditures	44,829	40,524	4,305		
Total Net Levy	29,241	47,497	18,256		
Notes					
1 Additional Taxation Miscellaneous Revenue					

Appendix C – Council

 <div> Financial Plan Operating Plan - Cost Code Summary Council As of March 31, 2023 </div>					
	2023	2023	Actual	%	Note
	YTD Budget	YTD Actuals	Variance	Variance	Reference
Revenues					
Total Revenues					
Expenditures					
Labour	47,300	47,797	(497)	(1%)	
Purchases	78,001	79,536	(1,535)	(2%)	
Interfunctional Adjustments	10,306	10,370	(64)	(1%)	
Total Expenditures	135,607	137,703	(2,096)		
Total Net Levy	(135,607)	(137,703)	(2,096)		