



Subject: 2024 Q2 Corporate Services Department Results

Report Number:

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, August 12, 2024

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, 2024 to June 30, 2024.

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 * Council approved the addition of a FTE Communications Specialists in the 2024 Budget commencing June 2024. Position in recruitment.
Customer Service	Internal	4 FTE ** Council approved a transition of the 1 PTE to a FTE in the 2024 budget.
IT	External / Internal	May 2024 – FTE x 3 added after approval from Council commencing Q3 2024. 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

As noted above, 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.

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. 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 Q2 2024:

Objective	Owner	Target Date	Status
Youth Engagement Program	Director of Corporate Services/	Complete	• Youth Coalition Registration terminated at 2024 budget.

	Clerk		
Procedure By-Law Review	Director of Corporate Services/Clerk	Q1 Q3 Q4	<ul style="list-style-type: none"> Originally slated for Q1 however competing priorities have delayed the review.
Communications Procedures and Policies Review	Communications Officer	Ongoing	<ul style="list-style-type: none"> Communications Specialist approved in 2024 budget (In recruitment phase).
Business Licensing Program Review	Customer Service Team	Q4	<ul style="list-style-type: none"> Project to commence in Fall of 2024.
Records Modernization and Program Audit	Deputy Clerk	Ongoing	<ul style="list-style-type: none"> Research and preparation of a Records Retention Report and By-law update completed in May of 2024. Review of current records program (Laserfiche) and associated processes ongoing.
Implement IT Plan	Director of Corporate Services/ Clerk	Multi-year plan	<ul style="list-style-type: none"> 2024 Cell Phone replacement program launched and completed in Q1. 2024 Computer Hardware upgrade replacement launched in Q1. Recruitment for new team members commenced in June 2024.
Insurance and Risk Reviews	Director of Corporate Services/Clerk	Renewal in Q1 Complete	<ul style="list-style-type: none"> Annual insurance renewal completed in Q1. Average increase on premiums was forecasted at 11% within the approved budget. Finalization of renewal included an impact of increase 7-8% (savings realized).

While not a part of the final 2024 Business Plan, the following items are noteworthy initiatives that were completed in Q2 2024:

- Continued organization of the Customer Service Working and completing training development for members as well as the launch of a public Customer Service Survey.
- Continued increase of Council related communication with additional social media posts, and coordination of various internal supports for increased communications including:
 - 238 Facebook posts (April 1 – June 30)
 - 40 news items published on website (April 1 – June 30)
 - 64 website updates (site wide, all areas)
 - 10 campaign/larger projects for Q2
 - LLWP Seasonal Support (grand opening event, sponsored events, annual updates)
 - TCC Reno (signage, construction updates)
 - TMP support (website, social media)
 - CS Survey and promotion
 - Tennis/Pickleball
 - Park Naming – signage, promotion, media release etc.
 - Sports Hall of Fame - program
 - Citizen of the Year – invite, program, other support
 - Bike Rodeo
 - Mayor’s Chamber Presentation
- Commencement of the BIA Boundary Adjustment process and the work needed to complete the direction of Council. Final completion of this expected in Q3.

3.2 Office of the Chief Administrative Officer

The following chart provides an overview of the Office of the CAO operational results for Q2 2024:

Objective	Owner	Target Date	Status
Implementation of New Recruitment Software – Jazz HR	Manager of Human Resources	Q2	Completed
Implementation of electronic performance management system	Manager of Human Resources	Q3	In Progress
Staff Engagement Survey	Manager of Human Resources	Q3	Not started

Implementation of electronic onboarding and learning module for staff	Manager of Human Resources	Q4	Not started
Update of electronic staff documentation system/reorganization of employee files	Manager of Human Resources	Q4	In Progress
Integration of Succession Planning and Performance Management Program	Manager of Human Resources	Q4	In Progress
Collective Agreement Negotiations Renewal (PWU)	Manager of Human Resources	Q2	In Progress
Establishment of Equity, Diversity and Inclusion Committee and Company-Wide Policy	Manager of Human Resources	Q3	In Progress
Review and update of HR and Health and Safety Policies	Manager of Human Resources	Q4	Not Started
Collective Agreement Negotiations Renewal (Fire Communication)	Manager of Human Resources	Q2	Not Started
Physician Recruitment	CAO	Ongoing	The Health Care Recruiter was hired and commenced duties in June 2024. So far in 2024, there have been two (2) emergency/hospitalist physicians, two (2) hospitalists and two (2) new internal medicine physicians recruited to TDMH.
Town Hall Project – Design Development; Prepare Contract Documents; Tender/Procurement	CAO	Ongoing	Staff are working with architect to obtain a scope change on a revised design based on the latest direction.

Attainable and Affordable Housing – 31 Earle Street	CAO	Q4 2024	A public information session was held on June 19 th and staff are compiling results from the public survey. The environmental impact study is underway. Once completed, the study will be brought, along with the survey comments, to the Affordable & Attainable Housing committee for review.
Review of Hydro Services – MSA, MOUD, Management Services	CAO	Q4 2024	ERTH Corporation continues to manage the hydro utility on a contract basis. CAO is reviewing this further.
Carry out Strategic Plan Initiatives	CAO	Ongoing	Ongoing – Staff are undertaking and moving forward with various priority Strategic Plan initiatives.

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.
- Recruitment of new team members in Corporate Services.

CONSULTATION

CAO, Corporate Services Team.

FINANCIAL IMPACT/FUNDING SOURCE

The Consolidated Q2 2024 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 – N/A

ATTACHMENTS

- Appendix A – Corporate Services
- Appendix B – Customer Service Centre
- Appendix C – Council


Appendix A – Corporate Services

	Financial Plan Operating Plan - Cost Code Summary Corporate Services As of June 30, 2024				
	2024	2024	Actual	%	Note
	YTD Budget	YTD Actuals	Variance	Variance	Reference
10 Gen					
Revenues					
User Charges	16,899	16,225	(674)	(4%)	
Total Revenues	16,899	16,225	(674)		
Expenditures					
Labour	762,455	704,686	57,769	8%	1
Purchases	279,207	168,324	110,883	40%	2
Contracted Services	323,765	299,753	24,012	7%	3
Contribution to Reserves		103,485	(103,485)		4
Interfunctional Adjustments	(338,573)	(338,246)	(327)		
Debt Principal & Interest	11,726	11,738	(12)		
Total Expenditures	1,038,580	949,740	88,840		
Total Net Levy	(1,021,681)	(933,515)	88,166		
Notes					
1 Net Labour under - Vacant IT position & Staff time allocated to NG 911 Project 2 Rent Exp under \$72,700, Heat-Light-Water under \$30,800; Advertising Exp under \$14,300 3 Consultant/Legal Expense under \$ 16,700; Subcon Expense - IT Services under \$10,000 - timing of invoices 4 Rent and HLW savings contributed to Facility Reserve - Town Hall related					

Appendix B – Customer Service Centre

	2024	2024	Actual	%	Note
	YTD Budget	YTD Actuals	Variance	Variance	Reference
10 Gen					
Revenues					
User Charges	148,102	142,444	(5,658)	(4%)	1
Total Revenues	148,102	142,444	(5,658)		
Expenditures					
Labour	165,394	159,416	5,978	4%	2
Purchases	52,702	30,209	22,493	43%	3
Contracted Services	25,158	21,043	4,115	16%	
Interfunctional Adjustments	(167,714)	(167,658)	(56)		
Debt Principal & Interest	3,349	3,353	(4)		
Total Expenditures	78,889	46,363	32,526		
Total Net Levy	69,213	96,081	26,868		
Notes					
1 Licence Fee Revenue under \$6,400					
2 FT labour under- CSR vacancy and Staff allocation					
3 Supplies Exp under \$15,900; Heat, Light Water Exp under \$4,000					

Appendix C – Council

					
Financial Plan Operating Plan - Cost Code Summary Council As of June 30, 2024					
	2024	2024	Actual	%	Note
	YTD Budget	YTD Actuals	Variance	Variance	Reference
10 Gen					
Revenues					
Other Revenue		18,675	18,675		
Total Revenues		18,675	18,675		
Expenditures					
Labour	107,074	109,451	(2,377)	(2%)	
Purchases	143,988	64,662	79,326	(55%)	1
Contracted Services	2,500	3,365	(865)	(35%)	
Contribution to Reserves		18,675	(18,675)		
Interfunctional Adjustments	20,942	21,450	(508)	(2%)	
Total Expenditures	274,504	217,603	56,901		
Total Net Levy	(274,504)	(198,928)	75,576		
Notes					
1 Physician Recruitment Position					