



**Subject: 2025 Q4 Corporate Services and Council Department Results**

**Report Number:** CS-26-008

Department: Corporate Services Department

Submitted by: Renato Pullia, Director of Finance/Treasurer and Trisha McKibbin, Manager of Legislative Services/Clerk

Meeting Type: Council Meeting

Meeting Date: Monday, April 13, 2026

**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 and Council from January 1, 2025 to December 31, 2025.

**DISCUSSION**

**1. Department Overview**

**1.1 Corporate Services (CS) Department Overview**

The following chart overviews the **2025** Corporate Services Department included within this results report:

<b>Divisions</b>	<b>STAFF</b>
Clerks Office	3 FTE
Communications	2 FTE
Customer Service	4 FTE
Technology Service (IT)	3 FTE

**2. Budget Overview**

**2.1 Corporate Services and Customer Service**

The Corporate Services Department financials, shown as Appendix A, for 2025 included the Divisions of Clerks Office, Communications and IT. The financials for the Division of Customer Service (CS) is reported separately, as shown in Appendix B.

**2.2 Council**

The operating budget results for Council are shown separately as Appendix C.

**3. Summary of Operational Results**

**3.1 Corporate Services**

The following chart provides an overview of the Corporate Services operational results for Q4 2025:

Objective	Owner	Target Date	Status
Youth Engagement Program	<del>Director of Corporate Services/</del> Clerk Deputy Clerk	Ongoing	<ul style="list-style-type: none"> <li>Youth Advisory Council meet on matters affecting youth and youth engagement.</li> </ul>
Procedure By-Law Review	<del>Director of Corporate Services/</del> Clerk	<del>Q1-Q3 2026</del> Q1 2026 Q3	<ul style="list-style-type: none"> <li>Originally slated for 2024 Q1 however competing priorities have delayed the review – pushed to Q3 per 2026 Business Plan</li> </ul>
Business Licensing Program Review	Clerks and Customer Service Team	Q4 2026 Q2	<ul style="list-style-type: none"> <li>The paper workflow is under review for digitization. There is a By-law component to be reviewed. Delayed to 2026 Q2.</li> </ul>
Records Modernization and Program Audit	Deputy Clerk	Ongoing	<ul style="list-style-type: none"> <li>Electronic records management plan and program update process in progress.</li> </ul>
Implement IT Plan	<del>Director of Corporate Services/</del> Clerk Manager of IT	Multi-year plan	<ul style="list-style-type: none"> <li>2025 annual computer hardware replacements completed. Network transition to Town mostly completed.</li> </ul>
Insurance and Risk Reviews	Acting Director of Corporate Services/ <del>Clerk</del>	Renewal in Q1 '26	<ul style="list-style-type: none"> <li>Annual insurance renewal completed in Q1. Annual information report CS-25-019 was provided to Council at the Dec. 8, 2025 meeting.</li> </ul>

**Communications**

<b>Metric</b>	<b>2024</b>	<b>2025</b>
Average monthly visits (sessions) to municipal website	24,405	26,994
Number of public engagement campaigns	11	18
Followers on Town social media channels - #	13,342	16,363
Social media engagement rate - %	5.1%	3.74%*

\*fewer posts through staff/systems transitions

**3.2 Goals for Next Quarter**

- Continued service level improvements in all areas with a goal to leverage technology already available as a Town resource.

**CONSULTATION**

Corporate Services Team.

**FINANCIAL IMPACT/FUNDING SOURCE**

The Consolidated Q4 2025 financial reports, as attached, show a Corporate Services surplus of \$252,419 mostly from rent and labour savings, a Customer Service surplus of \$11,611, and a Council deficit of \$45,612 mostly from Integrity Commissioner matters, with notes within each respective Appendix.

**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.

## CS 26-008 Q4 Corporate Services Departmental Results

**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**

1. Appendix A – Corporate Services
2. Appendix B – Customer Service
3. Appendix C – Council


**Appendix A – Corporate Services**

	<b>Financial Plan</b> <b>Operating Plan - Cost Code Summary</b> <b>Corporate Services</b> As of December 31, 2025				
	2025	2025	Actual	%	Note
	Budget	Actuals	Variance	Variance	Reference
<b>Revenues</b>					
User Charges	35,000	38,744	3,744	(11%)	
Contribution from Reserves	219,600	175,997	(43,603)	(20%)	1
<b>Total Revenues</b>	<b>254,600</b>	<b>214,741</b>	<b>(39,859)</b>		
<b>Expenditures</b>					
Labour	1,034,400	824,838	209,562	20%	2
Purchases	546,710	326,552	220,158	40%	3
Contracted Services	640,727	581,391	59,336	9%	4
Contribution to Reserves		196,452	(196,452)		5
Interfunctional Adjustments	(782,462)	(782,136)	(326)		
Debt Principal & Interest	23,177	23,177			
<b>Total Expenditures</b>	<b>1,462,552</b>	<b>1,170,274</b>	<b>292,278</b>		
<b>Total Net Levy</b>	<b>(1,207,952)</b>	<b>(955,533)</b>	<b>252,419</b>		
<b>Notes</b>					
1. IT Services F/T position and Clerks summer student funded from reserves					
2. Net Labour under - Vacant positions & Staff time allocated to NG 911 Project					
3. Heat-Light-Water under \$56,731 ; Advertising and Promo under \$18,962 ; Training and Workshops under \$10,126 ; Rent Expenses under \$146,809 (surplus in rent transferred to Town Hall Reserve).					
4. Consultant/Legal Expense under \$ 30,673; Subcon Expense - IT Services under \$59,208; Building Maintenance & Equipment Maintenance Contract expenses over \$7,865					
5. Rent and HLW savings contributed to Town Hall Reserve					

**Appendix B – Customer Service**

	<b>Financial Plan</b> <b>Operating Plan - Cost Code Summary</b> <b>Customer Service Centre</b> As of December 31, 2025				
	2025	2025	Actual	%	Note
	<b>Budget</b>	<b>Actuals</b>	<b>Variance</b>	Variance	Reference
<b>Revenues</b>					
User Charges	154,855	175,609	20,754	(13%)	1
<b>Total Revenues</b>	<b>154,855</b>	<b>175,609</b>	<b>20,754</b>		
<b>Expenditures</b>					
Labour	387,700	393,064	(5,364)	1%	
Purchases	112,965	105,807	7,158	6%	2
Contracted Services	51,856	61,659	(9,803)	19%	3
Interfunctional Adjustments	(341,177)	(340,044)	(1,133)		
Debt Principal & Interest	6,507	6,508	(1)		
<b>Total Expenditures</b>	<b>217,851</b>	<b>226,994</b>	<b>(9,143)</b>		
<b>Total Net Levy</b>	<b>(62,996)</b>	<b>(51,385)</b>	<b>11,611</b>		
<b>Notes</b>					
1. Rent Revenue over \$24,478 - additional rent from Rogers (new tower) ; Merchandise and License Fees were slightly under projections					
2. Supplies Expense over \$12,100; Heat, Light and Water Expense under \$20,100; Building maintenance and repairs over \$6,700 ; Training and Workshops under \$3,000					
3. Winter Snow Removal Costs Over					

### Appendix C – Council

	<b>Financial Plan</b> <b>Operating Plan - Cost Code Summary</b> <b>Council</b> As of December 31, 2025				
	2025	2025	Actual	%	Note
	Budget	Actuals	Variance	Variance	Reference
<b>Revenues</b>					
Contribution from Reserves	9,000	25,542	16,542	(184%)	1
<b>Total Revenues</b>	<b>9,000</b>	<b>25,542</b>	<b>16,542</b>		
<b>Expenditures</b>					
Labour	235,600	230,307	5,293	2%	
Purchases	69,640	48,288	21,352	31%	2
Contracted Services	4,500	93,303	(88,803)	1,973%	3
Contribution to Reserves	17,500	17,500			
Interfunctional Adjustments	51,544	51,540	4		
<b>Total Expenditures</b>	<b>378,784</b>	<b>440,938</b>	<b>(62,154)</b>		
<b>Total Net Levy</b>	<b>(369,784)</b>	<b>(415,396)</b>	<b>(45,612)</b>		
<b>Notes</b>					
1. Tax Rate Stabilization Reserve - one-time items					
2. Training Expense under \$19,400; Special Event Expenses under \$12,700; Grant Expenditures over \$9,600 (funded from Reserve)					
3. Integrity Commissioner matters					