

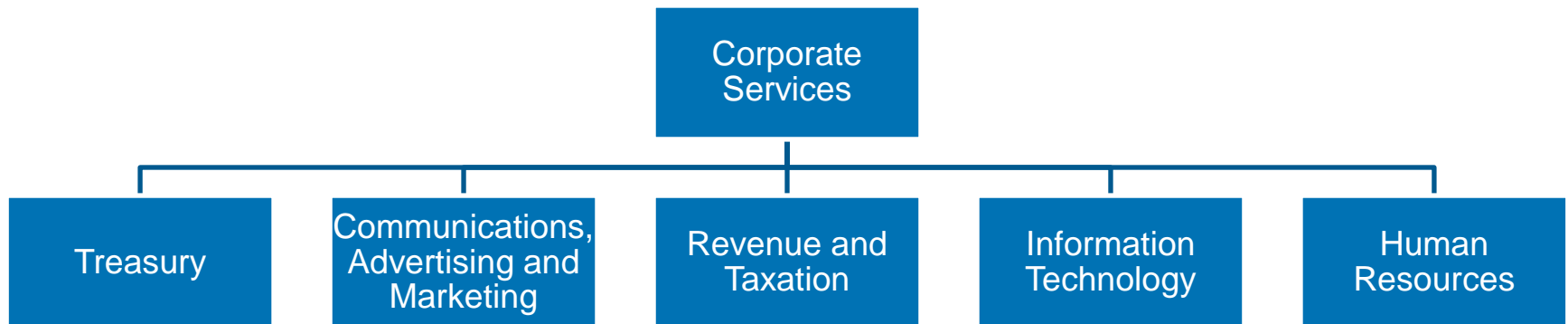
# Corporate Services 2019 Proposed Operating Budget



# Corporate Services

The Corporate Services Department is responsible to lead, monitor and manage all corporate functions within the City placing emphasis on responsible financial and human resource management, effective corporate communications and strategic information technology practices and initiatives.

# Organizational Chart



# Organization Chart

## Corporate Services – Personnel Breakdown

Division	2019	2018	Change
Administration	2.56	2.56	-
Human Resources	13.00	13.00	-
Treasury	15.00	15.00	-
Revenue and Taxation	13.32	13.32	-
Information Technology	17.00	17.00	-
Communications, Marketing and Advertising	3.00	3.00	-
Total	63.88	63.88	-

# Corporate Services Divisions

## Treasury

Responsible for investment and debt management, financial accounting, inventory, cost accounting, accounts payable, purchasing, audit and financial statement compilation, and presentation.

### 2018 Accomplishments:

- Introduction of electronic bidding for procurement
- Completion of 2017 financial statements
- Review of procurement practices
- Commenced electronic document imaging for Accounts Payable

# Corporate Services Divisions

## Human Resources

Responsible for recruitment, training, employee benefits, labour relations, compensation management, payroll, and health and safety

### **2018 Accomplishments:**

- Employee engagement survey
- CUPE employee conference
- Leadership Forum
- Mental Health Awareness training
- Implementation of new software (Taleo, Competency Management)

# Corporate Services Divisions

## Information Technology

Responsible for maintaining the electronic systems and infrastructure, application maintenance, support and client support services

### **2018 Accomplishments:**

- Disaster recovery plan
- Customer Satisfaction and process review
- Implementation numerous business applications (PerfectMind, Electronic Bidding, Document imaging)
- Continued implementation of JDE, Cityworks

# Corporate Services Divisions

## Revenue and Taxation

Responsible for assessment based management, property taxation, utility billing, and accounts receivable.

### 2018 Accomplishments:

- Introduced electronic meter reading in Bobcaygeon and Lindsay resulting in +/- 3 days efficiency per month
- Established the High Water Bill Committee



# Corporate Services Divisions

## Communication, Advertising and Marketing

Responsible for corporate communication and media relations, advertising and marketing.

### 2018 Accomplishments:

- Answered more than 1500 social media messages
- Increased exposure (media 68%, social media 89%, website visits 8%)
- Enhanced internal communications (blog, staff intranet)
- Facilitated public education/awareness for various projects across departments

# 2019 Objectives

- Execution of the comprehensive Human Resources Strategy
- Execution of the Communications, Advertising and Marketing Strategy
- Ongoing refinement and execution of the 5/10 Year Budget Strategy
- Fiscal Resource Management through effective and strategic debt and cash management practices
- Continued implementation of new enterprise resource and financial planning software

# Budget Summary

The proposed budget for Corporate Services is increasing \$402,240 (5.8%) over the 2018 budget.

## Key Drivers:

- Employer Paid Benefits increase primarily due increase in Corporate WSIB premiums (\$50,000)
- Postage, Printing and Office Supplies increase is a provision for new computer equipment for new staff
- The Advertising budget is increasing \$107,000. The majority of this increase (\$80,000) is for a branding strategy, and an increased use in mobile sign advertising (\$27,000)

# Budget Summary

## Key Drivers:

- The increase in the Professional Fees budget of \$114,650 is for additional consulting services in Human Resources and Cyber Security Services
- Technology Contracted Services is increasing \$76,440 due to the Electronic Document Records Management System that is legislated to be implemented