

Corporate Services

2021 Proposed Operating Budget

February 2, 2021

Corporate Services

Department Overview

- 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



Corporate Services Divisions

Treasury

- The Treasury Division is responsible for investment and debt management, financial accounting, inventory, cost accounting, accounts payable, purchasing, audit and financial statement compilation, and presentation.

Corporate Services Divisions

Treasury

2020 Accomplishments

- Implementation of new Purchasing Policy and Sustainable Procurement Policy
- Streamlined the bank reconciliation process to mitigate risk and increase efficiency
- Restructured the division to introduce a Senior Accountant position
- Budget and cashflow analysis and monitoring to manage pandemic impacts

Corporate Services Divisions

Revenue & Taxation

- The Revenue & Taxation Division is responsible for assessment based management, property taxation, utility billing, and accounts receivable.

Corporate Services Divisions

Revenue & Taxation

2020 Accomplishments

- Introduce new processes to ensure continuance of payments while municipal buildings were closed.
- Developed standard operating procedures for all functions
- Increased engagement with utility bills customers for suspect meter readings to improve accuracy in water billing

Corporate Services Divisions

Human Resources

- The Human Resources Division is responsible for recruitment, training, employee benefits, labour relations, compensation management, payroll, and health and safety.

Corporate Services Divisions

Human Resources

2020 Accomplishments

- Developed a number of standard operating procedures for the division to support consistent application of process, increase efficiency and improve customer experience
- Adapted a number of processes to paperless or remote/virtual
- Provided comprehensive support to the City's pandemic response

Corporate Services Divisions

Communications, Advertising & Marketing

- This Division is responsible for media relations, advertising, marketing and corporate communication including management of both the Employee and Public web sites.

Corporate Services Divisions

Communications, Advertising & Marketing

2020 Accomplishments

- Develop Kawartha Lakes Brand Refresh
- Municipal Calendar won 2020 APEX North American Award for Government Publication
- Increase public awareness and education through all channels
 - Social media audience increased by 40% over 2019 (50,000 total followers)
 - Impressions increased by 11% (9.7 million)
 - 563,000 engagements (likes, comments, shares, replies)

Corporate Services Divisions

Information Technology

- The I.T. Division is responsible for maintaining the electronic systems and infrastructure, applications management and client support services.

Corporate Services Divisions

Information Technology

2020 Accomplishments

- Enhanced remote access and video conferencing capabilities
- Enhanced Council Chambers technology to allow for remote council attendance and streaming to Youtube
- Completed an external network penetration test
- Provided cyber awareness training program to staff

Corporate Services 2021 Objectives

Treasury 2021 Objectives

- Implementation of E-bidding
- Implementation of Scan-man, document imaging software for AP invoices
- Comprehensive update to the Long Range Financial Plan including a strategy on debt, reserves, and revenue

Corporate Services 2021 Objectives

Revenue & Taxation 2021 Objectives

- Investigate potential of an on-line solution to enable account holders to access their property tax and utility bills
- Develop a water meter replacement strategy to improve billing and usage reporting
- Enhance tax and utility website content for improved customer experience

Corporate Services 2021 Objectives

Human Resources 2021 Objectives

- Develop a comprehensive people strategy with focus on talent management, succession planning and Employer of Choice
- Commence a review/refresh of a number corporate policies and management directives
- Continue to focus on pandemic response and the safety of employees.

Corporate Services 2021 Objectives

Communications 2021 Objectives

- Rollout Brand Refresh across all departments and communications, advertising and marketing channels
- Build an online engagement community through Jump In Kawartha Lakes website
- Build a brand that attracts businesses, residents and visitors to the Kawartha Lakes Lifestyle. Foster civic pride and community involvement.

Corporate Services 2021 Objectives

Information Technology 2021 Objectives

- Complete an IT Strategic Plan
- Complete a Cyber Security management directive
- Continue implementation of electronic records management system

2021 Budget Opportunities

- Technology contracted services is increasing by \$137,722. This is primarily due to contractual increases in our software maintenance agreements
- The budget for recruitment increased by \$34,625 to align the budget with actuals
- Decrease in revenues of \$65,000 to align the budget with actuals
- Various budget reductions totaling +/- \$190K

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