

Customer and Legislative Services Department

About the Customer and Legislative Services Department

The Customer and Legislative Services Department is committed to providing the highest level of support and service to its client group. The Department provides its services and support to clients through three organizational divisions: Customer & Legislative Services, Secretariat Services and Procurement Services.

Customer and Legislative Services provides a number of services across the Corporation including Corporate Insurance and Risk Management, Corporate Records Management, Lottery and Marriage Licensing, Death Registrations under the *Vital Statistics Act* and Freedom of Information Requests under the *Municipal Freedom of Information and Protection of Privacy Act* and ensures compliance with the standards set by the *Accessibility for Ontarians with Disabilities Act* and the *Ontarians with Disabilities Act*.

Secretariat Services handles a variety of duties, the majority of which are statutory in nature as prescribed by statutes such as the *Municipal Act, 2001*, the *Planning Act* and the *Municipal Elections Act*. In addition, Secretariat Services provides support to Council and its Committees.

Procurement Services is responsible for centrally providing efficient, effective and economic procurement of goods and services using competitive bid and proposal processes to ensure that the Corporation obtains the best value for its purchases in accordance with the Corporation's Purchasing By-law.

Services That We Provide

The Department has three major functions and various associated activities including:

- Customer and Legislative Services
 - Responsible for the Corporation's Insurance/Risk Management programs
 - Responsible for Records Management, including the administration of the Corporation's various records management programs and Retention By-laws
 - Processing Freedom of Information Privacy Requests under the *Municipal Freedom of Information and Protection of Privacy Act*
 - Issuing Lottery Licenses in accordance with the *Gaming Control Act* and other relevant legislation, Marriage Licenses under the *Marriage Act*, Death Registrations under the *Vital Statistics Act*, Subdivision Compliance Letters and Municipal Clearance Letters for Liquor Licenses
 - Providing central Reception Services for the Corporation
 - Conducting Municipal Elections
 - Ensuring support for, and compliance with, the *Accessibility for Ontarians with Disabilities Act, 2005*, and the *Ontarians with Disabilities Act* including the provision of accessible customer service

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- Secretariat Services
 - Provides Secretariat Services to Council and its Committees by providing support for Council, General Committee, Public Planning and Advisory Committee meetings by preparing the agendas and minutes of the meetings
 - Provides support at the Emergency Operations Center
- Procurement Services
 - Responsible for the Corporation's Purchasing By-law and Policies
 - Oversees all purchasing functions to ensure that the Corporation obtains the best value for its purchases, combined with fair and equitable access to all providers of goods and services

Key Objectives for 2012

Improved Operational Efficiency

- Continue to maintain Corporate legislative compliance
- Continue compliance with AODA "Customer Service Standard" and the Annual Plan
- Update the Purchasing By-law and the Procedures Manual
- Continue to identify maximum savings through co-op contracts with other public agencies

Positioning for our Future

- Develop a comprehensive Records Management Plan to address the current and future Records Management needs of the Corporation, including development of a new Records Retention By-law and the integration/upgrading of the various Records Management Programs currently utilized by the Corporation
- Provide guidance to determine priority activities and municipal requirements and/or needs under the AODA "Integrated Accessibility Standards" including Employment, Information and Communication and Transportation
- Continue with Integrated Accessibility Standards in 2012 and future years
- Provide additional training to staff with regard to Insurance and Risk Management
- Work with Legal Services to process minor Insurance Claims in-house
- Update and revise Purchasing Policy and Procedure Manual
- Complete roll out of Purchasing Cards (P Cards)

Customer and Legislative Services Department

Client Service and Satisfaction

- Continue to provide the necessary Customer Service Standard training with regard to AODA to staff, volunteers, contractors, Board members and Elected Officials as well as work with other Departments to remove barriers for persons with disabilities and replace them with viable solutions
- Review and amend Purchasing By-law and Policy, as well as Bid Documents, to ensure legislative compliance and consistency

Key Performance Measures

Respond and commence processing of insurance claim	2 working days from receipt of claim
Median number of days to complete Freedom of Information Requests	20 calendar days
Issue Marriage Licenses	Same day
Respond to inquiries (staff or public) re <i>Accessibility for Ontarians with Disabilities Act</i>	1 working day
Median number of days to prepare and post minutes from a meeting	3 working days
Median amount of time to respond to inquiries/delegation requests	1 working day
Median number of days to issue a purchase order after completed requisition is received	2-3 working days

Full Time Approved Complement:

	Starting Approved	2012 Request
• Director	1 FT	-
• Customer & Legislative Services	5FT	-
• Secretariat Services	3FT +1PT	-
• Procurement Services	3FT	-
	12FT + 1PT	-

TOWN OF AURORA
2012 BUSINESS PLAN AND BUDGET

Customer and Legislative Services Department

2012 Budget Highlights:

The Department is comprised of 5 Divisions:

Customer & Legislative Services	2010 Actual	2011 Actual (unaudited)	2011 Budget (adjusted)	2012 Final Budget	2012 Budget vs 2011 Budget Fav / (UnFav)	
					\$	%
					Office of the Director	300,300
Legislative & Administrative Services	603,500	797,800	827,500	861,800	(34,300)	(4.1%)
Secretariat Services	180,200	240,800	261,100	267,900	(6,800)	(2.6%)
Procurement Services	199,700	201,000	237,300	248,800	(11,500)	(4.8%)
Elections	45,000	62,600	62,500	62,500	-	-
NET DEPARTMENT COST	1,328,700	1,512,600	1,622,300	1,674,100	(51,800)	(3.2%)

The overall departmental costs and revenues are as follows:

Customer & Legislative Services	2010 Actual	2011 Actual (unaudited)	2011 Budget (adjusted)	2012 Final Budget	2012 Budget vs 2011 Budget Fav / (UnFav)	
					\$	%
					Personnel Costs	955,900
Other Costs:						
Corporate Insurance	328,900	390,300	394,600	395,000	(400)	(0.1%)
Corporate Postage	50,300	61,200	60,000	61,800	(1,800)	(3.0%)
Accessibility Costs	-	-	30,000	25,000	5,000	16.7%
Contracts	41,400	40,800	25,000	20,000	5,000	20.0%
Trans to Election Res.	-	60,000	60,000	60,000	-	-
All Other Expenditures	175,200	44,200	71,400	63,900	7,500	10.5%
Total Other Costs	595,800	596,500	641,000	625,700	15,300	2.4%
Total Expenditures	1,551,700	1,586,400	1,668,800	1,721,000	(52,200)	(3.1%)
Revenues:						
Marriage Licenses	(24,200)	(17,900)	(22,000)	(22,000)	-	-
Trans From Reserves	(180,900)	(32,400)	-	-	-	-
Other Revenues	(17,900)	(23,500)	(24,500)	(24,900)	400	1.6%
Total Revenues	(223,000)	(73,800)	(46,500)	(46,900)	400	0.9%
Net	1,328,700	1,512,600	1,622,300	1,674,100	(51,800)	(3.2%)

Customer and Legislative Services Department

Office of the Director

Division Overview:

The Director of Customer & Legislative Services is responsible for overseeing the three organizational divisions that make up the Customer and Legislative Services Department: Customer and Legislative Services, Secretariat Services and Procurement Services. The Director is also the Town Clerk, a statutory position under Section 228 of the *Municipal Act, 2001*.

Expenditures:

The primary expense in this Division is personnel costs. Salaries and benefits increases include step rate progression of applicable staff and corporate increases for salary grid adjustment and benefit cost increases. Other expenditure items have been reviewed and adjusted, and reduced where possible.

Revenues:

There are no revenues attached directly to this office.

Director's Office Staff Complement:

1 Full-Time*

Director of Customer & Legislative Services/Town Clerk

*50% of the time of the Licensing/Vital Statistics Officer has been attributed to the Division as this position provides administrative support to the Director of Customer & Legislative Services

2012 Divisional Highlights:

Office of the Director	2010 Actual	2011 Actual (unaudited)	2011 Budget (adjusted)	2012 Final Budget	2012 Budget vs 2011 Budget Fav / (UnFav)	
					\$	%
Personnel Costs	250,800	195,300	203,600	214,100	(10,500)	(5.2%)
Other Expenditures	49,500	15,100	30,300	19,000	11,300	37.3%
Total Expenditures	300,300	210,400	233,900	233,100	800	0.3%

Customer and Legislative Services Department

Customer & Legislative Services Division

Division Overview:

The Customer & Legislative Services Division of the Customer and Legislative Services Department provides a number of services across the Corporation including corporate insurance and risk management, corporate records management, lottery and marriage licensing and death registrations under the *Marriage Act* and *Vital Statistics Act*. Freedom of Information requests under the *Municipal Freedom of Information and Protection of Privacy Act* are handled by this Division. In addition, the Division coordinates customer service matters and the provision of central reception services to the Corporation and ensures compliance with the *Accessibility for Ontarians with Disabilities Act* and the *Ontarians with Disabilities Act*.

Expenditures:

Personnel cost increases are due to full-time staff complement, step rate progression of applicable staff, corporate increases for salary grid adjustment and benefit cost increases.

The insurance expenditure includes all Corporate insurance and by participating in the N6 Insurance RFP process, insurance premium costs have not increased for 2012.

Other expenditure items have been reviewed, adjusted and reduced where possible.

Revenues:

Revenues for this Division include commissioning of documents, issuing of Marriage Licenses, Lottery Licenses, and Liquor License and Subdivision Clearance Letters, photocopies and processing of Freedom of Information Requests. Some fees are legislated (i.e., Freedom of Information Requests) and, therefore, cannot be amended. However, a fee comparison was conducted of surrounding municipalities of the other fees charged and it was determined that the fees being charged by the Corporation are in some cases higher (i.e., Marriage Licenses) than those of others or comparable. Therefore, no fee increases have been proposed for 2012.

An additional source of revenue for 2012 has been included with regard to the Corporation being able to offer training with regard to Accessibility matters under the AODA to groups outside of the Corporation (i.e., contractors).

2011 actual revenue figures were reviewed and the 2012 revenues have been adjusted in accordance with the review.

TOWN OF AURORA
2012 BUSINESS PLAN AND BUDGET

Customer and Legislative Services Department

Customer & Legislative Services Division Staff Complement:

5 Full-Time

Manager
Licensing/Vital Statistics Officer*
Receptionist
Accessibility Advisor
Records Management Clerk

*50% of the time of the Licensing/Vital Statistics Officer has been attributed to the Director's as this position provides administrative support to the Director of Customer & Legislative Services

2012 Divisional Highlights:

Legislative & Administrative Services	2010 Actual	2011 Actual (unaudited)	2011 Budget (adjusted)	2012 Final Budget	2012 Budget vs 2011 Budget Fav / (UnFav)	
					\$	%
Personnel Costs	255,100	326,900	340,700	376,600	(35,900)	(10.5%)
Other Expenditures	425,500	506,300	523,300	522,100	1,200	0.2%
Total Expenditures	680,600	833,200	864,000	898,700	(34,700)	(4.0%)
Revenues	(77,100)	(35,400)	(36,500)	(36,900)	400	1.1%
Net	603,500	797,800	827,500	861,800	(34,300)	(4.1%)

Customer and Legislative Services Department

Secretariat Services Division

Division Overview:

The Secretariat Services Division provides internal and external clients with current, accurate and easily accessible information on deliberations of Council and associated Committees.

Expenditures:

All step rate progression of applicable staff, corporate increases for salary grid adjustment and benefit cost increases have been included. All other expenditure items have been reviewed and adjusted to reflect current needs, including funding for a contract Committee Secretary to assist during busy meeting schedules. However, this budget allocation has been reduced from 2011.

Revenues:

There are no revenues attached directly to the Secretariat Services Division.

Secretariat Services Division Staff Complement:

3 Full-Time

1 Part-Time

Manager

Committee Secretary (2)

Committee Secretary (contract – PT)

2012 Divisional Highlights:

Secretariat Services	2010 Actual	2011 Actual (unaudited)	2011 Budget (adjusted)	2012 Final Budget	2012 Budget vs 2011 Budget Fav / (UnFav)	
					\$	%
Personnel Costs	173,500	235,100	245,100	255,100	(10,000)	(4.1%)
Other Expenditures	6,700	5,700	16,000	12,800	3,200	20.0%
Total Expenditures	180,200	240,800	261,100	267,900	(6,800)	(2.6%)

Customer and Legislative Services Department

Procurement Services Division

Division Overview:

The Procurement Services Division of the Customer and Legislative Services Department provides support by overseeing and coordinating procurement activities for the Corporation.

Expenditures:

Salaries and benefits increases are due to step rate progression of applicable staff, corporate increases for salary grid adjustment and benefit cost increases. All other expenditure items have been reviewed and adjusted to reflect current needs.

Revenues:

There is only one source of revenue for this Division which is the administration fee attached to issuance of tendering packages and upon review of 2011 actual figures it has been amended to reflect the same.

Procurement Services Division Staff Complement:

3 Full-Time

 Manager

 Buyer

 Purchasing Clerk

2012 Divisional Highlights:

Procurement Services	2010 Actual	2011 Actual (unaudited)	2011 Budget (adjusted)	2012 Final Budget	2012 Budget vs 2011 Budget Fav / (UnFav)	
					\$	%
Personnel Costs	190,800	200,800	238,300	249,500	(11,200)	(4.7%)
Other Expenditures	8,900	6,200	9,000	9,300	(300)	(3.3%)
Total Expenditures	199,700	207,000	247,300	258,800	(11,500)	(4.7%)
Revenues	-	(6,000)	(10,000)	(10,000)	-	-
Net	199,700	201,000	237,300	248,800	(11,500)	(4.8%)