

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 Customer and Legislative Services Department provides its activities and support to clients through three organizational divisions: Customer Services, Legislative Services and Purchasing.

Customer Services is a new Division that will provide leadership and coordination of customer service, including accessible customer service, across the Corporation and will interact with all Departments to develop a centralized customer service approach.

Legislative Services handles a variety of duties, the majority of which are statutory in nature as prescribed by several legislative mechanisms such as the *Municipal Act, 2001*; *Vital Statistics Act*; *Municipal Freedom of Information and Protection of Privacy Act*; and the *Municipal Elections Act*.

Purchasing oversees all procurement functions to ensure that the Corporation obtains the best value for its purchases, combined with fair and equitable access to all goods and services providers.

Services That We Provide

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

- Customer Service
 - Provides leadership and coordination of customer service, including customer service strategy and initiatives, across the Corporation
 - Ensures support for and compliance with the [Accessibility for Ontarians with Disabilities Act, 2005](#), including the provision of accessible customer service
- Legislative Services
 - Office of the Clerk
 - Council/Committee Secretariat
 - Freedom of Information
 - Elections
 - Insurance/Risk Management
 - Records Management

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- Purchasing
 - Procurement By-law and Policy
 - 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 2010

Improved Operational Efficiency

- Continue to maintain legislative compliance corporately
- Seamlessly implement changes in Corporate organizational structure
- Develop and implement policies for disaster recovery program for Council minutes and Corporate by-laws, contracts and agreements
- Continue converting all archived contracts and agreements to electronic format

Positioning for our Future

- Conduct the 2010 Municipal Election and related activities
- Engage a consultant to develop a comprehensive document and records management strategic plan that addresses the current and future needs of the Corporation, including development of a new records retention by-law for inactive paper records and electronic records
- Develop and implement a long-term Corporate-wide customer service strategy

Client Service and Satisfaction

- Undertake activities to continuously improve our client's service experience with a focus on developing a centralized customer service approach for the Corporation

Full Time Approved Complement:

	2009 <u>Approved</u>	2010 <u>Approved</u>
• Legislative Services	6FT + 3PT	6FT + 4 PT
• Customer Services	0	0
• Purchasing	<u>3FT</u>	<u>3FT</u>
	9FT + 3PT	9FT + 4PT

TOWN OF AURORA
2010 BUSINESS PLAN AND BUDGET

Customer and Legislative Services Department

2010 Budget Highlights:

	Actuals as of Dec 31, 2008	Preliminary Actuals Dec 31, 2009	2009 Approved Budget	2010 Approved Budget	Variance Unfavourable (Favourable)	%
Personnel Costs	735,200	740,200	867,800	956,000	88,200	10.16%
Other Expenditures	257,000	200,500	286,200	423,600	137,400	48.01%
Total Expenditures	992,200	940,700	1,154,000	1,379,600	225,600	19.55%
Revenues	(142,200)	(33,700)	(206,800)	(241,500)	(34,700)	16.78%
	850,000	907,000	947,200	1,138,100	190,900	20.15%

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Customer Services Division

Division Overview:

The Customer Services Division of the Customer and Legislative Services Department provides leadership and coordination of customer service, including development of a centralized customer service approach and related initiatives, across the Corporation. This new Division will work to ensure that the services offered by the Corporation are aligned with the needs of a growing community.

As Customer Services is a new Division, a budget for this Division has not yet been developed. It is anticipated that the Director of Customer and Legislative Services will develop the budget and staffing model for the Customer Services Division.

Expenditures:

Many of the Division's costs, such as office supplies, will be covered within the budget for the Legislative Services Division and there may be realignment of current staff within the Customer and Legislative Services Department to improve efficiencies and reduce costs.

Revenues:

Again, as the Customer Service Division is a new Division, there has been no provision for revenues for this year.

Customer Services Division Staff Complement:

None

Customer and Legislative Services Department

Legislative Services Division

Division Overview:

The Legislative Services Division provides internal and external clients with current, accurate and easily accessible information on deliberations of Council and associated Committees; access to Corporate legal documents and agreements; coordination of the Corporate records management system; management of Corporate insurance and the Risk Management Policy; coordination of *Municipal Freedom of Information and Protection of Privacy Act* requests; and the efficient conduct of municipal elections.

Expenditures:

The Division's base budget is relatively unchanged from 2009, increasing only slightly year over year with most of the increase coming from increased insurance fees and insurance adjuster fees. Salaries and benefits increased 4.85% with most increases due to step rate progression of applicable staff, and corporate increases for salary grid adjustment and benefits cost increases. The funds for the 2010 Municipal Election Budget are included in the Division's overall budget.

Revenues:

2010 revenues are expected to be similar to 2009 revenues. Revenue sources for the Legislative Services Division include licenses and permits and other fees.

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Legislative Services Division Staff Complement:

6 Full Time
3 Part-time
1 Contract (New Request)

Director of Customer and Legislative Services/Town Clerk

Manager of Customer Service & Administration/Deputy Clerk
Elections Coordinator (new request – contract)
Licensing/Vital Statistics Officer
Receptionists (2 PT)
Records Management Clerk

Manager of Legislative Services/Deputy Clerk
Committee Secretary (2)
Committee Secretary (contract – PT)

2010 Budget Highlights:

Customer & Legislative Services Department – Administration*

	Actuals as of Dec 31, 2008	Preliminary Actuals Dec 31, 2009	2009 Approved Budget	2010 Approved Budget	Variance Unfavourable (Favourable)	%
Personnel Costs	735,200	740,000	867,800	909,900	42,100	4.85%
Other Expenditures						
Insurance Adjuster	23,500	22,000	20,000	25,000	5,000	25.00%
Ins Claim Deductions	44,100	39,400	45,000	50,000	5,000	11.11%
Other Expenditures	142,000	136,800	218,700	174,600	(44,100)	(20.16%)
	209,600	198,200	283,700	249,600	(34,100)	(12.02%)
Total Expenditures	944,800	938,200	1,151,500	1,159,500	8,000	0.69%
Revenues	(142,200)	(33,700)	(206,800)	(66,500)	140,300	(67.84%)
	802,600	904,500	944,700	1,093,000	148,300	15.70%

*The 2010 budget does not specifically breakout the budget for the Customer Services Division as this is a new Division whose budget and staffing model will be developed by the Director of Customer & Legislative Services.

TOWN OF AURORA
2010 BUSINESS PLAN AND BUDGET

Customer and Legislative Services Department

Costs for 2010 Municipal Election Administration**

	Actuals as of Dec 31, 2008	Preliminary Actuals Dec 31, 2009	2009 Approved Budget	2010 Approved Budget	Variance Unfavourable (Favourable)	%
Personnel Costs	0	200	0	46,000	46,000	100.00%
Other Expenditures	47,400	2,300	2,500	174,000	171,500	6,860.00%
Total Expenditures	47,400	2,500	2,500	220,000	217,500	8,700.00%
Revenues	0	0	0	(175,000)	(175,000)	100.00%
	47,400	2,500	2,500	45,000	42,500	1,700.00%

** The budget for Elections has been separated from the overall operating budget as the election expenditures are not generally annual costs. The \$45,000 net budget cost represents the 2010 share of the funding for the election, which occurs each four years. The Revenue shown is a contribution from the Election Reserve, representing prior year contributions.

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Purchasing Division

Division Overview:

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

Expenditures and Revenues:

The 2010 budget for the Purchasing Division is included in the budget for the Customer and Legislative Services Department.

Purchasing Division:

3 Full Time

Purchasing Coordinator

Buyer

Purchasing Clerk/Secretary