

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 & Administrative Services, Legislative Services and Purchasing.

Customer and Administrative Services 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 *Vital Statistics Act* and Freedom of Information requests under the *Municipal Freedom of Information and Protection of Privacy Act*.

Legislative 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, Legislative Services provides secretariat services to Council and its Committees.

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 and Administrative 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;
 - Processes Freedom of Information requests under the *Municipal Freedom of Information and Protection of Privacy Act*, lottery and marriage licenses under the *Vital Statistics Act*;
 - Provides central reception services for the Corporation; and
 - Ensures support for, and compliance with, the *Accessibility for Ontarians with Disabilities Act, 2005*, including the provision of accessible customer service.

Customer and Legislative Services Department

- Legislative Services
 - The Office of the Clerk is responsible for the statutory duties of the municipal clerk which manages the municipality's records and conducts municipal elections;
 - Staff provide 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; and
 - Staff provide support at the Emergency Operation Center.

- 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 2011

Improved Operational Efficiency

- Continue to maintain legislative compliance corporately
- Continue to develop and recommend records management policies and practices to ensure permanent protection and safeguard for the Town's vital and historical records
- Provide guidance to determine priority activities and municipal requirements and/or needs under the AODA and related legislation

Positioning for our Future

- Develop a comprehensive document and records management strategic plan that addresses the current and future records management needs of the Corporation, including development of a new records retention by-law for inactive paper records and electronic records and the integration/upgrading of the various documents and records management programs currently utilized by the Corporation
- Participate in and provide purchasing services to an initiative to explore retaining joint insurance coverage and risk management services for the "N6" group of municipalities

Client Service and Satisfaction

- Review and amend purchasing by-law and policy, as well as bid documents, to ensure legislative compliance and consistency

Customer and Legislative Services Department

Key Performance Measures

Key Performance Measure	2011 Target
Review and revise records retention by-law to reduce the amount of electronic and hard copy records retained by the Corporation while meeting or exceeding compliance with legislative requirements and best practices.	TBD

Full Time Approved Complement:

	Starting Approved	2011 Request	
• Director	1 FT	-	
• Legislative Services	3FT +1PT	-	
• Cust. & Administrative Services	5FT	1FT	
• Purchasing	3FT	-	
	11FT + 1PT	1FT	12FT

2011 Budget Highlights:

Base Budget

Customer & Legislative Services	2010 Actuals (unaudited)	2010 Adjusted Budget	2011 Base	Variance (Favourable)/UnFavourable	
				\$	%
Personnel Costs	955,900	956,100	1,028,300	72,300	7.56%
Other Expenditures	593,700	751,200	641,100	(110,200)	(14.67%)
Total Expenditures	1,549,600	1,707,300	1,669,400	(37,900)	(2.22%)
Trans. from Election Reserve	(145,900)	(175,000)	-	175,000	(100.00%)
Other Revenue	(77,100)	(66,500)	(95,200)	(28,700)	(43.16%)
Total Revenue	(223,000)	(241,500)	(95,200)	145,300	60.58%
Net	1,326,600	1,465,800	1,574,200	108,400	7.40%

Customer and Legislative Services Department

New Items

- Cessation of Reserve Funding for Accessibility \$48,700

2011 Approved Budget

Customer & Legislative Services	2010 Actuals (unaudited)	2010 Adjusted Budget	2011 Budget	Variance (Favourable)/UnFavourable	
				\$	%
Personnel Costs	955,900	956,100	1,028,300	72,200	7.56%
Other Expenditures	593,700	751,200	641,100	(110,100)	(14.67%)
Total Expenditures	1,549,600	1,707,300	1,669,400	(37,900)	(2.22%)
Trans. from Election Reserve	(145,900)	(175,000)	-	175,000	(100.00%)
Other Revenue	(77,100)	(66,500)	(46,500)	20,000	30.08%
Total Revenue	(223,000)	(241,500)	(46,500)	195,000	80.75%
Net	1,326,600	1,465,800	1,622,900	157,100	10.72%

Note:

The above includes the following values for **Elections Expense**:

Elections	2010 Actuals (unaudited)	2010 Adjusted Budget	2011 Budget	Variance (Favourable)/UnFavourable	
				\$	%
Personnel Costs	85,700	46,000	-	(46,000)	(100.00%)
Other Expenditures	105,200	174,000	62,500	(111,500)	(64.08%)
Total Expenditures	190,900	220,000	62,500	(157,500)	(71.59%)
Revenues	(145,900)	(175,000)	-	175,000	100.00%
Net	45,000	45,000	62,500	17,500	38.89%

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 Administrative Services, Legislative Services and Purchasing. 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 which represent 87.12% of the net divisional budget. Salaries and benefits experienced an increase of 29.1%, with all increases due to a reallocation of services within the department, step rate progression of applicable staff and corporate increases for salary grid adjustment and benefits cost increases. All 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

2011 Budget Highlights:

Office of the Director	2010 Actuals (unaudited)	2010 Adjusted Budget	2011 Budget	Variance (Favourable)/UnFavourable	
				\$	%
Personnel Costs	250,800	157,600	203,600	46,000	29.19%
Other Expenditures	49,500	24,200	30,300	6,100	25.21%
Total Expenditures	300,300	181,800	233,900	52,100	28.66%

Customer and Legislative Services Department

Customer & Administrative Services Division

Division Overview:

The Customer & Administrative 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

Expenditures:

The Division's base expenditure budget has increased significantly over the prior year due to various factors, including the funding of a vacant Records Management Clerk position that had not been funded in 2010 and the conversion of the Accessibility Advisor position from contract to full-time complement. All other personal cost increases are due to step rate progression of applicable staff, corporate increases for salary grid adjustment and benefits cost increases. Other expenditure items have been reviewed and adjusted, and reduced where possible.

Revenues:

Revenues for this Division include commissioning fees and other statutory fees under legislation such as the *Municipal Freedom of Information and Protection of Privacy Act* and the *Marriage Act* and *Vital Statistics Act*. Overall revenues for the division saw a significant decrease due to no longer relying on the Accessibility Reserve to fund a portion of the Accessibility Advisor contract position.

Customer & Administrative Services Division Staff Complement:

4 Full Time, plus 1 Conversion From Contract to FT

- Manager of Administrative Services
- 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

**New request – to convert a contract position to full-time complement

TOWN OF AURORA
2011 BUSINESS PLAN AND BUDGET

Customer and Legislative Services Department

2011 Budget Highlights:

Admin Services	2010 Actuals (unaudited)	2010 Adjusted Budget	2011 Budget	Variance (Favourable)/UnFavourable	
				\$	%
Personnel Costs	255,100	284,300	340,800	56,500	19.87%
Other Expenditures	425,500	531,900	523,500	(8,400)	(1.58%)
Total Expenditures	678,600	816,200	864,300	48,100	5.89%
Revenues	(77,100)	(66,500)	(36,500)	30,000	45.11%
Net	601,500	749,700	827,800	78,100	10.42%

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 and the efficient conduct of municipal elections.

Expenditures:

The Division's base expenditure budget has not experienced a notable increase over the prior year. Salaries and benefits experienced an overall decrease of 1.4% after the inclusion of all step rate progression of applicable staff, corporate increases for salary grid adjustment and benefits cost increases due to staff turnover which has resulted in positions being budgeted at lower steps on the grid than in 2010. 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.

Revenues:

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

Legislative Services Division Staff Complement:

3 Full Time
1 Part Time

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

2011 Budget Highlights:

Secretariat Services	2010 Actuals (unaudited)	2010 Adjusted Budget	2011 Budget	Variance (Favourable)/UnFavourable	
				\$	%
Personnel Costs	173,500	248,800	245,200	(3,600)	(1.45%)
Other Expenditures	6,700	11,000	16,000	5,000	45.45%
Total Expenditures	180,200	259,800	261,200	1,400	0.54%

Customer and Legislative Services Department

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:

The Division's base expenditure budget has increased by 7.8% over the prior year. Salaries and benefits experienced an increase of 8.7%, with increases due to step rate progression of applicable staff, corporate increases for salary grid adjustment and benefits cost increases. All other expenditure items have been reviewed and adjusted to reflect current needs.

Revenues:

Revenues related to the Purchasing Division have been reallocated from Financial Services to allow them to be matched to the related tendering expenses.

Purchasing Division Staff Complement:

3 Full Time

Manager of Purchasing

Buyer

Purchasing Clerk

2011 Budget Highlights:

Purchasing	2010 Actuals (unaudited)	2010 Adjusted Budget	2011 Budget	Variance (Favourable)/UnFavourable	
				\$	%
Personnel Costs	190,800	219,300	238,400	19,100	8.71%
Other Expenditures	8,900	10,200	9,000	(1,200)	(11.76%)
Total Expenditures	199,700	229,500	247,400	17,900	7.80%
Revenues	-	-	(10,000)	(10,000)	-
Net	199,700	229,500	237,400	7,900	3.44%