

## Customer and Legislative Services Department

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### 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, Municipal Elections, 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* and the *Planning Act*. In addition, Secretariat Services provides support to Council and its Committees.

Procurement Services is responsible for centrally providing efficient and cost effective 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 divisions that conduct various 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 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* 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 Operation 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

### Initiatives that advance the Strategic Plan in 2013

#### **Community Goal:**

##### **Supporting an exceptional quality of life for all**

- Continue to monitor and update the Accessibility Plan to ensure compliance with the standards set by the *Accessibility for Ontarians with Disabilities Act* and the *Ontarians with Disabilities Act*
- Continue to work to remove barriers for persons with disabilities and replace them with viable solutions
- Continue to provide support and perform functions in accordance with the Emergency Plan

#### **Invest in sustainable infrastructure**

- Continue to establish policies and programs that enhance the accessibility of new and existing facilities and infrastructure
- Update risk management policies and programs to ensure safety of new and existing facilities and infrastructure
- Implement the records management plan and continue to investigate use of meeting management software to ensure protection of information assets and historical records, access to records as well as compliance with legislation

#### **Natural Environment Goal:**

##### **Supporting environmental stewardship and sustainability and Promoting and advancing green initiatives**

- Continue to prepare for acquisition and implementation of an electronic records and document management system
- Continue to investigate use of meeting management software for transparency, efficiency, accuracy and reduction of paper
- Continue to investigate opportunities for green procurement for the corporation

**Customer and Legislative Services Department**

**Key Performance Measures**

<b>Key Performance Measures</b>	<b>2013 Targets</b>
Respond to and commence processing of insurance claims	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
Median number of days to respond to internal request for records	1-2 working days
Respond to inquiries (staff or public) re Accessibility for Ontarians with Disabilities Act	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:**

	<u>Starting Approved</u>	<u>2013 Request</u>
• Director	1 FT	-
• Customer & Legislative Services	5 FT	1 Call In
• Secretariat Services	3 FT +1 PT	.5 Summer Student
• Procurement Services	3 FT	.5 Summer Student
	<u>12 FT + 1 PT</u>	<u>1 Call In +</u> <u>1 Summer Student</u>

**2013 Budget Highlights: Base Budget**

<b>Total Customer &amp; Legislative Services</b>	2010 Actual	2011 Actual	2012 Budget (adjusted)	2012 Actual (estimated)	<b>2013 BASE Budget</b>	2014 Outlook	2015 Outlook	2016 Outlook
Personnel Costs	955.9	989.9	1,095.3	1,069.7	<b>1,154.4</b>	-	-	-
Other Expenditures	595.8	596.4	625.7	643.4	<b>671.4</b>	-	-	-
Total Expenditures	1,551.7	1,586.3	1,721.0	1,713.1	<b>1,825.8</b>	-	-	-
Change from 2012 Budget					6.1%			
Revenues	(223.0)	(72.8)	(46.9)	(48.9)	<b>(48.0)</b>	-	-	-
Net	1,328.7	1,513.5	1,674.1	1,664.2	<b>1,777.8</b>	-	-	-
Change from 2012 Budget					6.2%			

Available January 12, 2013

TOWN OF AURORA  
2013 BUSINESS PLAN AND BUDGET

**Customer and Legislative Services Department**

**New Items:**

- Call In coverage for Reception
- An increase of \$15,000 to the contribution to the Election Reserve to cover any future by-election issues

**2013 Draft Budget**

<b>Total Customer &amp; Legislative Services</b>	2010 Actual	2011 Actual	2012 Budget (adjusted)	2012 Actual (estimated)	<b>2013 Draft Budget</b>	2014 Outlook	2015 Outlook	2016 Outlook
Personnel Costs	955.9	989.9	1,095.3	1,069.7	<b>1,159.9</b>	-	-	-
Other Expenditures	595.8	596.4	625.7	643.4	<b>686.4</b>	-	-	-
Total Expenditures	1,551.7	1,586.3	1,721.0	1,713.1	<b>1,846.3</b>	-	-	-
Change from 2012 Budget					7.3%			
Revenues	(223.0)	(72.8)	(46.9)	(48.9)	<b>(48.0)</b>	-	-	-
Net	1,328.7	1,513.5	1,674.1	1,664.2	<b>1,798.3</b>	-	-	-
Change from 2012 Budget					7.4%			

*Available January 12, 2013*

TOWN OF AURORA  
2013 BUSINESS PLAN AND BUDGET

**Customer and Legislative Services Department**

**Customer & Legislative Services is made up of 5 Divisions:**

Customer & Legislative Services	2010 Actual	2011 Actual	2012 Budget (adjusted)	2012 Actual (estimated)	2013 Draft Budget	2013 Budget vs 2012 Budget Fav / (UnFav)	
						\$	%
Office of the Director	300.3	390.9	233.1	221.0	246.1	(13.0)	(5.6%)
Legislative & Administrative Services	603.5	645.8	861.8	880.0	918.9	(57.1)	(6.6%)
Secretariat Services	180.2	213.3	267.9	260.0	292.1	(24.2)	(9.0%)
Procurement Services	199.7	201.0	248.8	241.0	263.7	(14.9)	(6.0%)
Elections	45.0	62.5	62.5	62.2	77.5	(15.0)	(24.0%)
<b>NET DEPARTMENT COST</b>	<b>1,328.7</b>	<b>1,513.5</b>	<b>1,674.1</b>	<b>1,664.2</b>	<b>1,798.3</b>	<b>(124.2)</b>	<b>(7.4%)</b>

**The overall departmental costs and revenues are as follows:**

Customer & Legislative Services	2010 Actual	2011 Actual	2012 Budget (adjusted)	2012 Actual (estimated)	2013 Draft Budget	2013 Budget vs 2012 Budget Fav / (UnFav)	
						\$	%
<b>Personnel Costs</b>	<b>955.9</b>	<b>989.9</b>	<b>1,095.3</b>	<b>1,069.7</b>	<b>1,159.9</b>	<b>(64.6)</b>	<b>(5.9%)</b>
<b>Other Costs:</b>							
Corporate Insurance	328.0	389.3	395.0	413.3	408.7	(13.7)	(3.5%)
Corporate Postage	50.3	61.2	61.8	75.3	90.0	(28.2)	(45.6%)
Accessibility Costs	-	-	25.0	25.0	25.0	-	-
Contracts	41.4	40.8	15.0	14.0	17.0	(2.0)	(13.3%)
Trans to Election Res.	-	60.0	60.0	60.0	75.0	(15.0)	(25.0%)
All Other Expenditures *	176.1	45.1	68.9	55.8	70.7	(1.8)	(2.6%)
<b>Total Other Costs</b>	<b>595.8</b>	<b>596.4</b>	<b>625.7</b>	<b>643.4</b>	<b>686.4</b>	<b>(60.7)</b>	<b>(9.7%)</b>
<b>Total Expenditures</b>	<b>1,551.7</b>	<b>1,586.3</b>	<b>1,721.0</b>	<b>1,713.1</b>	<b>1,846.3</b>	<b>(125.3)</b>	<b>(7.3%)</b>
<b>Revenues:</b>							
Marriage Licenses	(24.2)	(17.9)	(22.0)	(21.7)	(20.0)	(2.0)	(9.1%)
Trans From Election Reserve	(180.9)	(32.4)	-	-	-	-	-
Other Revenues	(17.9)	(22.5)	(24.9)	(27.2)	(28.0)	3.1	12.4%
<b>Total Revenues</b>	<b>(223.0)</b>	<b>(72.8)</b>	<b>(46.9)</b>	<b>(48.9)</b>	<b>(48.0)</b>	<b>1.1</b>	<b>2.3%</b>
<b>Net</b>	<b>1,328.7</b>	<b>1,513.5</b>	<b>1,674.1</b>	<b>1,664.2</b>	<b>1,798.3</b>	<b>(124.2)</b>	<b>(7.4%)</b>

## Customer and Legislative Services Department

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### 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*.

#### **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 Director as this position provides administrative support to both the Director and Manager of Customer & Legislative Services.

#### **2013 Divisional Highlights:**

Office of the Director	2010 Actual	2011 Actual	2012 Budget (adjusted)	2012 Actual (estimated)	<b>2013 Draft Budget</b>	2014 Outlook	2015 Outlook	2016 Outlook
Personnel Costs	250.8	375.8	214.1	202.5	<b>212.2</b>	-	-	-
Other Expenditures	49.5	15.1	19.0	18.5	<b>33.9</b>	-	-	-
<b>Total Expenditures</b>	<b>300.3</b>	<b>390.9</b>	<b>233.1</b>	<b>221.0</b>	<b>246.1</b>	-	-	-

Change from 2012 Budget      5.6%

Available January 12, 2013

## Customer and Legislative Services Department

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### 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, municipal elections, 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 addition of call in reception position (\$5,000), step rate progression of applicable staff, corporate increases for salary grid adjustment and benefit cost increases.

The insurance expenditure includes all corporate insurance, excluding fleet. Insurance premium costs have been based on an estimated 10% increase for 2013, however actual rates have not yet been determined due to insurers presently reviewing insurance renewal material.

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 fees were increased to remain comparable.

2012 actual revenue figures were reviewed and the 2013 revenues have been adjusted in accordance with the review.

TOWN OF AURORA  
2013 BUSINESS PLAN AND BUDGET

**Customer and Legislative Services Department**

**Customer & Legislative Services Division Staff Complement:**

5 Full Time

1 Call In

Manager

Licensing/ Vital Statistics Officer\*

Accessibility Advisor

Records Management Clerk

Receptionist

Call In Receptionist

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

**2013 Divisional Highlights:**

<b>Legislative &amp; Administrative Services</b>	2010 Actual	2011 Actual	2012 Budget (adjusted)	2012 Actual (estimated)	<b>2013 Draft Budget</b>	2014 Outlook	2015 Outlook	2016 Outlook
Personnel Costs	255.1	173.9	376.6	374.8	<b>401.0</b>	-	-	-
Other Expenditures	425.5	506.3	522.1	545.7	556.9	-	-	-
Total Expenditures	680.6	680.2	898.7	920.5	<b>957.9</b>	-	-	-
Change from 2012 Budget					6.6%			
Revenues	(77.1)	(34.4)	(36.9)	(40.5)	<b>(39.0)</b>	-	-	-
Net	603.5	645.8	861.8	880.0	<b>918.9</b>	-	-	-
Change from 2012 Budget					6.6%			

Available January 12, 2013



## Customer and Legislative Services Department

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### Secretariat Services Division

#### **Division Overview:**

The Secretariat Services Division provides internal and external clients with current, accurate and easily accessible information with regard to 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. Due to the increase in the number of Committee meetings, the part time personnel costs have been increased by \$5,000. All other expenditure items have been reviewed and adjusted to reflect current needs, including funding for a summer student which will be shared with Procurement Services (\$2,500 for each Division).

#### **Revenues:**

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

#### **Secretariat Services Division Staff Complement:**

3 Full Time  
1 Part Time  
.5 Summer Student

Manager  
Committee Secretary (2)  
Committee Secretary (PT)  
Summer Student (.5)

#### **2013 Divisional Highlights:**

Secretariat Services	2010 Actual	2011 Actual	2012 Budget (adjusted)	2012 Actual (estimated)	<b>2013 Draft Budget</b>	2014 Outlook	2015 Outlook	2016 Outlook
Personnel Costs	173.5	207.6	255.1	252.9	<b>283.8</b>	-	-	-
Other Expenditures	6.7	5.7	12.8	7.1	<b>8.3</b>	-	-	-
Total Expenditures	180.2	213.3	267.9	260.0	<b>292.1</b>	-	-	-

Change from 2012 Budget      9.0%

Available January 12, 2013

## Customer and Legislative Services Department

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### 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 benefit increases are due to step rate progression of applicable staff, corporate increases for salary grid adjustment and benefit cost increases. A summer student position has been proposed to be shared with Secretariat Services (\$2,500 has been included in each of the Divisions' budgets). 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 2012 actual figures it has been amended to reflect the same.

#### **Procurement Services Division Staff Complement:**

3 Full Time

.5 Summer Student

Manager

Buyer

Purchasing Clerk

Summer Student (.5)

#### **2013 Divisional Highlights:**

<b>Procurement Services</b>	2010 Actual	2011 Actual	2012 Budget (adjusted)	2012 Actual (estimated)	<b>2013 Draft Budget</b>	2014 Outlook	2015 Outlook	2016 Outlook
Personnel Costs	190.8	200.8	249.5	239.5	<b>262.9</b>	-	-	-
Other Expenditures	8.9	6.2	9.3	9.9	<b>9.8</b>	-	-	-
Total Expenditures	199.7	207.0	258.8	249.4	<b>272.7</b>	-	-	-
Change from 2012 Budget					5.4%			
Revenues	-	(6.0)	(10.0)	(8.4)	<b>(9.0)</b>	-	-	-
Net	199.7	201.0	248.8	241.0	<b>263.7</b>	-	-	-
Change from 2012 Budget					6.0%			

Available January 12, 2013