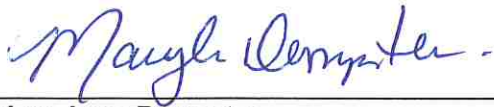


**CITY OF RICHMOND HILL**  
**2020 Draft Operating Budget**

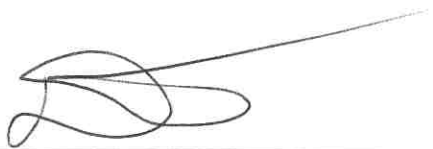
**CORPORATE & FINANCIAL SERVICES DEPARTMENT**

2020 Draft Budget Submitted and Reviewed by:



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Mary-Anne Dempster  
Commissioner, Corporate & Financial Services



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David Dexter  
Director, Financial Services & Treasurer

# **CITY OF RICHMOND HILL**

## **2020 Draft Budget**

### **CORPORATE & FINANCIAL SERVICES**

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# ***CITY OF RICHMOND HILL***

## ***2020 Draft Budget***

### **CORPORATE & FINANCIAL SERVICES – DEPARTMENTAL SUMMARY**

#### **OVERVIEW**

The City's Corporate & Financial Services Department is responsible for providing direction, policy advice and leadership to and through the Financial Services, Office of the Clerk, Human Resources and Information Technology. The areas provide expert financial, administrative and technical services to ensure optimal services for both internal and external and customers.

The Corporate and Financial Services Department has a 2019 full time staff complement of 140 employees. The following services are provided through this Department:

- Commissioner's Office
- Office of the Clerk
- Human Resources
- Mayor & Council Office
- Corporate Supplies
- Financial Services
- Elections
- Information Technology

The 2019 ACCOMPLISHMENTS:

#### **Financial Services**

- Completed 2019 Development Charges By-law Update
- Achieved significant advancement in remote water consumption reporting
- Conducted research and development of an equitable Stormwater rate model

#### **Office of the Clerk**

- Completed Phase 2 of the Information Management project
- Facilitated 2018 municipal election post-election processes
- Expanded Implementation of the electronic meeting management system to all Council and committee meeting types
- Facilitated continued implementation of the 2018-2022 Accessibility Plan

#### **Human Resources**

- Achieved freely negotiated Fire Agreement for a 5 year term
- Achieved freely negotiated Salaried Employees' Association Agreement for a 4 year term
- Achieved partial implementation of the Human Resources Services Delivery model by aligning business partners with their client groups for recruitment as well as streamlining the recruitment process
- Commenced outplacement services as part of the City's termination process
- Completed part time pay equity review
- Revamped Wellness Program
- Employee Strategy achievements:
  - Launch of Richmond Hill University
  - Implementation of Leadership I, II and III training
  - Implementation of succession planning

# ***CITY OF RICHMOND HILL***

## ***2020 Draft Budget***

### **CORPORATE & FINANCIAL SERVICES – DEPARTMENTAL SUMMARY**

#### **OVERVIEW – Continued**

##### **Information Technology**

- Completed Enterprise Resource Planning System Implementation (Phase I) - Finance
- Completed Enterprise Resource Planning System Implementation (Phase I) - Human Resources
- Completed Parking Ticket Manager System Go-Live Phase II
- Continued deployment for Voice Over IP Conversion
- Completed IT Security Program – Education and Awareness Initiation
- Initiated GIS Strategy Implementation
- Initiated assessment of Enterprise Asset Management

#### **The 2020 PRIORITIES:**

##### **Financial Services**

- Develop framework and implement Community Benefits Charge
- Establish a Capital Sustainability Strategy and Financial Plan
- Commence 2021 Development Charges By-law Update
- Consider options for accepting credit card payments on property tax bills
- Pilot Program for advanced meter reading technology
- Integrate Library Support into service delivery model

##### **Office of the Clerk**

- Commence Phase 3 of the Information Governance Program - Electronic Document Management System Implementation
- Establish Digitization and Scanning of routinely accessed physical records for the City
- Facilitate continued implementation of the 2018-2022 Accessibility Plan

##### **Human Resources**

- Commence Canadian Union of Public Employees contract negotiations
- Continued development and implementation of the Human Resources Service Delivery model to further meet the organization's needs
- Continued implementation of the Employee Strategy:
  - Expansion of succession planning to the Manager level
  - Development and implementation of a new Performance Development Program
- Streamline Maternity Leave process
  - Working groups
  - Updating message content
- Continue Implementation of Wellness Strategy items
- Integrate Library Support into delivery model

# ***CITY OF RICHMOND HILL***

## ***2020 Draft Budget***

### **CORPORATE & FINANCIAL SERVICES – DEPARTMENTAL SUMMARY**

#### **OVERVIEW – Continued**

##### **Information Technology**

- Continue Enterprise Resource Planning System Implementation (Phase I) - Payroll
- Continue Enterprise Resource Planning System Implementation (Phase II) - Finance
- Continue Enterprise Resource Planning System Implementation (Phase II) - Human Resources
- Merge Library Network and Systems with Richmond Hill
- Complete Parking Ticket Manager System Go-Live Phase III
- Initiate IT Security Program – Governance, Education and Awareness
- Commence Enterprise Asset Management Implementation
- Initiate Next Generation 911
- Continue GIS Strategy Implementation

# **CITY OF RICHMOND HILL**

## **2020 Draft Budget**

### **CORPORATE & FINANCIAL SERVICES – DEPARTMENTAL SUMMARY**

#### **OVERVIEW – Continued**

#### **Full-Time Complement** (including Elected Officials)

	<b>2019 Approved <u>Budget</u></b>	<b>2020 Draft <u>Budget</u></b>
Commissioner's Office	2	2
Office of the Clerk	16	15
Mayor & Council Offices	22	22
Information Technology	36	38
Financial Services	48	46
Human Resources	16	16
<b>Total</b>	<b><u>140</u></b>	<b><u>139</u></b>

# CITY OF RICHMOND HILL

## 2020 Draft Budget

### CORPORATE & FINANCIAL SERVICES – DEPARTMENTAL SUMMARY

#### OVERVIEW - Continued

#### 2020 Departmental Budget Highlights

	2018 Actual	Preliminary Actuals at 31 Oct 19	2019 Approved Budget	2020 Draft Budget	Varian (Favoura) / Unfavourble	
<b>Expenditures</b>						
Personnel - Full-Time	\$ 15,207,541	\$ 13,249,155	\$ 17,175,200	\$ 17,436,000	\$ 260,800	
Personnel - Casual	905,994	655,505	269,600	216,700	(52,900)	
Contracts / Services	2,781,595	1,606,532	2,355,900	2,145,800	(210,100)	
Materials / Supplies	1,137,020	1,005,443	1,432,600	1,397,900	(34,700)	
Other Expenditures	2,832,166	2,347,053	2,614,600	3,069,900	455,300	
Transfers to Other Funds	200,000	166,667	200,000	200,000	-	
<b>Total Expenditures</b>	<b>\$ 23,064,316</b>	<b>\$ 19,030,355</b>	<b>\$ 24,047,900</b>	<b>\$ 24,466,300</b>	<b>\$ 418,</b>	<b>1.7%</b>
<b>Revenues</b>						
User Fees	(1,389,606)	(1,298,059)	(1,444,200)	(1,630,500)	(186,300)	
Reserves and Reserve Funds	(1,570,498)	(713,756)	(821,900)	(616,300)	205,600	
Other Internal Sources	(1,588,089)	(1,386,266)	(1,649,800)	(1,680,100)	(30,300)	
<b>Total Revenues</b>	<b>\$ (4,548,193)</b>	<b>\$ (3,398,081)</b>	<b>\$ (3,915,900)</b>	<b>\$ (3,926,900)</b>	<b>\$ (000)</b>	<b>0.3%</b>
<b>Net Budget</b>	<b>\$ 18,516,123</b>	<b>\$ 15,632,274</b>	<b>\$ 20,132,000</b>	<b>\$ 20,539,400</b>	<b>\$ 407,</b>	<b>2.0%</b>

	2019 Approved Budget	Base	Legislated	Annualization	New/Growth Staff & Programs	2020 Draft Budget
<b>Expenditures</b>						
Personnel - Full-Time	\$ 17,175,200	\$ 71,500	\$ -	\$ 189,300	\$ -	\$ 17,436,000
Personnel - Casual	269,600	(19,500)	-	(33,400)	-	\$ 216,700
Contracts / Services	2,355,900	(210,100)	-	-	-	\$ 2,145,800
Materials / Supplies	1,432,600	(34,700)	-	-	-	\$ 1,397,900
Other Expenditures	2,614,600	(251,700)	-	(8,000)	715,000	\$ 3,069,900
Transfers to Other Funds	200,000	-	-	-	-	\$ 200,000
<b>Total Expenditures</b>	<b>\$ 24,047,900</b>	<b>\$ (444,500)</b>	<b>\$ -</b>	<b>\$ 147,</b>	<b>\$ 715,000</b>	<b>\$ 24,466,300</b>
<b>Revenues</b>						
User Fees	(1,444,200)	(186,300)	-	-	-	(1,630,500)
Reserves and Reserve Funds	(821,900)	205,600	-	-	-	(616,300)
Other Internal Sources	(1,649,800)	(30,300)	-	-	-	(1,680,100)
<b>Total Revenues</b>	<b>\$ (3,915,900)</b>	<b>\$ (11,000)</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ (3,926,900)</b>
<b>Net Budget</b>	<b>\$ 20,132,000</b>	<b>\$ (455,500)</b>	<b>\$ -</b>	<b>\$ 147,</b>	<b>\$ 715,000</b>	<b>\$ 20,539,400</b>

# CITY OF RICHMOND HILL

## 2020 Draft Budget

### CORPORATE & FINANCIAL SERVICES – DEPARTMENTAL SUMMARY

#### OVERVIEW - Continued

#### 2020 Departmental Budget Summary – by Division

	2018 Actual	Preliminary Actuals at 31 Oct 19	2019 Approved Budget	2020 Draft Budget	Varian (Favoura) / Unfavourble	
<b>Expenditures</b>						
Commissioner's Office	\$ 503,440	\$ 367,732	\$ 521,000	\$ 510,800	\$ (10,200)	
Office of the Clerk	1,983,044	1,721,834	2,266,000	1,982,300	(283,700)	
Mayor & Council Offices	2,474,839	2,278,777	3,180,500	3,186,600	6,100	
Corporate Supplies	507,628	387,956	507,700	507,700	-	
Election	869,418	196,653	200,000	200,000	-	
Information Technology	8,232,539	7,116,714	8,781,300	9,429,200	647,900	
Human Resources	2,772,034	2,260,411	2,864,600	2,963,700	99,100	
Financial Services	5,721,373	4,700,277	5,726,800	5,686,000	(40,800)	
<b>Total Expenditures</b>	<b>\$ 23,064,316</b>	<b>\$ 19,030,355</b>	<b>\$ 24,047,900</b>	<b>\$ 24,466,300</b>	<b>\$ 418,</b>	<b>1.7%</b>
<b>Revenues</b>						
Commissioner's Office	\$ -	\$ -	\$ -	\$ -	\$ -	
Office of the Clerk	(531,740)	(520,808)	(549,700)	(480,300)	69,400	
Mayor & Council Offices	(194,894)	(173,207)	(218,600)	(218,900)	(300)	
Corporate Supplies	-	-	-	-	-	
Election	(669,418)	-	-	-	-	
Information Technology	(472,400)	(379,833)	(449,900)	(429,800)	20,100	
Human Resources	(341,895)	(259,559)	(277,600)	(285,400)	(7,800)	
Financial Services	(2,337,846)	(2,064,674)	(2,420,100)	(2,512,500)	(92,400)	
<b>Total Revenues</b>	<b>\$ (4,548,193)</b>	<b>\$ (3,398,081)</b>	<b>\$ (3,915,900)</b>	<b>\$ (3,926,900)</b>	<b>\$ (11,</b>	<b>0.3%</b>
<b>Net</b>						
Commissioner's Office	\$ 503,440	\$ 367,732	\$ 521,000	\$ 510,800	\$ (10,200)	
Office of the Clerk	1,451,304	1,201,026	1,716,300	1,502,000	(214,300)	
Mayor & Council Offices	2,279,945	2,105,570	2,961,900	2,967,700	5,800	
Corporate Supplies	507,628	387,956	507,700	507,700	-	
Election	200,000	196,653	200,000	200,000	-	
Information Technology	7,760,139	6,736,881	8,331,400	8,999,400	668,000	
Human Resources	2,430,139	2,000,852	2,587,000	2,678,300	91,300	
Financial Services	3,383,527	2,635,603	3,306,700	3,173,500	(133,200)	
<b>Net Budget</b>	<b>\$ 18,516,123</b>	<b>\$ 15,632,274</b>	<b>\$ 20,132,000</b>	<b>\$ 20,539,400</b>	<b>\$ 407,</b>	<b>2.0%</b>



# CITY OF RICHMOND HILL

## 2020 Draft Budget

### CORPORATE & FINANCIAL SERVICES – DEPARTMENTAL SUMMARY

#### OVERVIEW – Continued

Budget Change Explanations	2019 Budget	2020 Budget	Incremental Change	% Change Over Prior Year	Explanation
<b>2019 Net Budget</b>			<b>\$ 20,132,000</b>		
<b>Base</b>					
<b><u>Expenditures</u></b>					
<b>Personnel - Full Time</b>					
Full-Time Salaries & Benefits	16,936,900	17,008,400	71,500		Grade/Step & Benefit Rate increases
<b>Personnel - Casual</b>					
Casual Wages & Benefits	288,100	268,600	(19,500)		Efficiencies achieved as a result of ERP implementation
<b>Contracts / Services</b>					
<b><u>Office of the Clerk</u></b>					
General Contract RIM Project	96,500	-	(96,500)		RIM Program costs are fully funded through the Tax Rate Stabilization Reserve.
<b><u>Finance</u></b>					
General Contracts	100,000	75,000	(25,000)		Reduced costs for post-employment actuarial review costs (\$25K), fully funded from Reserves
Budget Consultation	4,000	-	(4,000)		Decrease based on historical trend
<b><u>Information Technology</u></b>					
Cellular Phone	318,000	255,000	(63,000)		Reduction due to new cellular contract
Data - Communications	527,000	476,000	(51,000)		Due to multiyear contract savings
Photocopier - Maintenance	197,000	195,000	(2,000)		Based on reduced printing demand in line with overall print strategy. Shift towards MFDs (multi-function devices)
<b><u>Human Resources</u></b>					
Promotion	40,600	72,000	31,400		Increase in service awards (FT & PT), funded from Training & Development Reserve
<b>Materials / Supplies</b>					
<b><u>Corporate Supplies</u></b>					
Office Supplies	52,500	45,000	(7,500)		Reduction due to process changes related to electronic agenda management and other communications to Council members
Courier	12,000	19,500	7,500		Based on historical trend
<b><u>Community Relations</u></b>					
Canteen Supplies	6,600	6,300	(300)		Based on historical trend
Gifts and Awards	6,600	6,300	(300)		Based on historical trend
<b><u>Commissioner's Office</u></b>					
Conferences	37,400	30,000	(7,400)		Based on historical trend
Tuition	4,000	-	(4,000)		Based on historical trend
Training - External	32,900	25,000	(7,900)		Based on historical trend
<b><u>Finance</u></b>					
Mileage	1,500	1,100	(400)		Based on historical trend
Printing	45,400	41,200	(4,200)		Increased efforts to reduce paper copies in alignment with overall print strategy
Subscriptions/Books	1,600	500	(1,100)		Based on historical trend

# CITY OF RICHMOND HILL

## 2020 Draft Budget

### CORPORATE & FINANCIAL SERVICES DEPARTMENT

#### OVERVIEW – Continued

Budget Change Explanations	2019 Budget	2020 Budget	Incremental Change	% Change Over Prior Year	Explanation
<b><u>Information Technology</u></b>					
Mileage	4,000	3,500	(500)		Based on historical trend and expected usage
Office Supplies	10,000	8,000	(2,000)		Based on historical trend and reduced demand
Network Printing Supplies	53,000	40,000	(13,000)		Reduced usage of network printers in line with overall print strategy
Uniforms/Clothing	3,000	4,000	1,000		Increased costs for additional CSA approved protection footwear
Memberships	2,800	3,100	300		Additional ASUG membership, PMP certification maintenance
Training - Mandatory	68,000	83,000	15,000		Additional training required for GIS staff and other training as planned
<b><u>Human Resources</u></b>					
Memberships	10,000	8,000	(2,000)		Based on historical trend
Corp OHS Training	34,900	29,000	(5,900)		Based on historical trend - reduction in non-mandatory training
OHS Programming	9,000	7,000	(2,000)		Based on historical trend - reduction in supplies
<b>Other Expenditures</b>					
<b><u>Clerk's Office</u></b>					
Advertising	166,200	65,000	(101,200)		Savings from discontinuation of regular advertising in The Liberal newspaper combined with greater focus on advertising through website and other media
<b><u>Information Technology</u></b>					
Computer Hardware Maintenance	611,500	561,000	(50,500)		Savings from hardware consolidation
Computer Software Maintenance	1,658,000	1,565,000	(93,000)		Renewed and restructured software maintenance contracts and decommissioning of older software
<b><u>Finance</u></b>					
Minor Capital	6,500	2,500	(4,000)		Based on historical trend - expended on ad hoc basis
Royal Bank ARP Tax	32,000	29,000	(3,000)		Based on historical trend
<b>Revenues</b>					
<b>User Fees</b>					
<b><u>Office of the Clerk</u></b>					
Photocopy/Commissioning Revenues	(14,000)	(16,000)	(2,000)		Based on historical trend - Tariff of fees update
Marriage License/Ceremony Revenues	(115,000)	(117,500)	(2,500)		Based on historical trend - Tariff of fees update
Public Meeting Notices	(12,500)	(15,000)	(2,500)		Based on historical trend - Tariff of fees update
FOI Revenue	(45,000)	(47,000)	(2,000)		Based on historical trend - Tariff of fees update
Lottery License Revenue	(150,000)	(175,000)	(25,000)		Based on historical trend
Vital Stats Revenue	(35,000)	(45,000)	(10,000)		Based on historical trend - Tariff of fees update
<b><u>Mayor &amp; Council Offices</u></b>					
Recovery - Regional Salaries	(218,600)	(218,900)	(300)		Reflects cost of living increases
<b><u>Finance</u></b>					
Mortgage Company Administration Fee	(107,100)	(141,100)	(34,000)		Based on historical trend - Tariff of fees update
Property Tax Overdue Notice	(168,000)	(266,000)	(98,000)		Based on historical trend - Tariff of fees update
Water Collection Charge	(100,000)	(110,000)	(10,000)		Based on historical trend

# CITY OF RICHMOND HILL

## 2020 Draft Budget

### CORPORATE & FINANCIAL SERVICES DEPARTMENT

#### OVERVIEW – Continued

Budget Change Explanations	2019 Budget	2020 Budget	Incremental Change	% Change Over Prior Year	Explanation
<b>Reserves and Reserve Funds</b>					
<b><u>Clerk's Office</u></b>					
Transfer from Tax Rate Stabilization Reserve	(16,900)	-	16,900		Decrease in funding for 2018 compensation review
Transfer from Tax Rate Stabilization Reserve	(96,500)	-	96,500		Reduced funding for RIM project
<b><u>Human Resources</u></b>					
Transfer from Tax Rate Stabilization Reserve	(18,600)	-	18,600		Decrease in funding for 2018 compensation review
Transfer from Tax Rate Stabilization Reserve	-	(26,400)	(26,400)		Funding for service awards
<b><u>Information Technology</u></b>					
Transfer from Tax Rate Stabilization Reserve	(28,000)	-	28,000		Decrease in funding for 2018 compensation review
<b><u>Finance</u></b>					
Transfer from Training & Dev Reserve	(25,000)	-	25,000		Reduced funding for prior year post-employment actuarial review
Transfer from Tax Rate Stabilization Reserve	(\$48,500)	-	48,500		Decrease in funding for 2018 compensation review
Transfer from Development Charges	(84,800)	(86,300)	(1,500)		Recovery for Capital & Development Advisor position partially funded from Development Charges
<b>Other Internal Sources</b>					
<b><u>Finance</u></b>					
Recoveries from Www	(1,252,900)	(1,275,300)	(22,400)		Increase based on WWW financial model
<b><u>Information Technology</u></b>					
Recoveries from Www	(396,900)	(404,800)	(7,900)		Increase based on WWW financial model
<b>Total Base Budget</b>			<b>(455,500)</b>	<b>(2.3%)</b>	
<b>Annualization</b>					
<b>Full Time Staffing Annualization</b>					
<b><u>Mayor &amp; Council Offices</u></b>					
Council Support	180,000	180,000	-		Approved as part of the 2019 Operating Budget
<b><u>Information Technology</u></b>					
GIS Manager	46,200	167,100	120,900		Approved as part of the 2019 Operating Budget
<b><u>Human Resources</u></b>					
HR Clerk	18,200	78,600	60,400		Approved as part of the 2019 Operating Budget
Casual Wages	(18,500)	(51,900)	(33,400)		
<b>Total Annualization</b>			<b>147,900</b>	<b>0.7%</b>	
<b>New/Growth Staffs &amp; Programs</b>					
<b>New Programs Request</b>					
<b><u>Information Technology</u></b>					
Computer Software Maintenance	-	715,000	715,000		Increase due to Rhhub maintenance costs
<b>Total New/Growth Staff &amp; Programs</b>			<b>715,000</b>	<b>3.6%</b>	
<b>Incremental Change</b>			<b>407,400</b>	<b>2.0%</b>	
<b>2020 Net Budget before Taxation</b>			<b>\$ 20,539,400</b>	<b>2.0%</b>	

# CITY OF RICHMOND HILL

## 2020 Draft Budget

### CORPORATE & FINANCIAL SERVICES DEPARTMENT

#### COMMISSIONER'S OFFICE

##### Program Description

The Commissioner's Office of the Corporate & Financial Services Department is responsible for providing corporate direction, policy advice and leadership to the Financial Services, Information Technology, Office of the Clerk, Human Resources and Library Services Divisions. This office also provides professional advice and assistance to the City Manager, all other municipal departments, as well as to the Mayor and Members of Council.

##### 2020 Budget Highlights

	2018 Actual	Preliminary Actuals at 31 Oct 19	2019 Approved Budget	2020 Draft Budget	Varian (Favourble) / Unfavourble	
<b>Expenditures</b>						
Personnel - Full-Time	\$ 362,658	\$ 310,005	\$ 386,100	\$ 395,200	\$ 9,100	
Personnel - Casual	9,869	3,736	10,400	10,400	-	
Contracts / Services	56,756	459	25,000	25,000	-	
Materials / Supplies	69,885	53,532	97,500	78,200	(19,300)	
Other Expenditures	4,272	-	2,000	2,000	-	
<b>Net Budget</b>	<b>\$ 503,440</b>	<b>\$ 367,732</b>	<b>\$ 521,000</b>	<b>\$ 510,800</b>	<b>\$ (200)</b>	<b>(2.0%)</b>

	2019 Approved Budget	Base	Legislated	Annualization	New/Growth Staff & Programs	2020 Draft Budget
<b>Expenditures</b>						
Personnel - Full-Time	\$ 386,100	\$ 9,100	\$ -	\$ -	\$ -	\$ 395,200
Personnel - Casual	10,400	-	-	-	-	10,400
Contracts / Services	25,000	-	-	-	-	25,000
Materials / Supplies	97,500	(19,300)	-	-	-	78,200
Other Expenditures	2,000	-	-	-	-	2,000
<b>Net Budget</b>	<b>\$ 521,000</b>	<b>\$ (10,200)</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 510,800</b>

##### Base

- The changes to full-time personnel salaries and benefits are due to step and fixed benefit rate increases.
- Decrease in Material / Supplies reflects the reduction in Conferences, Training and Tuition costs, consistent with historical spend.

# **CITY OF RICHMOND HILL**

## **2020 Draft Budget**

### **CORPORATE & FINANCIAL SERVICES DEPARTMENT**

#### **OFFICE OF THE CLERK**

##### **CLERK'S OFFICE**

The primary role of the Clerk's Office relates to duties set out in provincial legislation, including the *Municipal Act*, the *Municipal Elections Act* and the *Municipal Freedom of Information and Protection of Privacy Act*. The Clerk's Office supports Council in managing and recording decisions, and conducting the municipal elections. Four sections of the Clerk's Office include the following:

##### **Legislative Services**

The Legislative Services section is responsible for the committee secretariat function that supports the legislative and decision-making process of Council and its Committees. Staff is responsible for the preparation and distribution of agendas, minutes and by-laws, advising Council and its Committees on meeting procedures and managing public participation in meetings. This section is also responsible for ensuring statutory obligations under the *Planning Act*, *Ontario Heritage Act* and other legislation is met, as well as leaving the City's responsibilities under the Accessibility for Ontarians with Disabilities Act (AODA). Legislative Services is responsible for issuing lottery licenses as well as acting as officiators of civil wedding ceremonies.

##### **Information Governance**

The Information Governance section manages freedom of information requests and privacy protection for the City in accordance with the *Municipal Freedom of Information and Protection of Privacy Act*. It is responsible for managing all records and information in the custody and control of the City.

##### **Office Services**

The Office Services section is responsible for City-wide mail services including internal and external mail distribution as well as for large volume printing services. Office Services is also responsible for the registration of deaths in conjunction with Legislative Services.

# CITY OF RICHMOND HILL

## 2020 Draft Budget

### CORPORATE & FINANCIAL SERVICES DEPARTMENT

#### OFFICE OF THE CLERK - Continued

#### 2020 Budget Highlights

	2018 Actual	Preliminary Actuals at 31 Oct 19	2019 Approve Budget	2020 Draft Budget	Varian (Favoura) / Unfavourble	
<b>Expenditures</b>						
Personnel - Full-Time	\$ 1,620,796	\$ 1,294,405	\$ 1,843,700	\$ 1,757,700	\$ (86,000)	
Personnel - Casual	40,993	121,891	19,500	19,500	-	
Contracts / Services	111,276	176,759	170,500	74,000	(96,500)	
Materials / Supplies	56,673	54,943	64,700	64,700	-	
Other Expenditures	153,307	73,836	167,600	66,400	(101,200)	
<b>Total Expenditures</b>	<b>\$ 1,983,044</b>	<b>\$ 1,721,834</b>	<b>\$ 2,266,000</b>	<b>\$ 1,982,300</b>	<b>\$ (283,</b>	<b>(12.5%)</b>
<b>Revenues</b>						
User Fees	\$ (461,467)	\$ (410,762)	\$ (426,500)	\$ (470,500)	(44,000)	
Reserves and Reserve Funds	(70,273)	(110,046)	(123,200)	(9,800)	113,400	
<b>Total Revenues</b>	<b>\$ (531,740)</b>	<b>\$ (520,808)</b>	<b>\$ (549,700)</b>	<b>\$ (480,300)</b>	<b>\$ 69,</b>	<b>(12.6%)</b>
<b>Net Budget</b>	<b>\$ 1,451,304</b>	<b>\$ 1,201,026</b>	<b>\$ 1,716,300</b>	<b>\$ 1,502,000</b>	<b>\$ (214,</b>	<b>(12.5%)</b>

	2019 Approved Budget	Base	Legislated	Annualization	New/Growth Staff & Programs	2020 Draft Budget
<b>Expenditures</b>						
Personnel - Full-Time	\$ 1,843,700	\$ (86,000)	\$ -	\$ -	\$ -	\$ 1,757,700
Personnel - Casual	19,500	-	-	-	-	19,500
Contracts / Services	170,500	(96,500)	-	-	-	74,000
Materials / Supplies	64,700	-	-	-	-	64,700
Other Expenditures	167,600	(101,200)	-	-	-	66,400
<b>Total Expenditures</b>	<b>\$ 2,266,000</b>	<b>\$ (283,700)</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 1,982,300</b>
<b>Revenues</b>						
User Fees	\$ (426,500)	\$ (44,000)	\$ -	\$ -	\$ -	\$ (470,500)
Reserves and Reserve Funds	(123,200)	113,400	-	-	-	(9,800)
<b>Total Revenues</b>	<b>\$ (549,700)</b>	<b>\$ 69,400</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ (480,300)</b>
<b>Net Budget</b>	<b>\$ 1,716,300</b>	<b>\$ (214,300)</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 1,502,000</b>

#### Base Expenditure

- Full-Time Salaries & Benefits decreased primarily due to the elimination of the Distribution Clerk position, offset by grade / step rate and fixed benefit rate increases.

# CITY OF RICHMOND HILL

## 2020 Draft Budget

### CORPORATE & FINANCIAL SERVICES DEPARTMENT

#### OFFICE OF THE CLERK - Continued

#### Base Expenditure

- The decrease in budget for Contracts/Services is due to the reduction of the Information Governance (RIM) Program costs, which was funded through the Tax Rate Stabilization Reserve. Contracts/Services are comprised of the following General Contracts:

	<b>2019 Approved Budget</b>	<b>2020 Draft Budget</b>	<b>Variance</b>
Off-Site Storage	\$ 35,000	\$ 35,000	\$ -
Datafix (electoral data management)	3,000	3,000	-
AMO - Local Authority Services	2,000	2,000	-
High Criteria (Recording software for Heritage RH)	1,000	1,000	-
Integrity Commissioner	33,000	33,000	-
IG (RIM) Program	96,500	-	(96,500)
	<b>\$ 170,500</b>	<b>\$ 74,000</b>	<b>\$ (96,500)</b>

- Other Expenditures decreased by \$101,200 as a result of savings from the discontinuation of regular advertising in The Liberal newspaper combined with a greater focus on advertising through the website and other media.

#### Base Revenue

- User Fees were increased to reflect the Tariff of Fees update.
- Decrease in Transfer from Reserves due to the phased-in reduction of funding for the 2018 compensation review and reduced funding for IG (RIM) Program costs.

# CITY OF RICHMOND HILL

## 2020 Draft Budget

### CORPORATE & FINANCIAL SERVICES DEPARTMENT

#### MAYOR & COUNCIL OFFICES

##### Mayor's Office

As Head of Council, the Mayor exercises both statutory duties and executive authorities. Such duties include recommending courses of action to Council which help build a connected and vibrant community, while also ensuring the wise management of municipal resources. As well, it is the Mayor's duty to preside at meetings of Council, to preserve order and to summon Special Council meetings as necessary. By virtue of the office, the Mayor is also a member of Regional Council and a number of local boards such as the Richmond Hill Public Library Board. With Council's concurrence, the Mayor plays a lead role in implementing policies, plans and practices to attain Council's objectives.

##### Council Offices

Richmond Hill City Council consists of the Mayor and eight (8) Members of Council who are elected by residents every four years. The Mayor and Members of Council are the residents' voice on Council and represent their interests in the governing of the municipality and the Region of York. Ultimately as a group, they decide on all policy matters and oversee all administrative and fiscal responsibilities of the City of Richmond Hill.

The Mayor and Members of Council are available to address constituents' day-to-day concerns, and attend official functions, address administrative matters and communicate with the public directly and through information prepared by City staff. Members of Council also liaise with Provincial and Federal members of government, and the Boards of Education, and many other agencies on behalf of the residents of Richmond Hill.

#### 2020 Budget Highlights

	2018 Actual	Preliminary Actuals at 31 Oct 19	2019 Approve Budget	2020 Draft Budget	Varian (Favourable) / Unfavourable	
<b>Expenditures</b>						
Personnel - Full-Time	\$ 2,251,818	\$ 2,019,565	\$ 2,568,300	\$ 2,575,000	\$ 6,700	
Personnel - Casual	-	24,765	150,000	150,000	-	
Contracts / Services	73,951	48,343	80,100	80,100	-	
Materials / Supplies	55,269	90,753	270,500	269,900	(600)	
Other Expenditures	93,801	95,351	111,600	111,600	-	
<b>Total Expenditures</b>	<b>\$ 2,474,839</b>	<b>\$ 2,278,777</b>	<b>\$ 3,180,500</b>	<b>\$ 3,186,600</b>	<b>\$ 6,100</b>	<b>0.2%</b>
<b>Revenues</b>						
User Fees	(194,894)	(173,207)	(218,600)	(218,900)	(300)	
<b>Total Revenues</b>	<b>\$ (194,894)</b>	<b>\$ (173,207)</b>	<b>\$ (218,600)</b>	<b>\$ (218,900)</b>	<b>\$ (300)</b>	<b>0.1%</b>
<b>Net Budget</b>	<b>\$ 2,279,945</b>	<b>\$ 2,105,570</b>	<b>\$ 2,961,900</b>	<b>\$ 2,967,700</b>	<b>\$ 5,800</b>	<b>0.2%</b>



# CITY OF RICHMOND HILL

## 2020 Draft Budget

### CORPORATE & FINANCIAL SERVICES DEPARTMENT

#### MAYOR & COUNCIL OFFICES – Continued

	2019 Approved Budget	Base	Legislated	Annualization	New/Growth Staff & Programs	2020 Draft Budget
<b>Expenditures</b>						
Personnel - Full-Time	\$ 2,568,300	\$ 6,700	\$ -	\$ -	\$ -	\$ 2,575,000
Personnel - Casual	150,000	-	-	-	-	150,000
Contracts / Services	80,100	-	-	-	-	80,100
Materials / Supplies	270,500	(600)	-	-	-	269,900
Other Expenditures	111,600	-	-	-	-	111,600
<b>Total Expenditures</b>	<b>\$ 3,180,</b>	<b>\$ 6,100</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 3,186,600</b>
<b>Revenues</b>						
User Fees	(218,600)	(300)	-	-	-	(218,900)
<b>Total Revenues</b>	<b>\$ (218,</b>	<b>\$ (300)</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ (218,900)</b>
<b>Net Budget</b>	<b>\$ 2,961,</b>	<b>\$ 5,800</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 2,967,700</b>

#### Base

- Full-Time Salaries & Benefits increased primarily due to step and fixed benefit rate increases.
- Materials/Supplies budget decreased by \$600 for reductions in canteen supplies & gifts and awards, consistent with historical spend.

# CITY OF RICHMOND HILL

## 2020 Draft Budget

### CORPORATE & FINANCIAL SERVICES DEPARTMENT

#### CORPORATE SUPPLIES

##### Program Description

Responsible for corporate wide printing services, paper supplies including letterhead, envelopes, bankers' boxes, fax paper / miscellaneous forms and corporate wide postage and courier services.

##### 2020 Budget Highlights

	2018 Actual	Preliminary Actuals at 31 Oct 19	2019 Approve Budget	2020 Draft Budget	Variance (Favourable) / Unfavourable	
<b>Expenditures</b>						
Contracts / Services	\$ 36,320	\$ 11,966	\$ 52,500	\$ 52,500	\$ -	
Materials / Supplies	471,308	375,990	455,200	455,200	-	
<b>Net Budget</b>	<b>\$ 507,628</b>	<b>\$ 387,956</b>	<b>\$ 507,700</b>	<b>\$ 507,700</b>	<b>\$ -</b>	<b>0.0%</b>

	2019 Approvd Budget	Base	Legislated	Annualization	New/Growth Staff & Programs	2020 Draft Budget
<b>Expenditures</b>						
Contracts / Services	\$ 52,500	\$ -	\$ -	\$ -	\$ -	\$ 52,500
Materials / Supplies	455,200	-	-	-	-	455,200
<b>Net Budget</b>	<b>\$ 507,</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 507,700</b>

##### Base Expenditure

- Decrease in Office Supplies by \$7,500 offset by a \$7,500 increase in external Courier expenses. Cost savings from the elimination of the distribution clerk position also help to offset the increase in external courier expenses.

# CITY OF RICHMOND HILL

## 2020 Draft Budget

### CORPORATE & FINANCIAL SERVICES DEPARTMENT

#### ELECTIONS

##### Program Description

The next Municipal Election will take place in October 2022. As Returning Officer, the Clerk administers all elections in accordance with the Municipal Elections Act. Annually the City provides for the municipal election through contributions to the Election reserve. In the election year the balance in the reserve as well as the costs associated with any enhanced programs is transferred to the operating fund to cover the costs of the election.

##### 2020 Budget Highlights

	2018 Actuals	Preliminary Actuals at 31 Oct 19	2019 Approve Budget	2020 Draft Budget	Varian (Favourble) / Unfavourble	
<b>Expenditures</b>						
Contracts / Services	\$ 669,418	\$ 29,986	\$ -	\$ -	\$ -	
Transfers to Other Funds	\$ 200,000	\$ 166,667	\$ 200,000	\$ 200,000	\$ -	
	<b>\$ 869,418</b>	<b>\$ 196,653</b>	<b>\$ 200,000</b>	<b>\$ 200,000</b>	<b>\$ -</b>	<b>0.0%</b>
<b>Revenues</b>						
User Fees and Fines	(5,700)	\$ -	-	-	-	
Reserve and Reserve Funds	(663,718)	\$ -	-	\$ -	-	
	<b>\$ (669,418)</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	
<b>Net Budget</b>	<b>\$ 200,000</b>	<b>\$ 196,653</b>	<b>\$ 200,000</b>	<b>\$ 200,000</b>	<b>\$ -</b>	<b>0.0%</b>
	0					

	2019 Approved Budget	Base	Legislated	Annualization	New/Growth Staff & Programs	2020 Draft Budget
<b>Expenditures</b>						
Transfers to Other Funds	\$ 200,000	-	-	-	-	\$ 200,000
<b>Net Budget</b>	<b>\$ 200,000</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 200,000</b>

- In 2020, the transfer to the Elections Reserve is \$200,000, consistent with prior year levels.
- Over a four-year period, the City employs a strategy to build an Election Reserve to fund the full election year costs. The current annual contributions of \$200,000 will build a reserve of \$800,000 for the 2022 election year.

# **CITY OF RICHMOND HILL**

## **2020 Draft Budget**

### **CORPORATE & FINANCIAL SERVICES DEPARTMENT**

#### **FINANCIAL SERVICES DIVISION**

Financial Services Division facilitates major corporate finance processes through five operating sections, as well as the Office of the Director of Financial Services.

##### **Office of the Director of Financial Services**

The Office of the Director of Financial Services is responsible for the administration of the Financial Services Divisions. The Director serves as Treasurer of the Corporation. In addition, the Director's Office is responsible for the City's Investment portfolio, protecting capital and maximizing return within established legislative requirements.

##### **Financial Planning Section**

The Financial Planning section manages the current, comprehensive and multi-year capital and operating budgetary and financial planning systems of the City, including the supervision of cash flow management and variance reporting. Including analysis and reporting on the impact of active, past, present and future financial initiatives.

##### **Capital and Development Financing Section**

The Capital and Development Financing section is responsible for the administration of the City's Development Charges (DC) and related processes, managing the City's investment portfolio, maintaining the City's reserves and reserve funds, and developing funding strategies for the City's capital plans, long range fiscal planning and asset replacement.

##### **Financial Reporting Section**

This area provides accounting services and control of City funds through the development and implementation of appropriate policies, procedures and controls, and the design, implementation and maintenance of financial management information systems. The Financial Reporting section also provides daily accounting, disbursement and payroll functions as well as the preparation of financial statements and all associated financial reports required by Council or legislation. Monitors, reviews and reports on all approved capital projects, as well as all Council expenditures in accordance with the Members of Council Expenditures Policy.

##### **Revenue Services Section**

The Revenue Division oversees all administrative matters relating to tax and water billing, in addition to water meter management and the monitoring and maintenance of the City's assessment base. The Revenue Services section establishes the City's taxation, water and wastewater rates, revenue policies, and administers legislative and Council policy guidelines with respect to billing and collecting and managing all tax and water revenues. Costs of production and processing all tax and water bills are included. Staffing and other costs related to water and wastewater billing and administration is expensed here, and then shown as a recovery.

##### **Procurement Section**

The Procurement section acts as the agent of the City in the timely, effective and economical acquisition of duly authorized goods and services required by the City's client departments. It acts as facilitator for the City's client departments in the preparation and issuance of tenders/quotations/proposals. This section is also responsible for the disposal of obsolete goods as designated by client department personnel.

# CITY OF RICHMOND HILL

## 2020 Draft Budget

### CORPORATE & FINANCIAL SERVICES DEPARTMENT

#### FINANCIAL SERVICES DIVISION - Continued

#### 2020 Budget Highlights

	2018 Actual	Preliminary Actuals at 31 Oct 19	2019 Approved Budget	2020 Draft Budget	Varian (Favoura) / Unfavourble	
<b>Expenditures</b>						
Personnel - Full-Time	\$ 5,144,382	\$ 4,258,685	\$ 5,454,600	\$ 5,475,000	\$ 20,400	
Personnel - Casual	302,728	282,680	21,800	2,300	(19,500)	
Contracts / Services	166,114	70,886	134,000	105,000	(29,000)	
Materials / Supplies	70,255	63,582	76,900	71,200	(5,700)	
Other Expenditures	37,894	24,444	39,500	32,500	(7,000)	
<b>Total Expenditures</b>	<b>\$ 5,721,373</b>	<b>\$ 4,700,277</b>	<b>\$ 5,726,800</b>	<b>\$ 5,686,000</b>	<b>\$ (40,</b>	<b>(0.7%)</b>
<b>Revenues</b>						
User Fees	(727,545)	(714,090)	(799,100)	(941,100)	(142,000)	
Reserves and Reserve Funds	(423,796)	(306,500)	(368,100)	(296,100)	72,000	
Other Internal Sources	(1,186,504)	(1,044,084)	(1,252,900)	(1,275,300)	(22,400)	
<b>Total Revenues</b>	<b>\$ (2,337,846)</b>	<b>\$ (2,064,674)</b>	<b>\$ (2,420,100)</b>	<b>\$ (2,512,500)</b>	<b>\$ (92,</b>	<b>3.8%</b>
<b>Net Budget</b>	<b>\$ 3,383,527</b>	<b>\$ 2,635,603</b>	<b>\$ 3,306,700</b>	<b>\$ 3,173,500</b>	<b>\$ (133,</b>	<b>(4.0%)</b>
	-	-	-	-	-	
<b>Expenditures</b>						
Personnel - Full-Time	\$ 5,454,600	\$ 20,400	\$ -	\$ -	\$ -	5,475,000
Personnel - Casual	21,800	(19,500)	-	-	-	2,300
Contracts / Services	134,000	(29,000)	-	-	-	105,000
Materials / Supplies	76,900	(5,700)	-	-	-	71,200
Other Expenditures	39,500	(7,000)	-	-	-	32,500
<b>Total Expenditures</b>	<b>\$ 5,726,800</b>	<b>\$ (40,800)</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 5,686,000</b>
<b>Revenues</b>						
User Fees	(799,100)	(142,000)	-	-	-	(941,100)
Reserves and Reserve Funds	(368,100)	72,000	-	-	-	(296,100)
Other Internal Sources	(1,252,900)	(22,400)	-	-	-	(1,275,300)
<b>Total Revenues</b>	<b>\$ (2,420,100)</b>	<b>\$ (92,400)</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ (2,512,500)</b>
<b>Net Budget</b>	<b>\$ 3,306,700</b>	<b>\$ (133,200)</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 3,173,500</b>

# ***CITY OF RICHMOND HILL***

## ***2020 Draft Budget***

### **CORPORATE & FINANCIAL SERVICES DEPARTMENT**

#### **FINANCIAL SERVICES DIVISION – Continued**

##### **Base Expenditure**

- Full-Time Salaries & Benefits increased primarily due to grade / step rate and fixed benefit rate increases.
- Casual Wages were reduced as a result of efficiencies achieved through the ERP implementation.
- Contracts / Services expenditures decreased as the previous year's budget included the tri-annual full actuarial review on WSIB and post-employment benefits for \$25,000, with only an update required in 2020.
- As part of the decrease to Materials / Supplies, printing costs were reduced by \$4,200 as part of increased efforts to reduce paper copies in alignment with the overall print strategy.
- Under Other Expenditures, minor capital was reduced by \$4,000, consistent with historical spend.

##### **Base Revenue**

- User fees revenues increased to reflect the Tariff of Fees update and forecasted volume for 2020. Specifically, the Mortgage Admin Fee and Property Tax Overdue Notice fees budget increased by a combined \$132,000.
- The reduction in reserve funding reflects the decrease in the WSIB and post-employment benefits actuarial review cost from Training and Development cost of \$25,000. In addition, a \$48,500 decrease in funding is due to the phased-in reduction of funding for the 2018 compensation review.
- Increase from Other Internal Sources represents funding from the Water & Wastewater Fund for those staff providing Water & Wastewater services to the residents and businesses of Richmond Hill.

# CITY OF RICHMOND HILL

## 2020 Draft Budget

### CORPORATE & FINANCIAL SERVICES DEPARTMENT

#### HUMAN RESOURCES DIVISION

##### Program Description

The Human Resources Division is responsible for planning and directing all aspects of the daily operation of Human Resource activities to support staff in the delivery of all City services. This includes compliance with all employment related legislation, recruitment, compensation, employee/labour relations, training and development, employee benefits, occupational health/safety and wellness as well as performance management, succession planning and various other programs.

##### 2020 Budget Highlights

	2018 Actuals	Preliminary Actuals at 31 Oct 19	2019 Approved Budget	2020 Draft Bt	Variance (Favourable) / Unfavourable	
<b>Expenditures</b>						
Personnel - Full Time	\$1,878,888	\$ 1,560,582	\$ 2,047,400	\$ 2,158,400	\$ 111,	
Personnel - Casual	112,081	128,839	33,400	-	(400)	
Contracts/Services	458,192	291,597	451,800	483,200	31,400	
HR Consulting Contracts	181,600	99,915	137,600	137,600	-	
Employee Recognition	5,766	70,923	40,600	72,000	31,400	
Legal Fees	88,112	20,805	90,000	90,000	-	
OHS & Ben Cons. Contracts	182,714	99,954	183,600	183,600	-	
Materials/Supplies	295,463	274,519	327,000	317,100	(900)	
Other Expenditures	27,410	4,874	5,000	5,000	-	
<b>Total Expenditures</b>	<b>\$2,772,034</b>	<b>\$ 2,260,411</b>	<b>\$ 2,864,600</b>	<b>\$ 2,700</b>	<b>\$ 99,100</b>	<b>3.5%</b>
<b>Revenues</b>						
User Fees and Fines						
Reserve and Reserve Funds	(329,210)	(248,377)	(277,600)	(285,400)	(7,800)	
Transfer fr Oth Internal Sources	(12,684)	(11,182)	-	-	-	
<b>Total Revenues</b>	<b>\$ (341,895)</b>	<b>\$ (259,559)</b>	<b>\$ (277,600)</b>	<b>\$ (400)</b>	<b>\$ (7,800)</b>	<b>(2.8%)</b>
<b>Net Budget</b>	<b>\$2,430,139</b>	<b>\$ 2,000,852</b>	<b>\$ 2,587,000</b>	<b>\$ 2,300</b>	<b>\$ 91,300</b>	<b>3.5%</b>

# CITY OF RICHMOND HILL

## 2020 Draft Budget

### CORPORATE & FINANCIAL SERVICES DEPARTMENT

#### HUMAN RESOURCES DIVISION – Continued

	2019 Approved Budget	Base	Legislated	Annualizat	New/Growth Staff & Programs	2020 Draft Budget
<b>Expenditures</b>						
Personnel - Full Time	\$2,047,400	\$ 50,600	\$ -	\$ 60,400	\$ -	\$ 2,158,400
Personnel - Casual	33,400	-	-	(33,400)	-	-
Contracts/Services	451,800	31,400	-	-	-	483,200
Materials/Supplies	327,000	(9,900)	-	-	-	317,100
Other Expenditures	5,000	-	-	-	-	5,000
<b>Total Expenditures</b>	<b>\$2,864,600</b>	<b>\$ 72,100</b>	<b>\$ -</b>	<b>\$ 27,</b>	<b>\$ -</b>	<b>\$ 2,963,700</b>
<b>Revenues</b>						
Reserve and Reserve Funds	(277,600)	(7,800)	-	-	-	\$ (285,400)
<b>Total Revenues</b>	<b>\$ (277,600)</b>	<b>\$ (7,800)</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ (285,400)</b>
<b>Net Budget</b>	<b>\$2,587,000</b>	<b>\$ 64,300</b>	<b>\$ -</b>	<b>\$ 27,</b>	<b>\$ -</b>	<b>\$ 2,678,300</b>

#### Base Expenditures

- Full-Time Salaries & Benefits increased due to grade / step level and fixed rate benefit increases.
- Contracts/Services category includes HR Consulting, Legal Fees, Promotion, OHS & Benefit Consulting costs. The \$31,400 increase is due to a greater number of employees eligible for services awards in the upcoming year, in addition to the new initiative of including service award recognition to part-time staff.
- Human Resources (HR) consulting is requested at \$137,600 for 2019, and includes the following:

	2019	2020
Recruitment advertising	\$51,500	\$51,500
Applicant Tracking Software	35,000	35,000
Leadership development/Bargaining Prep.	20,000	20,000
Reference check services	15,000	15,000
LUMCO/MARCO database	7,000	7,000
360 Reviews	4,100	4,100
Exit Interviews	4,000	4,000
Skills check services	1,000	1,000
<b>Total</b>	<b>\$137,600</b>	<b>\$137,600</b>



# CITY OF RICHMOND HILL

## 2020 Draft Budget

### CORPORATE & FINANCIAL SERVICES DEPARTMENT

#### HUMAN RESOURCES DIVISION – Continued

##### Base Expenditures

- Occupational Health, Safety, Disability Management, and Wellness (OHS) consulting is requested at \$183,600, consistent with the previous year, and includes the following:

	2019	2020
Wellness consulting	\$47,500	\$47,500
Employee assistance program	43,500	43,500
Sick leave management	25,000	25,000
Benefits consulting	22,600	22,600
Wellness fitness instructors	10,000	10,000
Occupational health consulting	10,000	10,000
3E MSDS database	9,000	9,000
Health club subsidy	7,000	7,000
Assessments (IME, FAE, ergo)	6,000	6,000
Assistive devices	3,000	3,000
<b>Total</b>	<b>\$183,600</b>	<b>\$183,600</b>

- Materials/Supplies category includes Corporate HR Training, OHS Training & Programming costs, mileage, offices supplies, tuition, memberships, municipal business, subscription and books and printing cost.
- Human Resources (HR) Training is included at \$259,000 which includes e-learning maintenance and new course creation costs. This budget provides funding for the corporate-wide Learning and Employee Development and Manager/Supervisor workshops throughout the year and is fully funded from the Staffing, Training & Development Reserve. This budget has remained at the same level as in the 2019 budget.
- Occupational Health, Safety and Wellness (OHS) Training is included at \$29,000. The following is a list of the training requirements for 2020:

	2019	2020
First Aid / CPE / AED	\$15,000	\$14,100
Legislation/Certification	12,100	8,900
Safe Handling of Machinery & Equipment	7,800	6,000
<b>Total</b>	<b>\$34,900</b>	<b>\$29,000</b>

##### Annualization

- Annualized costs reflect the full year impact of the conversion of casual staff, into a full-time HR Clerk, as approved in the prior year budget.

# ***CITY OF RICHMOND HILL***

## ***2020 Draft Budget***

### **CORPORATE & FINANCIAL SERVICES DEPARTMENT**

#### **INFORMATION TECHNOLOGY**

The Information Technology (IT) Division is responsible for the strategic direction of IT; working collaboratively with the City's business departments to plan and implement information technology; ensuring technology investments are made in a fiscally sound manner and maintaining and operating existing technology to provide effective levels of service.

##### **Application Services Section**

The Application Services Section is responsible for managing and supporting application solutions that enable and enhance the delivery of City Services. This section manages the portfolio of applications and provides guidance and direction to the different business groups within the City in the assessment, selection, procurement, and implementation of application solutions. The Application Services Section implements solutions to enhance the functionality of services to the City and provides testing of all solutions to ensure the quality of the services. The Application Services Section is responsible for providing Tier 2 support for applications in the current portfolio.

##### **Client Services Section**

The Client Services section of the IT Division plays a fundamental role in providing technical support to City Staff. Through a single point of contact, the IT Service Desk, the Client Services Section records and manages incidents, problems, and inquiries from our end-users. The Client Services Staff deliver these support services by phone, desk-side visits, remotely, and through user self-help. Other responsibilities of the Client Services Section also include Telco Services related support, application licensing and maintenance.

##### **Technology Infrastructure Section**

The Technology Infrastructure Section is responsible for the planning, deployment, and operation of the City's information technology infrastructure. This section ensures that the City's applications and systems are monitored, managed and maintained within the appropriate service levels. This team manages the physical environment (the data center, server environment, storage, telephone system, network), the operational activities required such as managing databases, performing backups, managing security, etc. and the completion of routine maintenance and upgrades to the components and equipment in the environment.

##### **IT Project Management Office (PMO) Section**

The IT Project Management Office (PMO) Section is responsible for providing governance and oversight for IT project portfolio management. The PMO offices works effectively with Divisions and Departments to ensure projects are appropriate, timely, within scope and financially responsible. This section manages the IT project management methodology framework and ensures that IT project management standards and best practices are published and maintained. The PMO provides project tools and process to support all phases of the project life cycle. The PMO is also responsible for working with the Communications department to improve communication between internal and external stakeholders and coordinate all communication of IT projects and initiatives across the City of Richmond Hill.

##### **IT Geographical Information Systems (GIS) Section**

The Geographical Information Systems (GIS) Services Section is responsible for managing and supporting the City's Geospatial technology and data. This section provides GIS expertise and a best practice approach to the different business groups within the City, with respect to data maintenance, product creation (maps and applications), GIS solution delivery, and integration between applications & spatial information. This section also provides the governance and framework that enables users in all business groups to benefit from participation in GIS technology. Externally, the GIS Services Section works collaboratively with the upper tier expertise at York Region to leverage data, training, and technology opportunities to enhance Richmond Hill's GIS platform.

# CITY OF RICHMOND HILL

## 2020 Draft Budget

### CORPORATE & FINANCIAL SERVICES DEPARTMENT

#### INFORMATION TECHNOLOGY– Continued

#### 2020 Budget Highlights

	Actual 2018	Preliminary Actuals at 31 Oct 19	2019 Approved Budget	2020 Draft Budget	Variance (Favourable)/ Unfavourable	
<b>Expenditures</b>						
Personnel - Full Time	\$ 3,948,999	\$ 3,805,913	\$ 4,875,100	\$ 5,074,700	\$ 199,600	
Personnel - Casual	440,323	93,594	34,500	34,500	-	
Contracts/Services	1,209,568	976,536	1,442,000	1,326,000	(000)	
Consulting Contracts	50,200	68,270	60,000	60,000	-	
Telephone	329,303	223,997	340,000	340,000	-	
Cellular Phone	264,877	223,183	318,000	255,000	(63,000)	
Data - Communications	356,427	322,711	527,000	476,000	(51,000)	
Photocopier - Mtce	208,762	138,375	197,000	195,000	(2,000)	
Materials/Supplies	118,168	92,123	140,800	141,600	800	
Other Expenditures	2,515,481	2,148,548	2,288,900	2,852,400	563,500	
Minor Capital	8,434	2,900	18,000	10,000	(8,000)	
Comp. Hardware Maintenance	797,733	565,991	611,500	561,000	(50,500)	
Comp. Software Maintenance	1,705,034	1,547,101	1,658,000	2,280,000	622,000	
<b>Total Expenditures</b>	<b>\$ 8,232,539</b>	<b>\$ 7,116,714</b>	<b>\$ 8,781,300</b>	<b>\$ 9,429,</b>	<b>\$ 647,900</b>	<b>7.4%</b>
<b>Revenues</b>						
Reserve and Reserve Funds	(83,500)	(48,833)	(53,000)	(25,000)	28,000	
Transfers fr Other Internal Sources	(388,900)	(331,000)	(396,900)	(404,800)	(7,900)	
<b>Total Revenues</b>	<b>\$ (472,400)</b>	<b>\$ (379,833)</b>	<b>\$ (449,900)</b>	<b>\$ (429,</b>	<b>\$ 20,100</b>	<b>4.5%</b>
<b>Net Budget</b>	<b>\$ 7,760,139</b>	<b>\$ 6,736,881</b>	<b>\$ 8,331,400</b>	<b>\$ 8,999,</b>	<b>\$ 668,000</b>	<b>8.0%</b>

	2019 Approved Budget	Base	Legislated	Annualization	New/Growth Staff & Programs	2020 Draft Budget
<b>Expenditures</b>						
Personnel - Full Time	\$ 4,875,100	\$ 70,700	\$ -	\$ 128,900	\$ -	\$ 5,074,700
Personnel - Casual	34,500	-	-	-	-	34,500
Contracts/Services	1,442,000	(116,000)	-	-	-	1,326,000
Materials/Supplies	140,800	800	-	-	-	141,600
Other Expenditures	2,288,900	(143,500)	-	(8,000)	715,000	2,852,400
<b>Total Expenditures</b>	<b>\$ 8,781,300</b>	<b>\$ (188,000)</b>	<b>\$ -</b>	<b>\$ 120,900</b>	<b>\$ 715,000</b>	<b>\$ 9,429,200</b>
<b>Revenues</b>						
Reserve and Reserve Funds	(53,000)	28,000	-	-	-	(25,000)
Transfers fr Other Internal	(396,900)	(7,900)	-	-	-	(404,800)
<b>Total Revenues</b>	<b>\$ (449,900)</b>	<b>\$ 20,100</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ (429,800)</b>
<b>Net Budget</b>	<b>\$ 8,331,400</b>	<b>\$ (167,900)</b>	<b>\$ -</b>	<b>\$ 120,900</b>	<b>\$ 715,000</b>	<b>\$ 8,999,400</b>

# **CITY OF RICHMOND HILL**

## **2020 Draft Budget**

### **CORPORATE & FINANCIAL SERVICES DEPARTMENT**

#### **INFORMATION TECHNOLOGY– Continued**

##### **Base Expenditures**

- Full-Time Salaries & Benefits increased due to grade / step level and fixed rate benefit increases.
- Cellular and Data Communications budgets were reduced by \$114,000 due to savings from contract renewals and agreeing to multi-year contracts.
- Increase in Materials / Supplies primarily due to additional costs for CSA approved footwear protection.
- Computer hardware maintenance budget reduced by \$50,500 reflecting the savings from decommissioning old hardware and benefits from hardware consolidation.
- Increased computer software maintenance costs for licenses/applications were offset by savings from renewing and restructuring software maintenance contracts.

##### **Base Revenues**

- Transfer from Tax rate stabilization reserve reduced by \$28,000 due to the phased-in reduction of funding for the 2018 compensation review.
- Transfers from Water & Wastewater Fund increased by \$7,900. This amount represents IT resources spent on water and wastewater operations such as software systems, hardware maintenance and client support. The increase reflects the inflationary pressures of cost recoveries from the Water & Wastewater Fund.

##### **Annualization**

- Annualization costs reflect the full year impact of prior year's Council approved full-time staffing request for a GIS Manager.

##### **New/Growth Staff & Programs**

- Growth increase of \$715,000 is attributable to the software maintenance costs associated with the new ERP system (RHhub).