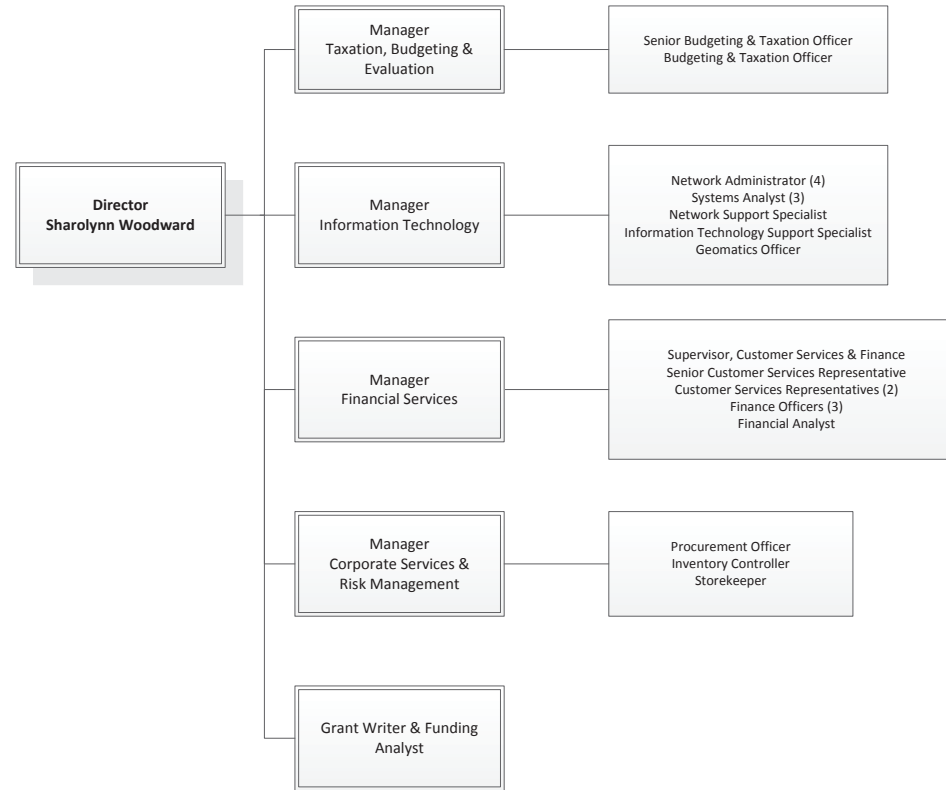


# GENERAL FUND - Corporate Services

## Department Staffing



## Staffing Summary

Staffing Summary	2017 Actual	2018 Budget	2018 Forecast	2019 Budget	2020 Budget	2021 Budget	Note
Directorate	5.00	6.00	6.00	6.00	5.00	5.00	(1)
Taxation & Budgeting	2.00	2.00	2.00	2.00	2.00	2.00	
Financial Services	8.40	8.38	8.38	8.38	8.38	8.38	
Corporate Services & Risk Management	3.31	3.00	3.00	3.00	3.00	3.00	
Information Technology	9.00	10.00	10.00	10.00	10.00	10.00	(2)
	<b>27.71</b>	<b>29.38</b>	<b>29.38</b>	<b>29.38</b>	<b>28.38</b>	<b>28.38</b>	
Permanent	27.00	28.00	28.00	28.00	28.00	28.00	
Part-time/Casual/Term	0.71	1.38	1.38	1.38	0.38	0.38	
	<b>27.71</b>	<b>29.38</b>	<b>29.38</b>	<b>29.38</b>	<b>28.38</b>	<b>28.38</b>	

**Note**

- (1) A two-year term Grant Writer & Funding Analyst position was added in 2018.
- (2) One Network Administrator position was added in 2018.

# GENERAL FUND - Corporate Services

## CORPORATE SERVICES DEPARTMENT

The Corporate Services Department is responsible for four service areas: Information Technology; Financial Services; Taxation, Budgeting and Evaluation; and Corporate Services and Risk Management. The managers who head each of these divisions

report to the director, who sets the course for the department, and provides a level of advice and support to the municipality that is typically associated with the role of chief financial officer.

Corporate Services Budget	2017 Actuals (\$000's)	2018 Budget (\$000's)	2018 Forecast (\$000's)	2019 Budget (\$000's)	2020 Budget (\$000's)	2021 Budget (\$000's)	Note
<b>Revenue</b>							
Grants	125	125	125	125	125	125	
User Charges	784	673	713	673	673	673	
<b>Total Revenue</b>	<b>909</b>	<b>798</b>	<b>838</b>	<b>798</b>	<b>798</b>	<b>798</b>	
<b>Expenditures (By Division)</b>							
Directorate	1,074	1,168	1,076	1,152	1,072	1,094	
Taxation & Budgeting & Evaluation	345	456	457	471	463	466	
Financial Services	891	931	916	950	966	980	
Corporate Services & Risk Management	1,345	1,441	1,386	1,483	1,483	1,493	
Information Technology	2,280	2,852	2,558	2,724	2,769	2,849	
<b>Total Expenditures (By Division)</b>	<b>5,935</b>	<b>6,848</b>	<b>6,393</b>	<b>6,780</b>	<b>6,753</b>	<b>6,882</b>	
<b>Net Revenue (Expenditures)</b>	<b>(5,026)</b>	<b>(6,050)</b>	<b>(5,555)</b>	<b>(5,982)</b>	<b>(5,955)</b>	<b>(6,084)</b>	
<b>Expenditure (by Object)</b>							
Wages & Benefits	3,230	3,783	3,400	3,728	3,711	3,789	
General Services	635	742	718	894	870	891	
Materials	586	638	641	468	466	475	
Maintenance	705	820	820	825	841	862	
Vehicle -O&M	2	5	9	5	5	5	
Insurance	777	860	805	860	860	860	
<b>Total Expenditures (By Object)</b>	<b>5,935</b>	<b>6,848</b>	<b>6,393</b>	<b>6,780</b>	<b>6,753</b>	<b>6,882</b>	



## GENERAL FUND - Corporate Services

Corporate Services Directorate Budget	2017	2018	2018	2019	2020	2021	
	Actuals	Budget	Forecast	Budget	Budget	Budget	Note
	(\$000's)	(\$000's)	(\$000's)	(\$000's)	(\$000's)	(\$000's)	
<b>Revenue</b>							
<b>Total Revenue</b>	-	-	-	-	-	-	
<b>Expenditures (by Activity)</b>							
Financial Reporting, Analysis & Budgeting	434	472	435	465	433	442	
Labour Relations	40	43	40	43	39	40	
Long-Range Planning	121	132	121	131	121	124	
Policy Development	123	135	124	133	123	126	
Public Information/Inquiries	113	124	115	122	114	116	
Legislation & Governance	243	262	241	258	242	246	
<b>Total Expenditures (By Activity)</b>	<b>1,074</b>	<b>1,168</b>	<b>1,076</b>	<b>1,152</b>	<b>1,072</b>	<b>1,094</b>	
<b>Net Revenue (Expenditures)</b>	<b>(1,074)</b>	<b>(1,168)</b>	<b>(1,076)</b>	<b>(1,152)</b>	<b>(1,072)</b>	<b>(1,094)</b>	
<b>Expenditures (By Object)</b>							
Wages & Benefits	940	1,042	950	1,023	941	960	(1)
General Services	133	120	120	123	125	128	(2)
Materials	1	6	6	6	6	6	
<b>Total Expenditures (By Object)</b>	<b>1,074</b>	<b>1,168</b>	<b>1,076</b>	<b>1,152</b>	<b>1,072</b>	<b>1,094</b>	

**Note:**

- (1) 2018 and 2019 Budget allocations include a two-year term Grant Writer and Funding Analyst position.
- (2) Contracted costs.

## GENERAL FUND - Corporate Services

### TAXATION, BUDGETING AND EVALUATION DIVISION

The Taxation, Budgeting and Evaluation Division is responsible for budgeting, program evaluation, property assessment and taxation in accordance with established legislations and by-laws. The Division coordinates and prepares the annual and multi-year budget and long-term financial plans that Council sets its priorities and plans for major capital projects. This multi-year budget

process help the City to ensure that, in the course of providing services to the public, Council's goals, objectives and directions are implemented and costs are controlled. This Division also administers the Senior and Disabled Grants, Local Improvement Charge, program evaluation, property assessment and taxation functions.

Taxation, Budgeting & Evaluation Budget	2017 Actuals (\$000's)	2018 Budget (\$000's)	2018 Forecast (\$000's)	2019 Budget (\$000's)	2020 Budget (\$000's)	2021 Budget (\$000's)	Note
<b>Revenue</b>							
Grants	125	125	125	125	125	125	(1)
<b>Total Revenue</b>	<b>125</b>	<b>125</b>	<b>125</b>	<b>125</b>	<b>125</b>	<b>125</b>	
<b>Expenditures (by Activity)</b>							
Budgeting	86	98	99	102	100	101	
Property Assessment & Taxes	258	357	359	369	362	365	(1)
Rounding	1	1	(1)	-	1	-	
<b>Total Expenditures (By Activity)</b>	<b>345</b>	<b>456</b>	<b>457</b>	<b>471</b>	<b>463</b>	<b>466</b>	
<b>Net Revenue (Expenditures)</b>	<b>(220)</b>	<b>(331)</b>	<b>(332)</b>	<b>(346)</b>	<b>(338)</b>	<b>(341)</b>	
<b>Expenditures (By Object)</b>							
Wages & Benefits	132	213	213	220	223	226	(2)
General Services	203	233	234	236	225	225	(3)
Materials	-	-	-	5	5	5	
Maintenance	10	10	10	10	10	10	
<b>Total Expenditures (By Object)</b>	<b>345</b>	<b>456</b>	<b>457</b>	<b>471</b>	<b>463</b>	<b>466</b>	

**Note:**

- (1) Funds received under the City's assessment authority agreement with the GNWT, which is in place through May 31, 2021. In 2018, The City conducts a general assessment for 2019 taxation year.
- (2) The Budgeting and Taxation Officer salary was previously included in the Financial Services budget. As of January 1, 2018, it was moved to the Taxation, Budgeting and Evaluation Budget.
- (3) Assessment contracted costs.



### INFORMATION TECHNOLOGY DIVISION

The Information Technology Division is responsible for all aspects of the City's information technology infrastructure. This includes:

- The secure and reliable network that connects workstations, laptops, mobile devices, printers, scanners, and copiers at sites throughout the City and provides users with access to essential software tools, integrated data sources, and the internet
- Databases that house and protect extensive data resources across the corporation
- Software applications that streamline processes and service delivery
- Websites that extend electronic information access and online services to staff and citizens
- Telephone, cellphone, and voice mail services that facilitate communication and collaboration
- Public workstations and wireless services that expand public computing and Internet access
- Geographical information systems and tools that present information from a spatial perspective
- Back-end systems that support diverse services such as traffic lights, ice-making equipment, building controls, digital call logging, and security cameras

## GENERAL FUND - Corporate Services

Information Technology Budget	2017 Actuals (\$000's)	2018 Budget (\$000's)	2018 Forecast (\$000's)	2019 Budget (\$000's)	2020 Budget (\$000's)	2021 Budget (\$000's)	Note
<b>Revenue</b>							
User Charges	1	1	1	1	1	1	
<b>Total Revenue</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	
<b>Expenditures (by Activity)</b>							
Installation	231	295	264	286	291	299	
Maintenance	1,356	1,650	1,478	1,607	1,635	1,683	
System Development	167	216	193	150	153	155	
Support Services	525	686	615	681	693	714	
Rounding	1	5	8	-	(3)	(2)	
<b>Total Expenditures (By Activity)</b>	<b>2,280</b>	<b>2,852</b>	<b>2,558</b>	<b>2,724</b>	<b>2,769</b>	<b>2,849</b>	
<b>Net Revenue (Expenditures)</b>	<b>(2,279)</b>	<b>(2,851)</b>	<b>(2,557)</b>	<b>(2,723)</b>	<b>(2,768)</b>	<b>(2,848)</b>	
<b>Expenditures (By Object)</b>							
Wages & Benefits	1,065	1,414	1,145	1,356	1,396	1,435	(1)
General Services	175	252	227	393	376	390	(2)
Materials	345	374	370	159	165	171	(3)
Maintenance	695	810	810	815	831	852	(4)
Vehicle O&M	-	2	6	1	1	1	
<b>Total Expenditures (By Object)</b>	<b>2,280</b>	<b>2,852</b>	<b>2,558</b>	<b>2,724</b>	<b>2,769</b>	<b>2,849</b>	

**Note:**

- (1) One Network Administrator position was added in 2018.
- (2) It includes Internet, network, network, security, software acquisition and renewal costs.
- (3) Communication Infrastructures and supplies.
- (4) Hardware and software maintenance.



## GENERAL FUND - Corporate Services

### FINANCIAL SERVICES DIVISION

The Financial Services Division is responsible for the accounting, utilities, and lottery and business licensing functions, in accordance with established legislation and by-laws. The Division manages operating and capital financial transactions, treasury, investment, and corporate accounting and financial reporting functions. The Division also administers the Customer Service Centre that responds to inquiries, provides information, handle complaints and takes payments and registrations.

Financial Services Budget	2017 Actuals (\$000's)	2018 Budget (\$000's)	2018 Forecast (\$000's)	2019 Budget (\$000's)	2020 Budget (\$000's)	2021 Budget (\$000's)	Note
<b>Revenue</b>							
User Charges	620	559	599	559	559	559	
<b>Total Revenue</b>	<b>620</b>	<b>559</b>	<b>599</b>	<b>559</b>	<b>559</b>	<b>559</b>	
<b>Expenditures (by Activity)</b>							
Cash Management	58	52	53	64	65	66	
Cash Receipts & Collections	138	167	165	155	158	159	
Customer Invoicing	280	264	260	222	226	230	
Financial Reporting & Analysis	93	97	94	161	163	166	
Licences & Permits	93	118	116	116	118	119	
Public Information/Inquiries	169	171	169	154	155	157	
Vendor Payments	58	60	60	81	82	83	
Rounding	2	2	(1)	(3)	(1)	-	
<b>Total Expenditures (By Activity)</b>	<b>891</b>	<b>931</b>	<b>916</b>	<b>950</b>	<b>966</b>	<b>980</b>	
<b>Net Revenue (Expenditures)</b>	<b>(271)</b>	<b>(372)</b>	<b>(317)</b>	<b>(391)</b>	<b>(407)</b>	<b>(421)</b>	
<b>Expenditures (By Object)</b>							
Wages & Benefits	767	795	773	799	816	829	
General Services	21	26	26	24	24	25	(1)
Materials	103	110	117	127	126	126	(2)
<b>Total Expenditures (By Object)</b>	<b>891</b>	<b>931</b>	<b>916</b>	<b>950</b>	<b>966</b>	<b>980</b>	

**Note:**

- (1) Collection costs.
- (2) Postage & printed forms.

# GENERAL FUND - Corporate Services

## CORPORATE SERVICES & RISK MANAGEMENT DIVISION

The Corporate Services & Risk Management Division is responsible for purchasing, insurance claims and coverage, and the operation of City Stores where the City's inventory is warehoused and managed. The insurance work involves communicating claims and coverage

information between the City's insurers and the user departments. Purchasing tasks include coordinating the procurement of goods and services for City departments through the issuance of tenders, requests for proposals (RFPs), purchase orders, or inventory.

Corporate Services & Risk Management Budget	2017 Actuals (\$000's)	2018 Budget (\$000's)	2018 Forecast (\$000's)	2019 Budget (\$000's)	2020 Budget (\$000's)	2021 Budget (\$000's)	Note
<b>Revenue</b>							
User Charges	163	113	113	113	113	113	(1)
<b>Total Revenue</b>	<b>163</b>	<b>113</b>	<b>113</b>	<b>113</b>	<b>113</b>	<b>113</b>	
<b>Expenditures (by Activity)</b>							
Common Costs	145	159	153	164	163	164	
Customer Services	67	71	68	73	73	74	
Inventory Management	134	141	136	147	147	147	
Material Purchasing	388	417	401	428	428	432	
Risk Management	606	649	624	667	666	673	
Rounding	5	4	4	4	6	3	
<b>Total Expenditures (By Activity)</b>	<b>1,345</b>	<b>1,441</b>	<b>1,386</b>	<b>1,483</b>	<b>1,483</b>	<b>1,493</b>	
<b>Net Revenue (Expenditures)</b>	<b>(1,182)</b>	<b>(1,328)</b>	<b>(1,273)</b>	<b>(1,370)</b>	<b>(1,370)</b>	<b>(1,380)</b>	
<b>Expenditures (By Object)</b>							
Wages & Benefits	326	319	319	330	335	339	
General Services	103	111	111	113	115	118	(2)
Materials	137	148	148	176	169	172	(3)
Vehicle O&M	2	3	3	4	4	4	
Insurance	777	860	805	860	860	860	
<b>Total Expenditures (By Object)</b>	<b>1,345</b>	<b>1,441</b>	<b>1,386</b>	<b>1,483</b>	<b>1,483</b>	<b>1,493</b>	

**Note:**

- (1) 2017 revenues reflect higher insurance claims that year.
- (2) Telephone, communications, and radio licensing.
- (3) Printer supplies, office equipment & overhead.

