



Corporate & Financial Services

2012 Proposed Business Plan & Budget



Town of
East Gwillimbury



2011 Key Accomplishments

- Implemented Phase 2 water/wastewater rate structure
- Review and update HR policies
- Initiated DC By-law update
- Deputy Treasurer recruitment
- Initiating recruitment of HR Manager
- Initiated Communication Strategy
- Enhanced Customer Care
- Expanded wireless network
- Compensation review for firefighters and library



2011 Key Performance Indicators & Quick Facts

- 14,000 tax and water inquiries
- 21,000 water/wastewater bills
- 6,900 invoices paid
- 4,000 pays processed
- 420 mailing addresses converted
- 3 Bill 168 investigations
- 450 community promo messages
- 520 residents surveyed
- 4,000 IT help desk calls
- 1,040 hours of training organized



2012 Key Objectives

- Develop multi year capital plan
- Implement final phase of water/wastewater structure
- Continue Customer Care training program
- Hire an HR Manager
- Complete website revitalization
- Recommend a social media strategy
- Integration of software applications (Vadim, Class, Cityview)
- Implement electronic pay statements



2012 Proposed Operating Budget Summary

| | 2012 Proposed Budget | 2011 Approved Budget | Budget to Budget Variance | |
|---|-------------------------------------|-------------------------------------|--------------------------------------|-------------|
| | | | \$ | % |
| EXPENDITURES | | | | |
| Strategy and Administration | \$ 254,654 | \$ 234,700 | \$ 19,954 | 8.5% |
| Business Plans and Budgets | 565,462 | 533,390 | 32,072 | 6.0% |
| Revenue Services | 144,547 | 126,090 | 18,457 | 14.6% |
| Customer Care Centre | 161,790 | 158,700 | 3,090 | 1.9% |
| HR and Occupational Health | 246,724 | 201,009 | 45,715 | 22.7% |
| Communications | 236,283 | 251,230 | (14,947) | -5.9% |
| Corporate Projects / Information Technology | 347,119 | 327,450 | 19,669 | 6.0% |
| Centralized Purchasing | 82,890 | 85,890 | (3,000) | -3.5% |
| | 2,039,469 | 1,918,459 | 121,010 | 6.3% |



2012 Proposed Operating Budget Summary

| | 2012 Proposed Budget | 2011 Approved Budget | Budget to Budget Variance | |
|---|----------------------------|----------------------------|------------------------------|--------------|
| | | | \$ | % |
| REVENUES | | | | |
| Strategy and Administration | (3,500) | (3,500) | - | 0.0% |
| Business Plans and Budgets | (142,800) | (144,450) | 1,650 | -1.1% |
| Revenue Services | (501,500) | (501,500) | - | 0.0% |
| Communications | - | (25,000) | 25,000 | -100.0% |
| Corporate Projects / Information Technology | (1,500) | (1,500) | - | 0.0% |
| | (649,300) | (675,950) | 26,650 | -3.9% |
| NET BUDGET | \$ 1,390,169 | \$ 1,242,509 | \$ 147,660 | 11.9% |



Key Drivers

| | Budget Change | Base Adjustments | Growth |
|--|-------------------|---------------------|-------------|
| EXPENDITURES | | | |
| Cost of Living and Merit Increases | \$ 175,519 | \$ 175,519 | |
| Staff Expenses (Mileage, Meeting Expenses, Subscriptions) | \$ 461 | \$ 461 | |
| External Audit, Bank, Payroll Processing Fees, Mail Processing | \$ 16,000 | \$ 16,000 | |
| Postage, Courier, Form Printing | \$ (5,150) | \$ (5,150) | |
| Advertising | \$ 6,000 | \$ 6,000 | |
| Consulting | \$ (68,000) | \$ (68,000) | |
| Employee Assistance Program | \$ 1,000 | \$ 1,000 | |
| Utilities - Communication | \$ (2,820) | \$ (2,820) | |
| Software Licencing | \$ 4,000 | \$ 4,000 | |
| Tax Levy Funding of Capital | \$ (6,000) | \$ (6,000) | |
| | \$ 121,010 | \$ 121,010 | \$ - |
| REVENUES | | | |
| Local Improvement Levies | \$ 1,650 | \$ 1,650 | |
| Draw from Working Capital Reserve | \$ 25,000 | \$ 25,000 | |
| | \$ 26,650 | \$ 26,650 | \$ - |
| NET BUDGET CHANGE | \$ 147,660 | \$ 147,660 | \$ - |



2012 Proposed Capital Program

| | Budget | Funding Source | | | | |
|---|-------------------|------------------|------------------|------------------|------------------|------------------|
| | | Tax Rate | Gas Tax | DC | Working Capital | IT Reserve |
| PRIOR YEAR CAPITAL PROJECTS | | | | | | |
| (Previously Approved and Funded) | | | | | | |
| Accounting software upgrades | 20,000 | - | - | - | - | 20,000 |
| Long range financial plan | 35,000 | - | 19,250 | 15,750 | - | - |
| Communication Strategy | 50,000 | 25,000 | - | - | 25,000 | - |
| DC by-law update | 25,000 | - | - | 25,000 | - | - |
| DC credit policy development | 25,000 | - | - | 25,000 | - | - |
| | \$ 155,000 | \$ 25,000 | \$ 19,250 | \$ 65,750 | \$ 25,000 | \$ 20,000 |
| 2012 CAPITAL PROJECT REQUESTS | | | | | | |
| Repair and Replacement | | | | | | |
| IT desktop/software replace | \$ 58,625 | | | | | 58,625 |
| Antenna Relocation | 5,000 | | | | | 5,000 |
| Voicemail Server Replacement | 15,000 | | | | | 15,000 |
| | \$ 78,625 | - | - | - | | 78,625 |
| | | | | | | |



2012 New Initiatives

- Corporate and Financial Services have no new initiatives that require additional funding