

# General Government Services – Administrative Services

## Service Description

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Administrative Services reflects the operations of the Offices of the Chief Administrative Officer, the Director of Financial Services / Treasurer and the Director of Council and Community Services / Clerk. Financial Services provides corporate governance, policy directives, objectives and services (such as accounting, budget, finance, payroll, IT, GIS, asset management. Insurance/risk management and energy management initiatives) that are of benefit both to the Corporation of the County of Essex and to a number of external bodies.

## Staffing Chart

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Staffing	2015	2016	2017	2018	2015 Actual (\$000)	2016 Actual (\$000)	2017 Budget (\$000)	2017 Actual (\$000)	2018 Budget (\$000)
Full-Time	21	22	22	22	1,474	1,692	1,794	1,794	1,803
Student	0	0	0	2	0	0	0	0	34
Total	21	22	22	24	1,474	1,692	1,794	1,794	1,837

## Prior Year Performance

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Administrative expenses are expected to be underspent by approximately \$23,000 in 2017.

Despite a number of staffing changes (retirement / temporary replacements for long term absences / restructuring of positions) wages are expected to be on budget for 2017. There will be a small net savings in benefit costs due to these transitions, however corporate WSIB claim costs are not budgeted and are recorded in Administration and funded by the Corporation's WSIB Reserve.

The aerial photography data was updated in 2017 with a total project cost that was less than anticipated. This asset is included in the Corporation's life cycle planning, therefore the project was funded by the Capital Reserve.

## Proposed Budget – Current Year

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The 2018 Budget includes an increase of \$87,850 (3.4%). Wages and benefit increases include not only the negotiated rate increases, but some additional staffing resources to support the department in achieving its mandate. Recruitment is currently underway for the the Director of Financial Services, and net savings due to restructuring of various management positions is expected to be realized in 2018.

As a risk management strategy, and to ensure compliance with recent legislative changes, the 2018 Budget includes the addition of a position to provide oversight and leadership for the Corporation's procurement processes. Beyond the fair, open and competitive process that has been established, new requirements require additional notification and communication, as well

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as additional process documentation. A full report will be brought to Council in early 2018, but it is anticipated that this full time resource will review and amend existing policies, establish improvements to corporate procedures, and act as a resource to all departments. The impact of the mid-year addition of this position is offset in the budget by the reallocation of one of the existing clerks to the Facilities Operations budget in Infrastructure Services.

In addition, the budget allows for 2 semesters of an intern to support Communication strategies, as well as a summer student to assist in document management initiatives throughout General Government.

The Corporation has identified a need for an integrated payroll / human resources / scheduling system that will meet the complex needs of our 24/7 operations (EMS and Sun Parlor Home) as well as all other County departments. In addition, the County's payroll system is running on an older platform, and the vendor has advised that support for this platform will be ending soon (no specific date yet). \$50,000 has been included in Consultant Fees (funded by reserve) to engage system analysis supports to guide the decision making prior to committing further resources to a new system.

The cost of supporting technology used throughout the Corporation and at the local municipalities continues to rise as departments increase their dependence on devices and technology to capture information. User-based expenditures continue to be allocated directly to the departments based on usage, and has resulted in reduced computer maintenance costs in Administration. For 2018, this has been offset by consolidating server-based costs that were formerly charged to Sun Parlor Home to Administration. Servers were originally installed at Sun Parlor Home to provide a stable platform for software used at the home. Over time, significant hardware resources have been added at the Sun Parlor home to create a fully redundant backup location for all County IT services, as well as those resources that are used by ERCA, local municipalities and other external agencies. Because of the corporate benefit, the cost of all server-related maintenance and hardware has been reallocated to General Government.

Significant technology upgrades are included in the 2018 Budget, including replacement of several servers and power supply units, upgrading the wifi connectivity within the Civic Centre, and redesigning the County website to make it more responsive for different types of mobile devices. Project costs in excess of the \$135,000 base allocation have been funded by the Corporation's Capital Reserve. The consulting budgets across all departments now also include the cost of cyber-security audits (internal and external) to protect the integrity and security of the County's information and systems. Additional training has also been included in the Administration budget to support staff engagement and knowledge.

Following the purchase of the Civic Centre in 2017, plans are being established for resource allocation within the building and proposals for interior renovations are being developed. An estimate of \$500,000 has been included in the Administration budget to allow for costs related to the relocation of General Government Services within the building. Similar amounts have been included in Financial Expenditures (for EMS) and Infrastructure Services. In all cases, funding will be provided by the Corporation's Capital Reserve.