

**Budget by Service****Department Name:** C.A.O Clerk's**Section:** Administration**Budget Code:** 1010**FTE:** 3.0**Staff:** CAO/Clerk, Deputy Clerk, Clerical Financial Assistant

**Strategic Position:** 12.0 Demonstrate Council and Staff leadership by taking primary responsibility for implementing and following the Strategic Plan, while recognizing the roles of community leaders in achieving Plan success.

**Actions:** 12.7 innovation in municipal business; team based approach

**Responsibility:** Directs the human, financial and physical resources of the Town, provides advice and support to Council in developing and implementing corporate policy and strategy, and leadership to the management and staff of the Town. Clerk's Department staff record Council minutes, maintain records, and assist with processing planning, property, by-law and other matters.

Operating Budget Summary					
2017 Budget (Actual \$285,189 to Sept 2017)					\$335,900
Past & Projected (1%)		0.01			
2016	2017	2018	2019	2020	
\$276,900	\$ 335,900	\$ 333,305	\$ 336,638	\$ 340,004	
Budget Initiatives					
1. Increase marriage license and ceremony fees					-\$1,500
2. Transfer to water and sewer for Public Works function					-\$30,000
3. Reconcile Wages and benefits (mat. leave, Public Works)					\$28,905
Proposed 2018 Budget					\$333,305

**Budget to Actual Issues**

Wages are trending over due to added role in Public Works and vacation reconciliation based on Town policy.

**Issues for 2018 and Beyond**

In 2015 the Department was restructured to three full time staff assuming front counter support with some support to (and from) other areas. Almost half that time the Department has deployed temporary staff due to maternity leave. The Department is first point of contact for Citywide "Dashboard", the Town's electronic complaint management system implemented to meet Bill 8 obligations related to Ombudsman oversight of municipal operations. Meeting management software is in place for Council meetings and will be extended to some standing Committees in 2018. Moving to electronic meetings saves about 90,000 sheets of paper annually, and has increased agenda quality and reduced staff preparation time.

Records management using TOMRMS has progressed considerably with most Departments saving electronic files to standardized directories using this universally accepted municipal filing system. This should be completed in 2019 in most areas to improve record access and compliance.

The C.A.O. Clerk's Department is identified in the Town's Succession Plan as likely to face a retirement in the next three years. The Plan recommends keeping the C.A.O. structure combined with another role that suits the Town's needs at the time of replacement, advertising internally and externally for the position to measure internal talent against external, and continuing to offer management, leadership, technical, legal, human resources training to encourage internal staff development.



#### Service Measures

	2011	2012	2013	2014	2015	2016	2017	TOTAL
Committee, Council mtgs	26	25	27	26	25	23	25	
Marriage Licenses	41	35	33	49	44	41	38	
Civil Marriages	14	8	17	19	26	20	26	
Planning Applications	42	21	22	36	19	17	33	
Burial Permits	168	95	80	90	105	135	142	
Commissioner Signature	101	92	48	41	52	46	61	
Real Estate Transactions	2	11	6	4	8	12	16	=59 total
"Dashboard" Complaints							35/month	

#### C.A.O. Clerk Recommendation

That the 2018 budget proposed for C.A.O. Clerk be approved at \$333,305

2018 OPERATING BUDGET						
Account	Description	2016 YTD Actual - Sept 30/16	2016 YTD Actual	2017 Budget	2017 YTD Actual - Sept 30/17	2018 Budget
1010-00-5120	Oath/Witness Signature	860.00	1,060.00	1,000.00	1,020.00	1,000.00
1010-00-5112	Specialized Letters	965.00	965.00	0.00	1,080.00	695.00
1010-00-5121	Other Administrative Fees	0.00	0.00	0.00	0.00	0.00
1010-00-5122	MFIPPA Fees	0.00	0.00	100.00	21.96	0.00
1010-00-5125	Photocopy/Facsimile Charges	0.00	0.00	100.00	4.00	0.00
1010-00-5210	Marriage Licenses	4,440.00	5,520.00	4,500.00	4,440.00	5,000.00
1010-00-5215	Marriage Ceremonial Fees	5,216.55	6,815.67	5,400.00	7,573.46	6,400.00
1010-00-5220	Lottery Licenses	1,860.60	3,914.49	2,000.00	1,703.70	2,000.00
10-1000-5240	Taxi/Limousine Licenses	0.00	0.00	0.00	0.00	0.00
1010-00-5250	Peddlers' Licences	250.00	250.00	300.00	425.00	300.00
1000-00-5850	Transfers from Water & Sewer					30,000.00
10-1000-5999	Transfer from Reserves					24,000.00
	<b>Total Revenue</b>	<b>13,592.15</b>	<b>18,525.16</b>	<b>13,400.00</b>	<b>16,268.12</b>	<b>69,395.00</b>
1010-00-6012	Wages - Clerks	174,229.70	236,707.22	243,100.00	207,300.47	264,000.00
1010-00-6022	Benefits - Clerks	46,107.32	59,842.37	57,700.00	61,412.71	66,000.00
1010-00-6042	Conferences - Clerks	3,745.95	6,094.35	6,000.00	7,662.62	6,000.00
1010-00-6052	Training - Cleks	1,902.55	2,105.05	6,500.00	2,358.56	6,500.00
1010-00-6062	Mileage - Clerks	228.65	731.86	3,000.00	1,667.72	3,000.00
1010-00-6066	Marriage - Clerk Per Diems	1,875.00	2,850.00	2,300.00	3,300.00	2,300.00
1010-00-6075	Minto Mettle	0.00	145.62	0.00	150.36	200.00
1010-00-6110	Legal Services	16,387.37	19,613.58	10,000.00	5,942.40	10,000.00
1010-00-6128	electronic Records Software	10,082.38	10,082.38	12,000.00	10,082.38	12,000.00
10-1000-6610	Office Vehicle Fuel & Supplies	361.52	417.12	1,000.00	383.85	1,000.00
10-1000-6610	Office Vehicle Repair & Mtce	89.79	89.79	1,500.00	0.00	1,500.00
10-1000-6610	Office Vehicle Inspection/Licence	147.50	267.50	200.00	0.00	200.00
1010-00-7000	Election Vote - By-Mail	1,195.68	1,195.68	6,000.00	1,195.68	30,000.00
10-1000-7002	Election Expenses - Legal	0.00	0.00	0.00	0.00	0.00
10-1000-7010	Election Advertising	0.00	0.00	0.00	0.00	0.00
10-1000-7020	Election Printing	0.00	0.00	0.00	0.00	0.00
10-1000-7030	Election Supplies	0.00	0.00	0.00	0.00	0.00
10-1000-7040	Election Wages / Mileage	0.00	0.00	0.00	0.00	0.00
10-1000-7050	Election Rentals	0.00	0.00	0.00	0.00	0.00
	<b>Total Expenditures</b>	<b>256,353.41</b>	<b>340,142.52</b>	<b>349,300.00</b>	<b>301,456.75</b>	<b>402,700.00</b>
<b>Excess Revenue</b>	<b>over/under Expenditures</b>	<b>-242,761.26</b>	<b>-321,617.36</b>	<b>-335,900.00</b>	<b>-285,188.63</b>	<b>-333,305.00</b>