

Corporate Services

- Carry on with the development of e-services to provide residents & customers with a 24x7 online environment that is responsive to customer needs and services.
- Develop and implement a document management strategy to define and manage our electronic and hard copy documents, filing systems and to evaluate where process and data management improvements can be made.
- Support new and existing business processes by continuing to implement software and procedures that will streamline services and reduce costs.
- Continue to strive to implement improvements in the ability to meet customer expectations through improved product service and enhanced customer relationships.

Finance

FUNCTION	2008 BUDGET	2009 / 2008 B CHANGES	2009 BUDGET	2010 / 2009 B CHANGES	2010 BUDGET	2011 / 2010 B CHANGES	2011 BUDGET
FINANCE							
Revenues	4,358	448	4,806	248	5,054	192	5,246
Expenditures	7,390	382	7,772	322	8,094	408	8,502
Net Expenditures	3,032	(66)	2,966	74	3,040	216	3,256

Revenues

Internal Recoveries -

increased costs and
allocation adjusted to reflect
experience

348

234

174

Sale of Goods and Services
fees for disconnect notices
and reconnections

64

14

18

Expenditures

Wages - anticipated increase

254

269

284

Additional FTE to Support Operations

Energy Accounting 1.5 FTE

100

Meter Reader 1.0 FTE

43

Assessor Trainee 0.6 FTE

40

Increase in ICS Charges

60

40

16

Retirement of Debt on Systems

(165)

(75)

28

Information and Computer Services

FUNCTION	2008 BUDGET	2009 / 2008 B CHANGES	2009 BUDGET	2010 / 2009 B CHANGES	2010 BUDGET	2011 / 2010 B CHANGES	2011 BUDGET
INFORMATION & COMPUTER SERVICES							
Revenues	2,485	131	2,616	192	2,808	113	2,921
Expenditures	2,939	73	3,012	263	3,275	114	3,389
Net Expenditures	454	(58)	396	71	467	1	468

Revenues

Internal Recoveries -
allocation based on network
communication and
resources used & current
year costs

141	192	113
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Expenditures

Wages - anticipated increase

103	104	110
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Debt on 2009 Projects

134

Corporate Asset Management

FUNCTION	2008 BUDGET	2009 / 2008 B CHANGES	2009 BUDGET	2010 / 2009 B CHANGES	2010 BUDGET	2011 / 2010 B CHANGES	2011 BUDGET
CORPORATE ASSET MANAGEMENT							
Revenues	10,040	1,399	11,439	1,124	12,563	802	13,365
Expenditures	12,410	1,609	14,019	1,308	15,327	1,004	16,331
Net Expenditures	2,370	210	2,580	184	2,764	202	2,966

Revenues

Internal Recoveries:

Building Services	447	112	79
Fleet Services	966	994	705

Expenditures

Wages - anticipated increase	169	187	197
Additional 0.5 FTE	23		
Wages - JJEC/Market Adjustments	100		
Transfer to Fleet Reserve	733	337	475
Debt Payments - New Projects	36	604	196

Corporate Services – Personnel Requests

Position and Comments	2009 FTE Change	2010 FTE Change	2011 FTE Change
Prior Year Approved FTE Budget	136.9		
Carried Forward		138.5	139.5
<u>Request for new full-time permanent</u>			
Finance - Energy Accounting Assistant (\$65k)	1.0		
Finance - Meter Reader (\$43k)		1.0	
	1.0	1.0	0.0
<u>New Part Time Positions</u>			
Corporate Asset Management - Building Services - City Hall (\$23k)	0.5		
	0.5	0.0	0.0
<u>Existing Part - time to become full time</u>			
Finance - Energy Accounting Joint Interest Accounting Assistant (\$35k)	0.5		
Finance - Assessment - Assessor Trainee (\$40k)	0.6		
	1.1	0.0	0.0
<u>Full Time Positions Eliminated as Part of the Proposed Budget</u>			
Finance - Accounts Payable Clerk (\$48k)	(1.0)		
	(1.0)	0.0	0.0
Position Change - Current Year	1.6	1.0	0.0
Total FTEs	138.5	139.5	139.5

Corporate Services Removed from Budget

Municipal Accounting Position (1.0 FTE
- 25% funded from Utilities)

Customer Service Position (1.0 FTE -
75% funded by Utilities)

Computer Security (2.0 FTE)

On Line Survey Tool

Professional Development

	2009	2010	2011
		50	
	15		
		140	
	40		
	25		
	80	190	0

Capital & Major Expenditure Budget 2009 - 2011

Tangible Capital Assets

	2009	2010	2011
Fleet Services	4,539	6,044	5,166
Building and Equipment Upgrades	25,300	18,275	1,275
Technological Improvements	205	350	
Equipment	228		370
	30,272	24,669	6,811

Major Expenditures

	2009	2010	2011
Building and Equipment Upgrades	198	198	228
Technological Improvements	205	40	40
Standard Tender & Document Review	50		
	453	238	268

Corporate Services 2009 -2011 Operating Budget

ACTIVITY DESCRIPTION	2008 BUDGET	2009 / 2008 B CHANGES	2009 BUDGET	2010 / 2009 B CHANGES	2010 BUDGET	2011 / 2010 B CHANGES	2011 BUDGET
REVENUE							
Internal Recoveries	16,218	1,941	18,159	1,547	19,706	1,087	20,793
Sale of Goods & Services	516	64	580	15	595	19	614
Transfer from Reserves	15	(15)	0	0	0	0	0
Miscellaneous	134	(12)	122	2	124	1	125
TOTAL REVENUES	16,883	1,978	18,861	1,564	20,425	1,107	21,532
EXPENDITURES							
Salaries, Wages & Benefits	10,521	708	11,229	607	11,836	572	12,408
Other Personnel Costs	206	24	230	9	239	(2)	237
Contracted Services	3,677	267	3,944	182	4,126	128	4,254
Materials and Supplies	717	76	793	2	795	9	804
Interdepartmental Charges	1,839	351	2,190	93	2,283	84	2,367
Principal and Interest	2,208	(141)	2,067	663	2,730	206	2,936
Transfer to Reserve	3,543	733	4,276	337	4,613	475	5,088
Transfer to Capital	0	0	0	0	0	0	0
Other	28	46	74	0	74	54	128
TOTAL OPERATING EXPENDITURES	22,739	2,064	24,803	1,893	26,696	1,526	28,222
NET EXPENDITURES	5,856	86	5,942	329	6,271	419	6,690

END

Criteria Used For Replacement

