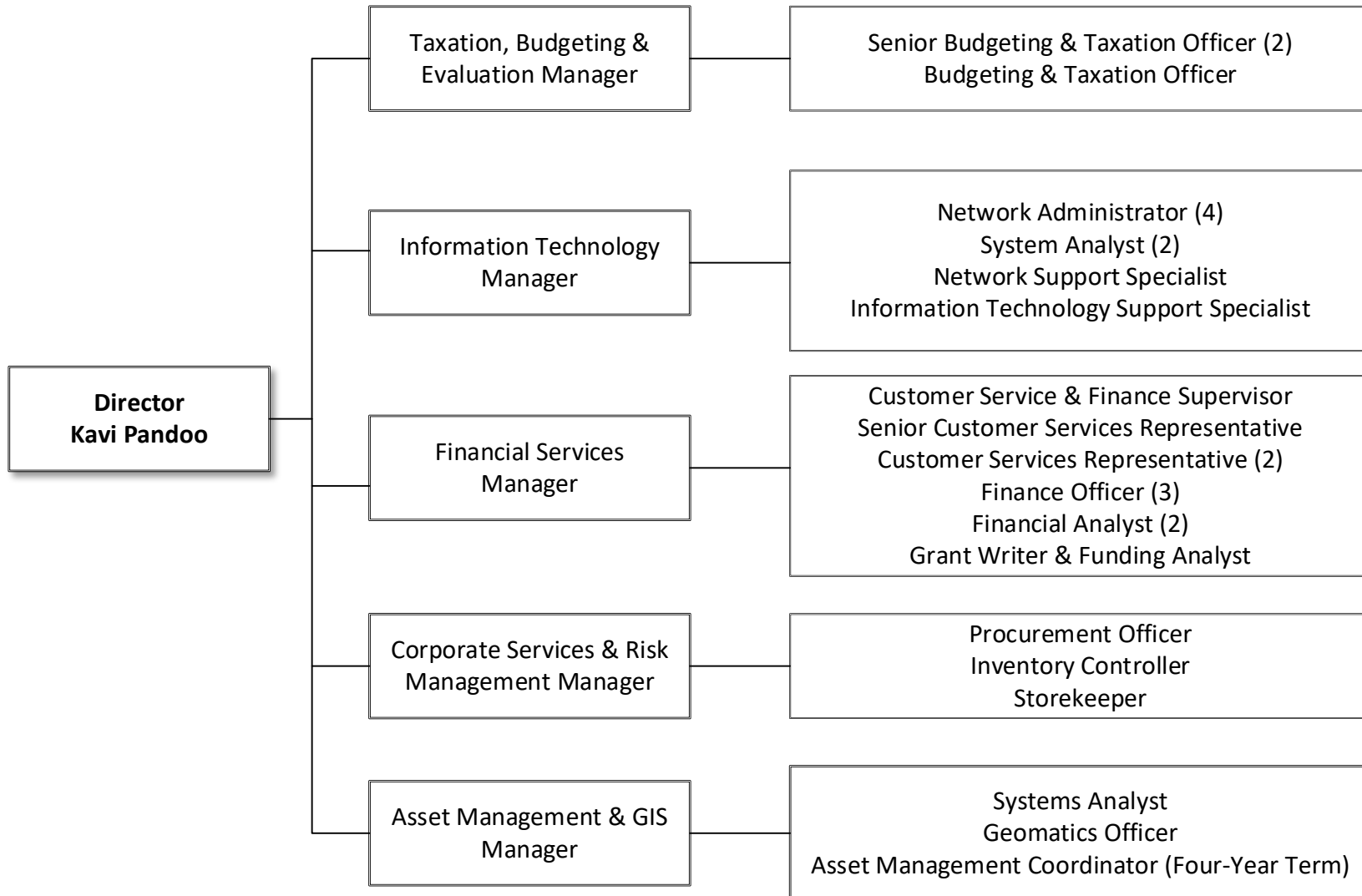


# GENERAL FUND – Corporate Services

## Department Staffing



## Staffing Summary

# GENERAL FUND – Corporate Services

Staffing Summary	2022 Budget	2022 Actual	2023 Budget	2023 Forecast	2024 Budget	2025 Budget	2026 Budget	Note
Directorate	7.00	7.00	7.00	6.00	<b>6.00</b>	6.00	6.00	(1)
Taxation & Budgeting	2.00	2.00	2.00	2.00	<b>3.00</b>	3.00	3.00	(2)
Financial Services	8.41	8.41	8.41	9.41	<b>10.41</b>	10.41	10.41	(1), (3)
Corporate Services & Risk Management	3.00	3.00	3.00	3.00	<b>3.00</b>	3.00	3.00	
Information Technology	8.00	8.00	8.00	8.00	<b>8.00</b>	8.00	8.00	
Asset Management & GIS	3.00	3.00	3.00	3.00	<b>3.00</b>	3.00	3.00	(4)
	<b>31.41</b>	<b>31.41</b>	<b>31.41</b>	<b>31.41</b>	<b>33.41</b>	<b>33.41</b>	<b>33.41</b>	
Permanent	29.00	29.00	29.00	29.00	<b>31.00</b>	31.00	31.00	
Part-time/Casual/Term	2.41	2.41	2.41	2.41	<b>2.41</b>	2.41	2.41	
	<b>31.41</b>	<b>31.41</b>	<b>31.41</b>	<b>31.41</b>	<b>33.41</b>	<b>33.41</b>	<b>33.41</b>	

**Note:**

- (1) The Grant Writer & Funding Analyst position was moved from Directorate to Financial Services Division in 2023. It is recommended that the five-year term Asset Management & GIS Manager position become a permanent position in 2024.
- (2) An additional Senior Budgeting & Taxation Officer position is recommended in 2024.
- (3) A Financial Analyst position is recommended in 2024.
- (4) A four-year term Asset Management Coordinator position was approved in 2022, and was funded by the Capital Fund.



# GENERAL FUND – Corporate Services

## CORPORATE SERVICES DEPARTMENT

The Corporate Services Department is responsible for six main service areas: Taxation and Budgeting; Financial Services; Corporate Services and Risk Management; Information Technology; Asset Management and Geographic Information Systems; and Grant

Writing. The Managers who lead each division, report to the Director who sets the course for the department and serves on the senior leadership team.

Corporate Services Budget	2022 Budget (\$000's)	2022 Actuals (\$000's)	2023 Budget (\$000's)	2023 Forecast (\$000's)	2024 Budget (\$000's)	2025 Budget (\$000's)	2026 Budget (\$000's)	Note
<b>Revenue</b>								
Grants	125	125	125	125	125	125	125	
User Charges	675	645	743	706	748	748	749	(1)
<b>Total Revenue</b>	<b>800</b>	<b>770</b>	<b>868</b>	<b>831</b>	<b>873</b>	<b>873</b>	<b>874</b>	
<b>Expenditures (By Division)</b>								
Directorate	1,450	1,323	1,526	1,470	1,507	1,567	1,634	
Taxation & Budgeting	547	543	542	557	698	726	740	
Financial Services	991	977	1,009	1,006	1,326	1,384	1,438	
Corporate Services & Risk Management	1,473	1,484	1,508	1,504	1,528	1,548	1,567	
Information Technology	2,688	2,284	2,750	2,541	2,950	3,019	3,122	
Asset Management & GIS	343	279	340	260	367	389	403	
<b>Total Expenditures (By Division)</b>	<b>7,492</b>	<b>6,890</b>	<b>7,675</b>	<b>7,338</b>	<b>8,376</b>	<b>8,633</b>	<b>8,904</b>	
<b>Net Revenue (Expenditures)</b>	<b>(6,692)</b>	<b>(6,120)</b>	<b>(6,807)</b>	<b>(6,507)</b>	<b>(7,503)</b>	<b>(7,760)</b>	<b>(8,030)</b>	
<b>Expenditure (by Object)</b>								
Wages & Benefits	4,265	3,927	4,360	4,190	4,922	5,165	5,387	(2)
General Services	978	771	1,042	906	1,084	1,067	1,077	
Materials	515	448	412	395	424	436	447	
Maintenance	907	908	943	941	1,029	1,048	1,076	
Utility -Fuel	-	6	11	6	10	10	10	
Vehicle -O&M	8	3	6	4	6	6	6	
Insurance	819	827	901	896	901	901	901	
<b>Total Expenditures (By Object)</b>	<b>7,492</b>	<b>6,890</b>	<b>7,675</b>	<b>7,338</b>	<b>8,376</b>	<b>8,633</b>	<b>8,904</b>	

**Note:**

- (1) The fee for payments to the City returned for "Non-Sufficient Fund" will increase from \$30 per instance to \$50 per instance effective March 1, 2024.
- (2) A Financial Analyst and an additional Senior Budgeting & Taxation Officer positions are recommended in 2024. It is also recommended that the five-year term Asset Management & GIS Manager position become a permanent position in 2024.

# GENERAL FUND – Corporate Services

Corporate Services Directorate Budget	2022 Budget (\$000's)	2022 Actuals (\$000's)	2023 Budget (\$000's)	2023 Forecast (\$000's)	2024 Budget (\$000's)	2025 Budget (\$000's)	2026 Budget (\$000's)	Note
<b>Revenue</b>								
<b>Total Revenue</b>	-	-	-	-	-	-	-	
<b>Expenditures (by Activity)</b>								
Administrative	217	199	228	220	225	234	245	
Funding & Reporting	145	133	153	148	151	157	163	
Long Term Planning & Priority Setting	435	397	457	441	451	470	490	
Public Inquiry & Communication	145	133	153	148	151	157	163	
Team Leadership	145	133	153	148	151	157	163	
Legislation & Governance	363	328	382	365	378	392	410	
<b>Total Expenditures (By Activity)</b>	<b>1,450</b>	<b>1,323</b>	<b>1,526</b>	<b>1,470</b>	<b>1,507</b>	<b>1,567</b>	<b>1,634</b>	
<b>Net Revenue (Expenditures)</b>	<b>(1,450)</b>	<b>(1,323)</b>	<b>(1,526)</b>	<b>(1,470)</b>	<b>(1,507)</b>	<b>(1,567)</b>	<b>(1,634)</b>	
<b>Expenditures (By Object)</b>								
Wages & Benefits	1,283	1,210	1,326	1,326	1,307	1,363	1,424	(1)
General Services	162	113	195	139	197	201	207	(2)
Materials	5	-	5	5	3	3	3	
<b>Total Expenditures (By Object)</b>	<b>1,450</b>	<b>1,323</b>	<b>1,526</b>	<b>1,470</b>	<b>1,507</b>	<b>1,567</b>	<b>1,634</b>	

**Note:**

- (1) It is recommended that the five-year term Asset Management & GIS Manager position become a permanent position in 2024.
- (2) Contracted Costs.



# GENERAL FUND – Corporate Services

## TAXATION AND BUDGETING DIVISION

The Budgeting and Taxation Division is responsible for administering the budgeting, property assessment and taxation functions in accordance with established legislation and by-laws. The Division coordinates and prepares the annual and multi-year budget and long-term financial plans to help the City ensure that, in the course

of providing services to the public, Council's goals, objectives and directions are implemented and costs are controlled. It also administers the Senior and Disabled Grants and Local Improvement Charge programs.

Taxation and Budgeting Budget	2022 Budget (\$000's)	2022 Actuals (\$000's)	2023 Budget (\$000's)	2023 Forecast (\$000's)	2024 Budget (\$000's)	2025 Budget (\$000's)	2026 Budget (\$000's)	Note
<b>Revenue</b>								
Grants	125	125	125	125	125	125	125	(1)
User Charges	61	75	81	82	84	84	85	
<b>Total Revenue</b>	<b>186</b>	<b>200</b>	<b>206</b>	<b>207</b>	<b>209</b>	<b>209</b>	<b>210</b>	
<b>Expenditures (by Activity)</b>								
Budgeting	109	109	109	111	140	145	148	
Property Assessment & Taxes	439	434	434	446	558	581	592	
Rounding	(1)	-	(1)	-	-	-	-	
<b>Total Expenditures (By Activity)</b>	<b>547</b>	<b>543</b>	<b>542</b>	<b>557</b>	<b>698</b>	<b>726</b>	<b>740</b>	
<b>Net Revenue (Expenditures)</b>	<b>(361)</b>	<b>(343)</b>	<b>(336)</b>	<b>(350)</b>	<b>(489)</b>	<b>(517)</b>	<b>(530)</b>	
<b>Expenditures (By Object)</b>								
Wages & Benefits	236	268	220	246	369	395	419	(2)
General Services	290	261	301	290	308	310	299	(3)
Materials	6	-	6	6	6	6	6	
Maintenance	15	14	15	15	15	15	16	
<b>Total Expenditures (By Object)</b>	<b>547</b>	<b>543</b>	<b>542</b>	<b>557</b>	<b>698</b>	<b>726</b>	<b>740</b>	

**Note:**

- (1) Funds received under the City's Assessment Authority Agreement with the GNWT.
- (2) An additional Senior Budgeting & Taxation Officer position is recommended in 2024.
- (3) Assessment and other contracted costs.

# GENERAL FUND – Corporate Services

## FINANCIAL SERVICES DIVISION

The Financial Services Division administers the accounting, utilities, and lottery and business licensing functions in accordance with established legislation and by-laws. The Division is responsible for all operating and capital financial transactions, treasury activities,

investment management, corporate accounting, financial reporting, and grant writing. The Division also provides the Customer Service function that responds to inquiries, provides information, handles complaints and takes payments and registrations.

Financial Services Budget	2022 Budget (\$000's)	2022 Actuals (\$000's)	2023 Budget (\$000's)	2023 Forecast (\$000's)	2024 Budget (\$000's)	2025 Budget (\$000's)	2026 Budget (\$000's)	Note
<b>Revenue</b>								
User Charges	501	505	525	487	527	527	527	
<b>Total Revenue</b>	<b>501</b>	<b>505</b>	<b>525</b>	<b>487</b>	<b>527</b>	<b>527</b>	<b>527</b>	
<b>Expenditures (by Activity)</b>								
Cash Management	219	215	223	222	292	304	316	
Customer Invoicing & Vendor Payments	327	322	332	331	437	456	474	
Financial Analysis & Reporting	150	146	152	151	200	207	217	
Licences & Permits	109	107	110	110	145	151	157	
Public Information/Inquiry & Customer Services	188	185	191	190	251	263	273	
Rounding	(2)	2	1	2	1	3	1	
<b>Total Expenditures (By Activity)</b>	<b>991</b>	<b>977</b>	<b>1,009</b>	<b>1,006</b>	<b>1,326</b>	<b>1,384</b>	<b>1,438</b>	
<b>Net Revenue (Expenditures)</b>	<b>(490)</b>	<b>(472)</b>	<b>(484)</b>	<b>(519)</b>	<b>(799)</b>	<b>(857)</b>	<b>(911)</b>	
<b>Expenditures (By Object)</b>								
Wages & Benefits	864	882	885	885	1,204	1,258	1,309	(1)
General Services	29	19	27	24	27	28	28	
Materials	98	76	97	97	95	98	101	(2)
<b>Total Expenditures (By Object)</b>	<b>991</b>	<b>977</b>	<b>1,009</b>	<b>1,006</b>	<b>1,326</b>	<b>1,384</b>	<b>1,438</b>	

**Note:**

- (1) The Grant Writer & Funding Analyst position was moved from Directorate to Financial Services Division in 2023  
A Financial Analyst position is recommended in 2024.
- (2) Postage and printed forms.



# GENERAL FUND – Corporate Services

## CORPORATE SERVICES & RISK MANAGEMENT DIVISION

The Corporate Services and Risk Management Division is responsible for purchasing, insurance claims and coverage, and the operation of City Stores. Purchasing tasks include coordinating the transparent procurement of goods and services for City departments through the issuance of tenders, requests for proposals (RFPs), purchase orders,

or inventory. The insurance work involves communicating claims and coverage information between the City’s insurers and the user departments. City Stores warehouses and manages the City’s inventory.

Corporate Services & Risk Management Budget	2022 Budget (\$000's)	2022 Actuals (\$000's)	2023 Budget (\$000's)	2023 Forecast (\$000's)	2024 Budget (\$000's)	2025 Budget (\$000's)	2026 Budget (\$000's)	Note
<b>Revenue</b>								
User Charges	113	65	137	137	137	137	137	
<b>Total Revenue</b>	<b>113</b>	<b>65</b>	<b>137</b>	<b>137</b>	<b>137</b>	<b>137</b>	<b>137</b>	
<b>Expenditures (by Activity)</b>								
Customer Services	367	370	377	377	382	387	393	
Inventory Management	367	370	377	377	382	387	393	
Material Purchasing	588	594	604	602	611	620	626	
Risk Management	146	148	150	151	153	155	156	
Rounding	5	2	-	(3)	-	(1)	(1)	
<b>Total Expenditures (By Activity)</b>	<b>1,473</b>	<b>1,484</b>	<b>1,508</b>	<b>1,504</b>	<b>1,528</b>	<b>1,548</b>	<b>1,567</b>	
<b>Net Revenue (Expenditures)</b>	<b>(1,360)</b>	<b>(1,419)</b>	<b>(1,371)</b>	<b>(1,367)</b>	<b>(1,391)</b>	<b>(1,411)</b>	<b>(1,430)</b>	
<b>Expenditures (By Object)</b>								
Wages & Benefits	353	363	361	375	387	401	415	
General Services	71	55	67	67	60	61	63	(1)
Materials	226	230	163	157	165	170	173	(2)
Utility -Fuel	-	6	11	6	10	10	10	
Vehicle O&M	4	3	5	3	5	5	5	
Insurance	819	827	901	896	901	901	901	
<b>Total Expenditures (By Object)</b>	<b>1,473</b>	<b>1,484</b>	<b>1,508</b>	<b>1,504</b>	<b>1,528</b>	<b>1,548</b>	<b>1,567</b>	

**Note:**

- (1) General telephone and communication costs.
- (2) Printer supplies, office equipment and overhead.

# GENERAL FUND – Corporate Services

## 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; and
- Back end systems that support diverse services such as traffic lights, ice-making equipment, building controls, digital call logging, and security cameras.

Information Technology Budget	2022 Budget (\$000's)	2022 Actuals (\$000's)	2023 Budget (\$000's)	2023 Forecast (\$000's)	2024 Budget (\$000's)	2025 Budget (\$000's)	2026 Budget (\$000's)	Note
<b>Revenue</b>								
<b>Total Revenue</b>	-	-	-	-	-	-	-	
<b>Expenditures (by Activity)</b>								
Installation	269	227	275	257	298	303	312	
Maintenance	1,614	1,369	1,651	1,525	1,769	1,811	1,873	
System Development	135	116	138	129	147	150	156	
Support Services	672	568	688	635	737	755	781	
Rounding	(2)	4	(2)	(5)	(1)	-	-	
<b>Total Expenditures (By Activity)</b>	<b>2,688</b>	<b>2,284</b>	<b>2,750</b>	<b>2,541</b>	<b>2,950</b>	<b>3,019</b>	<b>3,122</b>	
<b>Net Revenue (Expenditures)</b>	<b>(2,688)</b>	<b>(2,284)</b>	<b>(2,750)</b>	<b>(2,541)</b>	<b>(2,950)</b>	<b>(3,019)</b>	<b>(3,122)</b>	
<b>Expenditures (By Object)</b>								
Wages & Benefits	1,249	970	1,292	1,162	1,357	1,429	1,490	
General Services	367	279	392	326	427	401	412	(1)
Materials	176	141	137	126	151	155	159	(2)
Maintenance	892	894	928	926	1,014	1,033	1,060	(3)
Vehicle O&M	4	-	1	1	1	1	1	
<b>Total Expenditures (By Object)</b>	<b>2,688</b>	<b>2,284</b>	<b>2,750</b>	<b>2,541</b>	<b>2,950</b>	<b>3,019</b>	<b>3,122</b>	

**Note:**

- (1) Internet, network, network security, software acquisition and renewal costs.
- (2) Hardware maintenance and repairs, emergency radio systems maintenance and repairs, reference materials and safety supplies.
- (3) Software maintenance and support contracts.





# GENERAL FUND – Corporate Services

## ASSET MANAGEMENT & GEOGRAPHIC INFORMATION SYSTEMS DIVISION

The Asset Management and GIS Division is responsible for leading the development and maintenance of the corporate asset management system and for the geographical information systems and tools that store and present information from a spatial perspective.

Asset Management & GIS Budget	2022 Budget (\$000's)	2022 Actuals (\$000's)	2023 Budget (\$000's)	2023 Forecast (\$000's)	2024 Budget (\$000's)	2025 Budget (\$000's)	2026 Budget (\$000's)	Note
<b>Revenue</b>								
<b>Total Revenue</b>	-	-	-	-	-	-	-	
<b>Expenditures (by Activity)</b>								
Developing	69	55	136	104	147	156	161	
Engaging & Monitoring	103	84	136	104	147	156	161	
Planning	173	140	69	53	73	78	80	
Rounding	(2)	-	(1)	(1)	-	(1)	1	
<b>Total Expenditures (By Activity)</b>	<b>343</b>	<b>279</b>	<b>340</b>	<b>260</b>	<b>367</b>	<b>389</b>	<b>403</b>	
<b>Net Revenue (Expenditures)</b>	<b>(343)</b>	<b>(279)</b>	<b>(340)</b>	<b>(260)</b>	<b>(367)</b>	<b>(389)</b>	<b>(403)</b>	
<b>Expenditures (By Object)</b>								
Wages & Benefits	280	234	276	196	298	319	330	
General Services	59	44	60	60	65	66	68	
Materials	4	1	4	4	4	4	5	
<b>Total Expenditures (By Object)</b>	<b>343</b>	<b>279</b>	<b>340</b>	<b>260</b>	<b>367</b>	<b>389</b>	<b>403</b>	

## GENERAL FUND – Corporate Services

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