

2023 Tax Supported Operating Budget

Corporate Services



2023 Tax Supported Operating Budget Overview of Services Provided

Financial Management

- Budgeting, financial planning, financial analysis
- Financial management, debt issuance, investments, Reserve management

Fiscal Policy

- Fiscal policy, development charges, community benefits charges, utility revenues

Financial Services,

- Accounting; Accounts Payable, Receivable and Business Applications
- Payroll and Pension

Courier & Print Services

- Corporate Print; Corporate Mail & Courier Services

Procurement

- Procurement Services

Legislative Services

- Legislative Services
- Citizen committee recruitment, delegation support
- Municipal Election Administration,

Taxation

- Tax Billings and Collections, Tax Customer Service, Tax Appeals

2023 Tax Supported Operating Budget Overview of Services Provided

Legal Services

- Provide legal advice to advance the City's corporate goals and strategic plan
- Represent the City's interests before courts and tribunals
- Prosecution of by-law and Provincial offences

Citizen and Customer Service

- Customer Contact Centre (546-CITY)
- Municipal Service Centres
- Marriage ceremonies

Justice

- Provincial Offences Administration – Administration and Prosecution

Risk Management

- Provide risk and claims management services and delivery of the City's insurance program

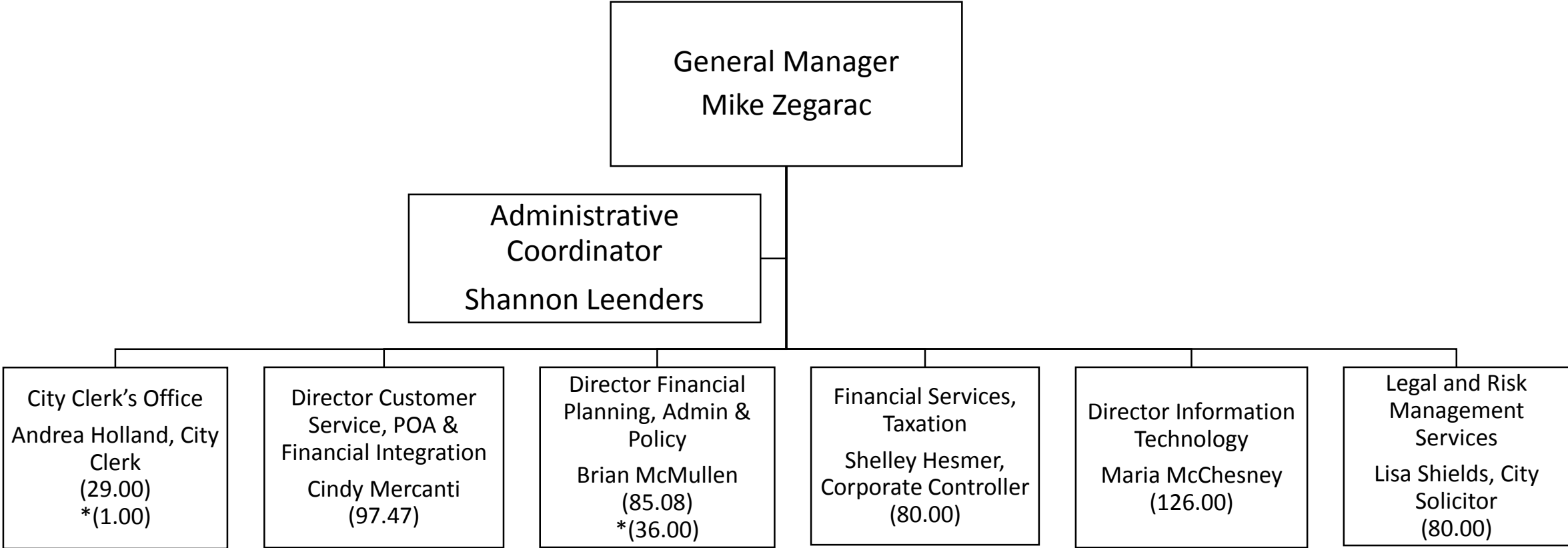
Records Management

- Records and Information Management

Information Technology

- Business Applications Enhancements and Spatial Services; Data Analytics Services
- Voice and Data Infrastructure Services (Radio Network for Emergency Services)
- Service Desk; Security; Contract Management, Project Management; Integration Services

2023 Tax Supported Operating Budget
Organizational Chart



2023 Tax Supported Operating Budget
2023 Departmental Priorities



- Financial Management
- Policy Development/Execution
- Legislative/Regulatory
- Risk Management
- Automation
- Enterprise Data Management

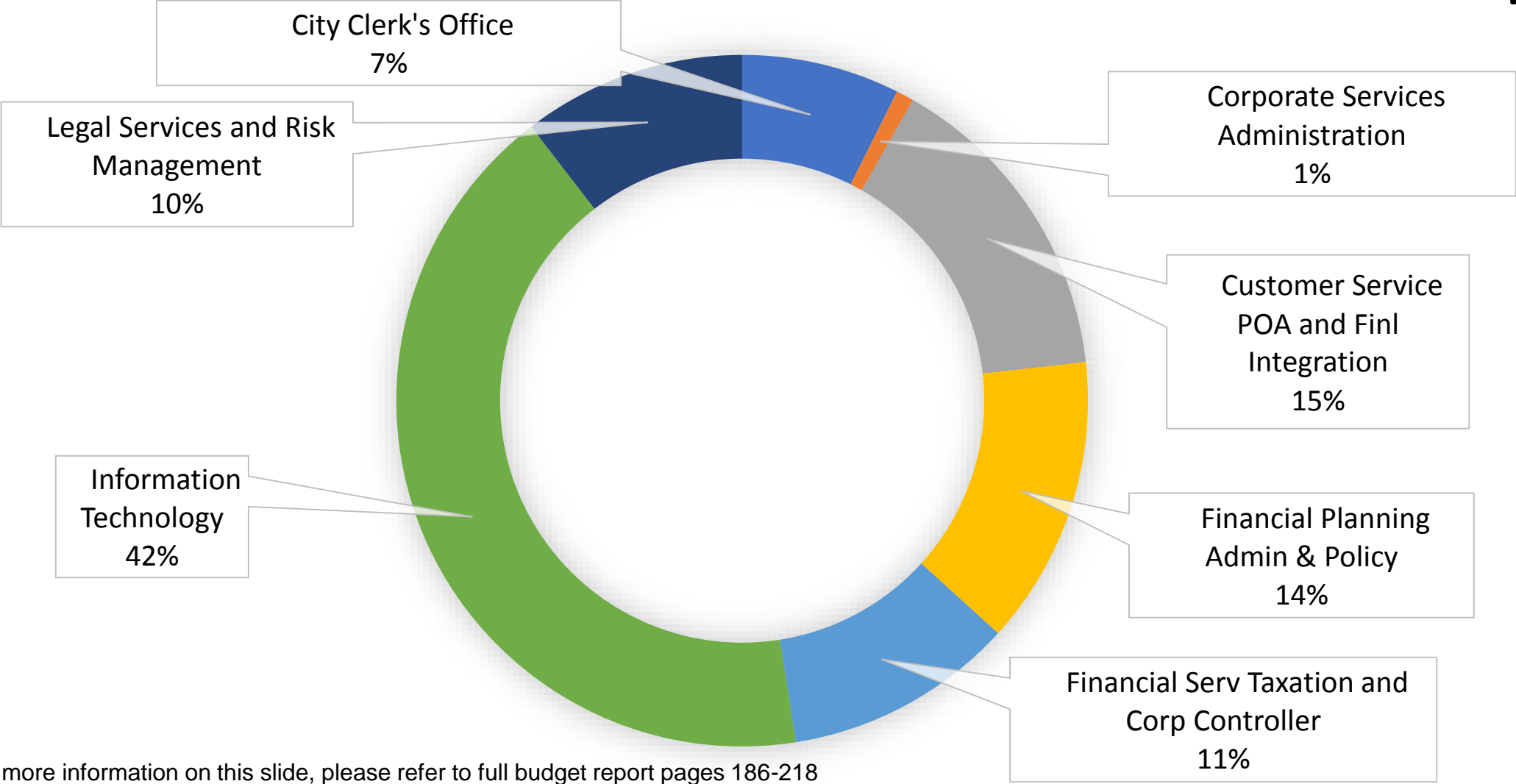
2023 Tax Supported Operating Budget
2023 Departmental Priorities



- Corporate Records Management
- POA Court Services
- Capacity Building

Net Levy Budget (\$M)

2023 Tax Supported Operating Budget Where Your Money Goes



NOTE: For more information on this slide, please refer to full budget report pages 186-218

2023 Tax Supported Operating Budget

2023 Preliminary Tax Operating Budget

Division	2022 Restated Net	2023 Current Budget Net	2023 Current Budget vs. 2022 Restated	
			Change \$	Change %
City Clerk's Office	3,213,000	3,080,130	(132,870)	(4.1%)
Customer Service POA and Financial Integration	6,003,380	6,242,280	238,900	4.0%
Financial Serv Taxation and Corp Controller	4,282,980	4,484,900	201,920	4.7%
Legal Services and Risk Management	4,010,030	4,346,260	336,230	8.4%
Corporate Services Administration	331,640	344,030	12,390	3.7%
Financial Planning Admin and Policy	5,369,610	5,631,100	261,490	4.9%
Information Technology	16,456,580	17,506,370	1,049,790	6.4%
Total Corporate Services	39,667,220	41,635,070	1,967,850	5.0%



\$41.6M
represents
6%
of City
Expenditures

NOTE: For more information on this slide, please refer to full budget report pages 186-218.

2023 Preliminary Tax Operating Budget - Complement

	2022 Approved FTE	2022 Restated FTE	2023 Total FTEs	2023 Preliminary vs. 2022 Restated	
				FTE	%
<u>Corporate Services</u>					
City Clerk's Office	29.00	29.00	29.00	0.00	0.0%
Customer Service POA and Finl Integration	96.97	96.97	97.47	0.50	0.5%
Financial Serv Taxation and Corp Controller	80.00	80.00	80.00	0.00	0.0%
Legal Services and Risk Management	78.00	78.00	80.00	2.00	2.6%
Corporate Services Administration	2.00	2.00	2.00	0.00	0.0%
Financial Planning Admin & Policy	84.58	84.58	85.08	0.50	0.6%
Information Technology	126.00	126.00	126.00	0.00	0.0%
Total Corporate Services	496.55	496.55	499.55	3.00	0.6%



- Recruitment/Retention
- Financial Impacts of the Pandemic
 - Subsidy
 - Financially sustainable recovery
- Service Demand Pressures
 - Internal clients
- Legislative Changes/Provincial Funding
 - Financial forecasts
 - Operational capacity

2023 Tax Supported Operating Budget

2023 Council Referred Items and Business Cases

	2022 Restated Net	2023 Current Budget Net	2023 Current Budget vs. 2022 Restated	
			Change \$	Change %
Total Corporate Services	39,667,220	41,635,070	1,967,850	5.0%
Council Referred Items				
4.1 Election Expense Reserve for Internet Voting for 2026Municipal Election		153,800	153,800	
4.2 Records & Information Management Policy FCS22057		184,000	184,000	
4.3 Virtual Meeting Support		175,000	175,000	
4.4 Implement Bill 13 and Bill 109 (PED22112)		259,300	259,300	
Subtotal with Council Referred Items	39,667,220	42,407,170	2,739,950	6.9%
Business Cases				
4.1 FOI Administration		50,000	50,000	
4.2 Additional FTEs for IT		-	-	
4.3 IT Security FTE		159,300	159,300	
4.4 Legal Taxation Support		159,000	159,000	
Total Business Cases and Council Referred Items		1,140,400	1,140,400	
Total Corporate Services	39,667,220	42,775,470	3,108,250	7.8%

2023 Tax Supported Operating Budget Department Multi-Year Outlook

Division	2022 Restated Budget	2023 Preliminary Budget	% Increase		
			2024	2025	2026
City Clerk's Office	3,213,004	3,080,129	2%	2%	2%
Corporate Services Administration	331,635	344,026	3%	3%	3%
Customer Service POA and Finl Integration	6,003,386	6,242,286	2%	4%	4%
Financial Planning Admin & Policy	5,369,610	5,631,102	6%	5%	4%
Financial Serv Taxation and Corp Controller	4,282,983	4,484,902	3%	3%	3%
Information Technology	16,456,580	17,506,367	5%	4%	4%
Legal Services and Risk Management	4,010,029	4,346,258	6%	2%	2%
Total Corporate Services	39,667,227	41,635,070	5%	3%	3%



THANK YOU

City Clerk's Office

- Privacy Program
- Corporate Policy Program
- Records and Information Management Program
- Recruitment/Retention and Development



Financial Planning, Administration and Policy

- Financial Management
 - Development Charges
 - Vacant Unit Tax
 - Utility Billing
 - Stormwater Financing Review
- Governance Support
 - Hamilton Future Fund Governance
 - Waterfront Trust
- Recruitment/Retention and Development



Customer Service, POA and Financial Integration

- Financial Management Support
 - Payment Processing
 - Cash Self-Assessments
- In-House Water Billing Customer Service
- Administrative Penalty System
- Stoney Creek Municipal Service Centre Relocation
- CRM Enhancements (and 311 phase 1)
- Recruitment/Retention and Development



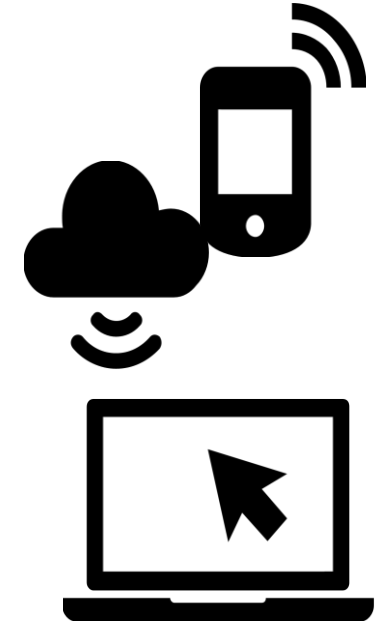
Legal Services and Risk Management

- Legislative Changes
- Risk Management Program
- Recruitment/Retention and Development



Information Technology

- IT Security Roadmap
- IT Strategy
- Enterprise Data Management
- Asset Management
- Recruitment/Retention and Development



Financial Services, Taxation and Corporate Controller

- New Accounting Standards
- Processing Enhancements
- Legacy Pension Plans
- Recruitment/Retention and Development

