

The Office of the Deputy Chief Administrative Officer

The Office of the Deputy Chief Administrative Officer supports the Chief Administrative Officer (CAO) with departmental management and ensuring accountability relating to the delivery of Council priorities across all departments. The department provides strategic advice to Council, CAO and the Senior Leadership team in the areas of property taxes, utility billing, financial planning, internal controls, and information and communication technology. This department includes Financial Strategy and Planning, Financial Controllershship and Reporting, Taxation and Revenue, and Information Technology Services.

2022 Success Story – Corporate initiatives supported by Information Technology Services

Contact Us

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Hours of Operation

Monday to Friday
8:30 a.m. to 4:30 p.m.

Online Services

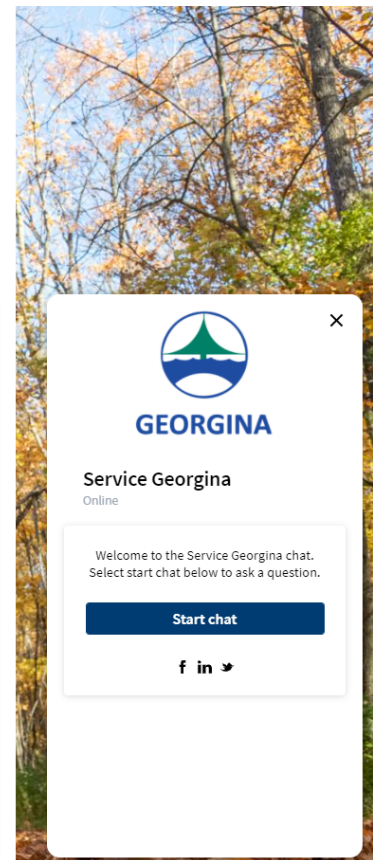


[Home](#) / [Online Services](#)

Whether you want to pay, apply, find or connect, we are making it easier for you. We will continue to make more services available for your convenience through 2022.

You can also report a problem in Georgina using our [Report a Problem](#) form.

Pay	Apply	Find	Connect
<ul style="list-style-type: none"> Burn Permit Dog Licences Parking Ticket Recreation Programs 	<ul style="list-style-type: none"> Bids and Tenders Building Permit Business Licence Marriage Licence Resident Parking Passes Site Alteration and Entrance Permit Festival and Special Event Permit 	<ul style="list-style-type: none"> Careers Events Recreation Information Road Closures The ROC Tax and Water Portal Waste and Recycling Winter Maintenance and Snow Removal 	<ul style="list-style-type: none"> Contact Us Council Meetings Covid-19 Updates Economic Development Georgina Public Library Senior Services



The Town of Georgina's Information Technology Services (ITS) is responsible for the Town's technological systems, the maintenance of the Town's digital and technological infrastructure, and ensuring that all systems are functioning effectively.

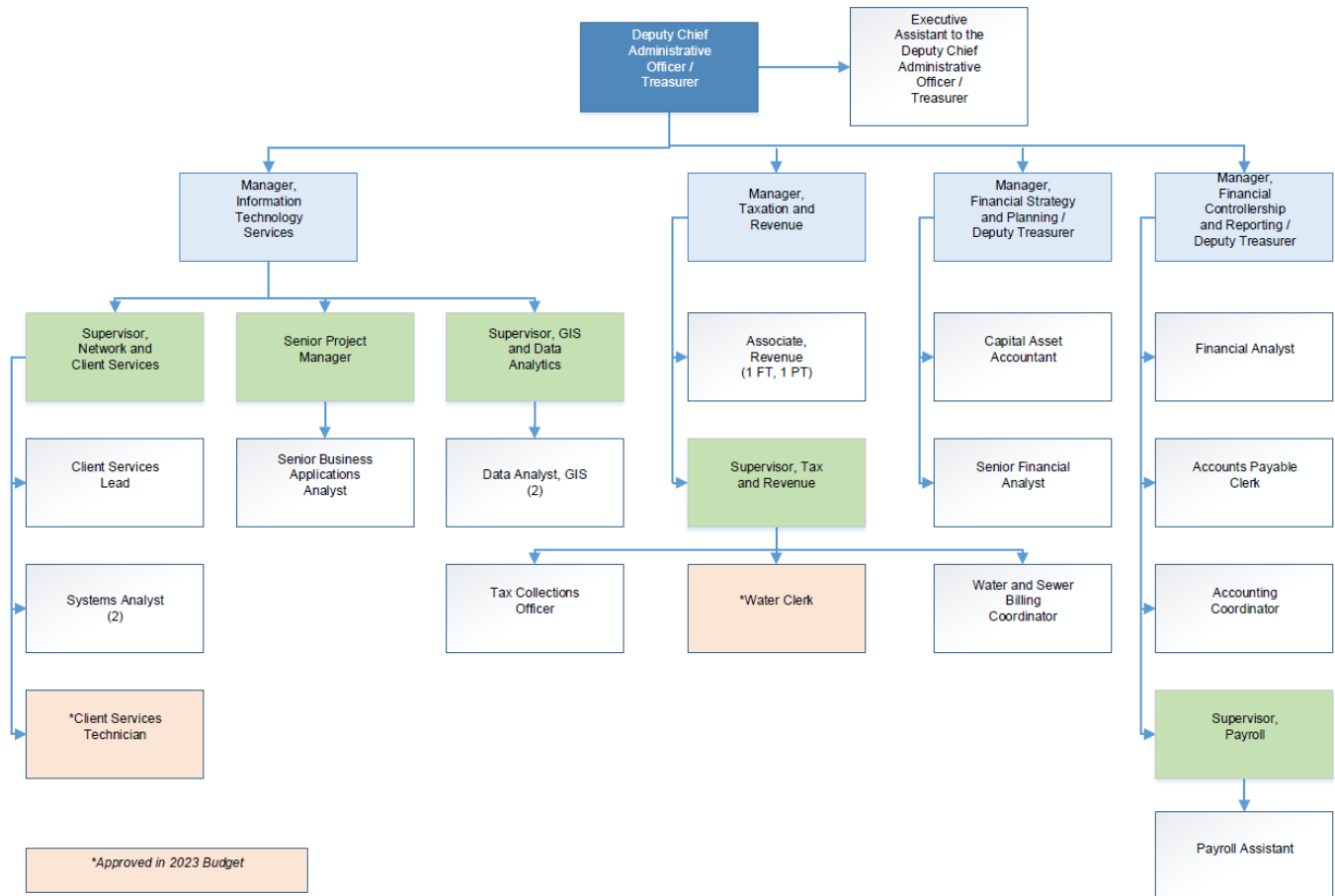
In 2022, ITS not only continued facilitating these core functions, but supported a variety of new initiatives. The Town is a progressive, forward-thinking organization focused on continuous improvement, which is the driving force behind these new endeavours. Providing exceptional customer services with more accessible, convenient and user-friendly options leads to a more positive experience for residents.

The Town's website was refreshed to ensure it is working at its maximum potential to offer a more seamless experience for users. The website now features a cleaner and colourful design, making it easier for users to find information. It also features a chat function for users to quickly find answers to questions.

Along with the refreshed website, online services were introduced for convenience and accessibility. Users can now apply online for a number of items such as bids and tenders, building permits, business licences, marriage licences, parking passes, site alteration and entrance permits, and festival and special event permits. Users can also complete online payments including burn permits, dog licences, parking tickets and recreation programs. For the first time, residents were able to vote online for the 2022 Municipal Election.

ITS was also instrumental in assisting with the launching of Neptune 360, which will change the way the Town does meter reading and will provide the Town with many options to assist customers with meter reading issues.

Organizational Chart



Divisions

- Financial Controllership and Reporting Division
- Financial Strategy and Planning Division
- Information Technology Services Division
- Taxation and Revenue Division

Major Operating Drivers

- Inflationary pressures – cost of living adjustments
- State of infrastructure
- Growth-related pressures
- Legislative pressures – Bill 23
- Keeping up with information technology advancements
- Debt management
- Economic volatility

Major Initiatives Planned for 2023

- Continued Implementation of IT Strategic Plan
- Asset Management Planning – non-core assets
- Continuation of the Electronic Content Management solution implementation
- Continuation of the HRIS, time entry and payroll joint solution
- Development of the 2024 Budget
- Implementation of the Development Tracking System



GEORGINA

2023 OPERATING BUDGET

Office of the Deputy CAO - Department Administration - Budget Details

	2023 BASE BUDGET	GROWTH	SERVICE LEVEL	CONTRACTUAL/ INFLATIONARY	OTHER	2023 BUDGET	BUD/BUD % VARIANCE	BUD/BUD \$ VARIANCE	COMMENTS
Administration									
Expense									
Salaries and Benefits	205,160	0	0	201,150	0	406,310	98%	201,150	Reorganization and Increase in Salaries and Benefits
Staffing Other Direct Expenses	9,050	0	0	0	3,900	12,950	43%	3,900	
Supplies and Maintenance	1,000	0	0	0	(500)	500	-50%	(500)	
Other Direct Costs	1,600	0	0	0	2,900	4,500	181%	2,900	
Expense Total	216,810	0	0	201,150	6,300	424,260	96%	207,450	
Administration Total	216,810	0	0	201,150	6,300	424,260	96%	207,450	
Grand Total	216,810	0	0	201,150	6,300	424,260	96%	207,450	

Office of the Deputy CAO – Financial Controllership and Reporting Division

The Financial Controllership and Reporting Division is responsible for coordinating and analyzing financial transactions, which include payroll, accounts payable, banking and revenues. It also creates the year-end financials in accordance with Canadian Public Sector Accounting Board standards, and, implements and enforces internal controls and policies that safeguard the Town's financial assets.

Services provided by the Financial Controllership and Reporting Division include:

- Accounts payable
- Corporate banking agreements
- Financial and accounting consultation
- Financial reporting
- Payroll
- Preparation of financial statements

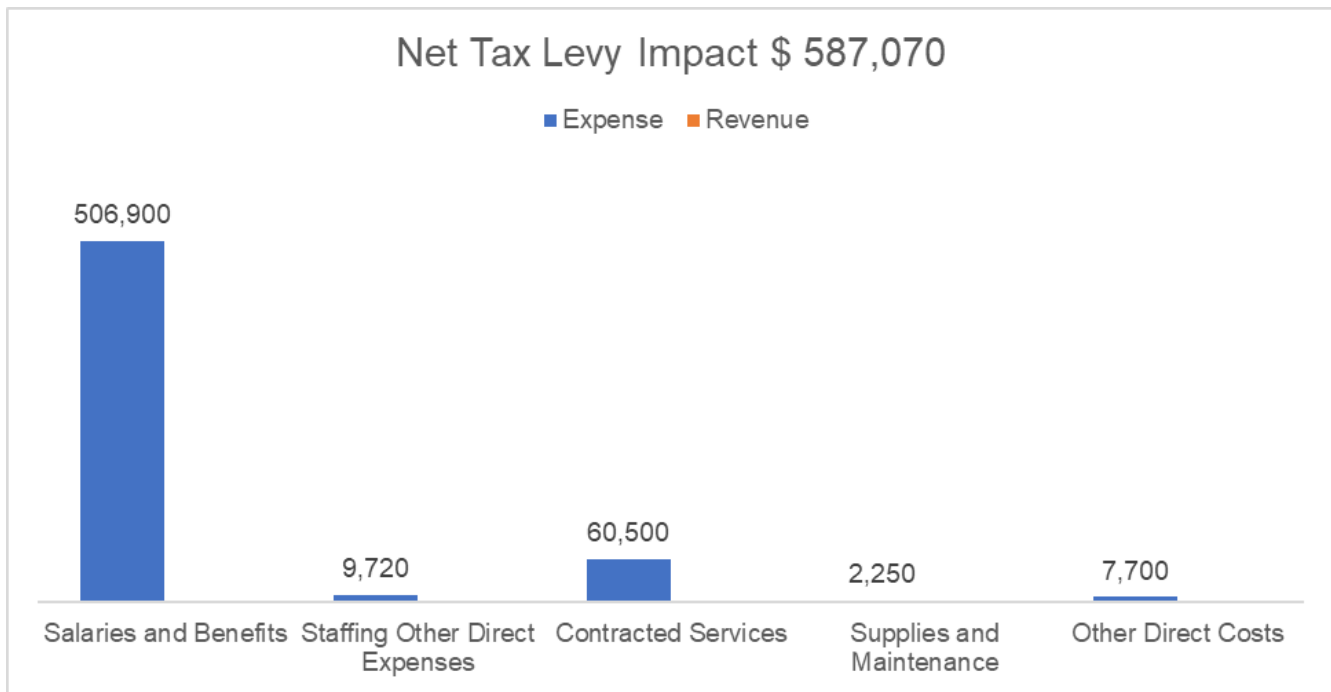
\$10.6 million –
Contribution to reserves

1,000 – Number of
journals processed

1,800 – Number of credit
card statements
processed

11,000 – Number of
timesheets processed

2023 Budgeted Expenditures and Revenues



2022 Accomplishments

- Improved procedures and processes to implement HRIS payroll module
- Reviewed the accounts payable cycle to finalize the appropriate workflow software (Filehold)
- Completed a Request for Proposals for Auditing Services and P-card services
- Undertook a major debenture to finance various capital projects
- Completed the 2021 external audit for Town, the Library and trust funds, and received a clean audit opinion
- Continued to roll out the Electronic Funds Transfer (EFT) payment option to vendors
- Supported the COVID-19 clinic through Finance and Payroll services

Key Projects for 2023

- Execute the implementation of HRIS payroll module
- Review internal
- Continue to examine the Long-term Financial Strategy



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2023 OPERATING BUDGET

Office of the Deputy CAO - Financial Reporting and Controllership - Budget Details

	2023 BASE BUDGET	GROWTH	SERVICE LEVEL	CONTRACTUAL/ INFLATIONARY	OTHER	2023 BUDGET	BUD/BUD % VARIANCE	BUD/BUD \$ VARIANCE	COMMENTS
Administration									
Revenue									
Misc Revenues	(800)		0	0	0	800	0	-100%	800
Revenue Total	(800)		0	0	0	800	0	-100%	800
Expense									
Salaries and Benefits	771,750		0	0	(188,020)	(76,830)	506,900	-34%	(264,850) Reorganization to Financial Strategy and Planning division
Staffing Other Direct Expenses	14,900		0	0	0	(5,180)	9,720	-35%	(5,180) Reorganization to Financial Strategy and Planning division
Contracted Services	50,500		0	0	10,000	0	60,500	20%	10,000 Increase based on new contract rate
Supplies and Maintenance	3,000		0	0	0	(750)	2,250	-25%	(750)
Other Direct Costs	7,700		0	0	0	0	7,700	0%	0
Expense Total	847,850		0	0	(178,020)	(82,760)	587,070	-31%	(260,780)
Administration Total	847,050		0	0	(178,020)	(81,960)	587,070	-31%	(259,980)
Grand Total	847,050		0	0	(178,020)	(81,960)	587,070	-31%	(259,980)

Office of the Deputy CAO – Financial Strategy and Planning division

The Financial Strategy and Planning division is responsible for the development and administration of the financial functions of the Corporation in the areas of business planning, budgeting, long range financial planning, and capital asset accounting.

The division also provides financial analysis and guidance with respect to the Town's tangible capital assets and the Financial Strategy aspect of the Asset Management framework.

\$79 million – Operating budget for 2022

\$35 million – capital budget for 2022 (includes \$21M cash flow for MURC)

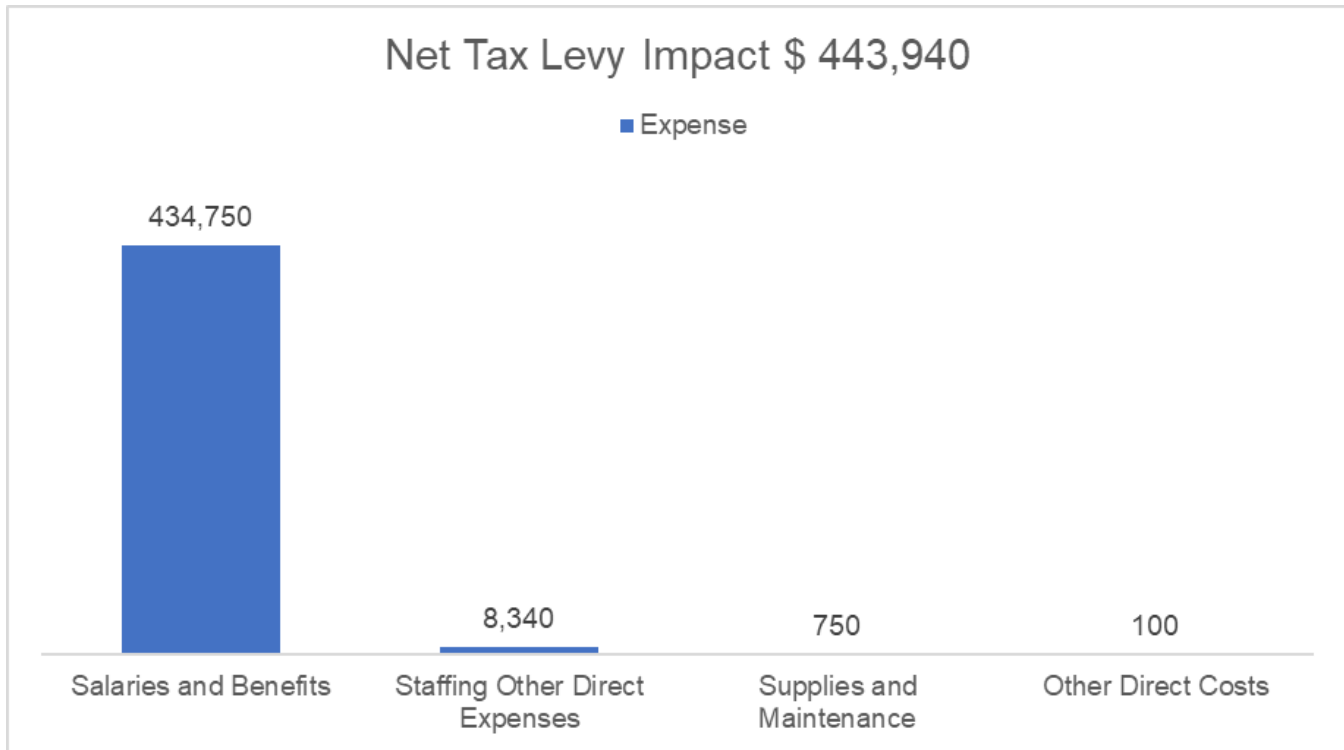
\$47 million – property tax levy for 2022

\$15 million - water and wastewater rates for 2022

Services provided by the Financial Strategy and Planning division include:

- Financial analysis and preparation of annual budgets
- Maintenance and management of the Town's general ledger and asset management system
- Develop and implement long-term funding plans for the lifecycle of Asset Management strategies
- Financial policy development
- Plan and coordinate of Development Charge background studies and credit agreements

2023 Budgeted Expenditures and Revenues



2022 Accomplishments

- Developed the 2022 budget which was developed with a commitment to ensuring the Town can continue to provide a high level of service to residents
- Developed the 2022 water and wastewater budget
- Promoted a number of opportunities to encourage public engagement in the budget process

Key Projects for 2023

- Develop and implement the Asset Retirement Obligation (ARO) policy
- Continue to implement the Long-term Financial Strategy
- Develop a new tracking system for tracking capital projects
- Explore options to implement multi-year budgets



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2023 OPERATING BUDGET

Office of the Deputy CAO - Financial Strategy and Planning - Budget Details

	2023 BASE BUDGET	GROWTH	SERVICE LEVEL	CONTRACTUAL/ INFLATIONARY	OTHER	2023 BUDGET	BUD/BUD % VARIANCE	BUD/BUD \$ VARIANCE	COMMENTS
Administration									
Expense									
Salaries and Benefits	0	0	0	434,250	0	500	434,750	434,750	Reorganization from Human Resources and Financial Reporting and Controllership divisions
Staffing Other Direct Expenses	0	0	0	0	0	8,340	8,340	8,340	Reorganization from DCAO Financial Reporting and Controllership division
Supplies and Maintenance	0	0	0	0	0	750	750	750	
Other Direct Costs	0	0	0	0	0	100	100	100	
Expense Total	0	0	0	434,250	0	9,690	443,940	443,940	
Administration Total	0	0	0	434,250	0	9,690	443,940	443,940	
Grand Total	0	0	0	434,250	0	9,690	443,940	443,940	

Office of the Deputy CAO – Information Technology Services Division

The Information Technology Services (ITS) Division supports corporate goals and objectives, and enables the effective use of information and communications technology (ICT) in all departments of the Town.

The division works with all stakeholders to effectively plan, strategically implement and continually support the appropriate and innovative use of ICT used throughout the organization.

25 – Inter-connected local area networks

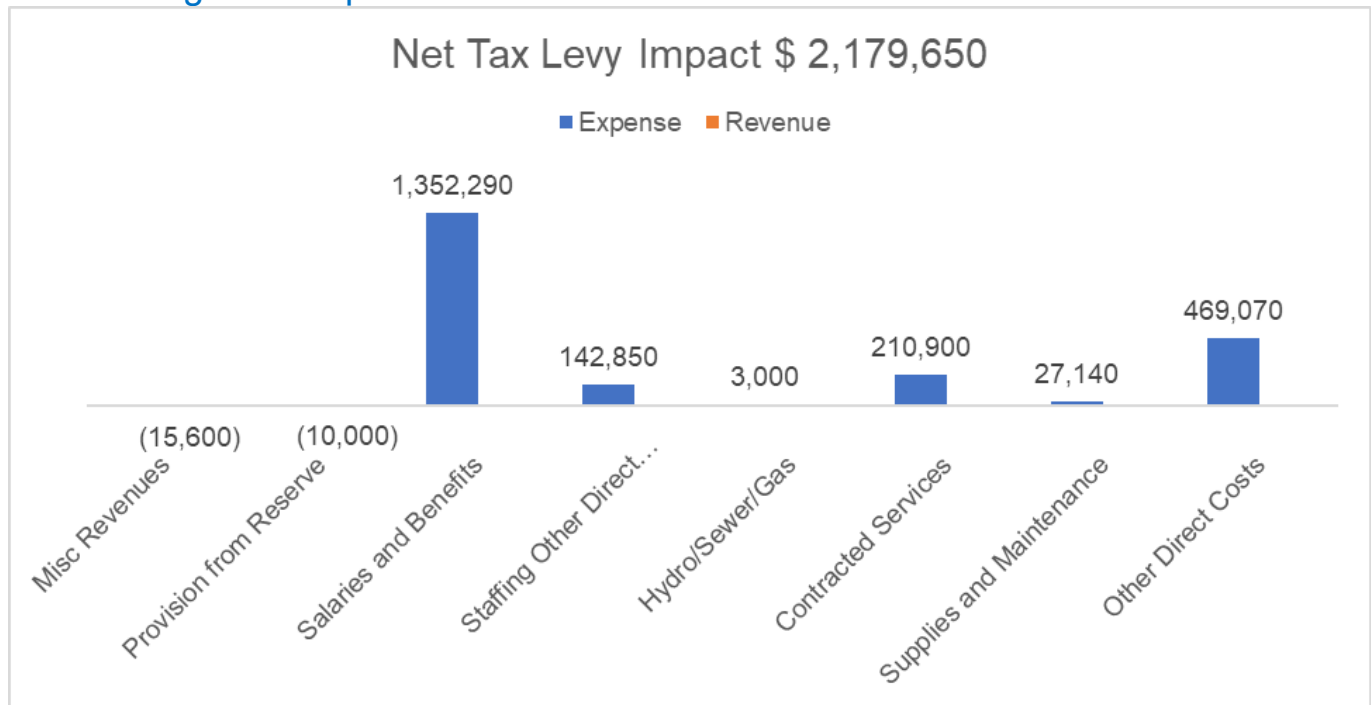
50 – Connectivity between municipal facilities

Supporting 500 users, 480 email accounts, 250 telephone sets, 270 cellular devices

Services provided by the ITS Division include:

- Implementing, integrating and streamlining business processes and providing project management support
- Maintaining business continuity
- Maintaining corporate ICT infrastructure such as local area networks (LANs), virtual private networks (VPNs), broadband and SCADA
- Implementing and supporting the enterprise geographical information system (GIS)
- Providing internet access and hosting of email services
- Supporting corporate websites and online services
- Supporting incremental technological innovation and continual process improvement throughout the organization
- Supporting information management efforts throughout the organization
- Supporting the development of creative technology solutions that encourage positive organizational change

2023 Budgeted Expenditures and Revenues



2022 Accomplishments

- Completed the rollout of the Civic Centre telephone system upgrade to support remote workers
- Completed the migration and the rollout of the Microsoft 365 platform
- Supported the data conversion of employee information into the new Human Resource Information System (HRIS) and payroll system
- Supported the development and rollout of online digital forms, including online payment options
- Supported the Zoning By-law No. 500 update and the Official Plan Conformity Rezoning of Environmental Protection Lands projects with digitalization and GIS services
- Improved internal procedures and processes to efficiently deliver IT services
- Developed relationships with third-party Internet Service Providers (ISPs) to advocate for fast and affordable connectivity within the community

Key Projects for 2023

- Acquisition and implementation of a Development Tracking Solution
- Continuation of Phase 2 of the HRIS and payroll project
- Expansion of Microsoft 365 services to consolidate, improve and equip staff with emerging technology tools
- Continue to support the adaption of TOMRMS and the Enterprise Records Management Content solution throughout all areas of the organization
- Continue implementation of Georgina Broadband Strategy and Action Plan
- Continue to support the planning, design and operational requirements for the opening of the Multi-use Recreation Complex
- Coordinate and improve internal business processes to support and manage GIS spatial data



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2023 OPERATING BUDGET

Office of the Deputy CAO - Information Technology - Budget Details

	2023 BASE BUDGET	GROWTH	SERVICE LEVEL	CONTRACTUAL/ INFLATIONARY	OTHER	2023 BUDGET	BUD/BUD % VARIANCE	BUD/BUD \$ VARIANCE	COMMENTS
Administration									
Revenue									
Provision from Reserve	(10,000)	0	0	0	0	(10,000)	0%	0	
Revenue Total	(10,000)	0	0	0	0	(10,000)	0%	0	
Expense									
Salaries and Benefits	1,121,570	70,640	4,000	156,080	0	1,352,290	21%	230,720	23-St-DCAO-01 Client Services Technician
Staffing Other Direct Expenses	23,300	0	0	0	0	23,300	0%	0	
Contracted Services	158,400	0	0	0	5,500	163,900	3%	5,500	Increase based on Actuals
Supplies and Maintenance	17,640	0	0	0	(5,500)	12,140	-31%	(5,500)	Reallocation to Contracted Services
Other Direct Costs	36,450	0	0	3,650	11,000	51,100	40%	14,650	Increase in security service cost
Expense Total	1,357,360	70,640	4,000	159,730	11,000	1,602,730	18%	245,370	
Administration Total	1,347,360	70,640	4,000	159,730	11,000	1,592,730	18%	245,370	
Broadband Service									
Revenue									
Misc Revenues	(3,100)	0	0	0	0	(3,100)	0%	0	
Revenue Total	(3,100)	0	0	0	0	(3,100)	0%	0	
Expense									
Contracted Services	34,000	0	0	0	0	34,000	0%	0	
Hydro/Sewer/Gas	3,000	0	0	0	0	3,000	0%	0	
Supplies and Maintenance	15,000	0	0	0	0	15,000	0%	0	
Other Direct Costs	22,010	0	0	1,010	0	23,020	5%	1,010	
Expense Total	74,010	0	0	1,010	0	75,020	1%	1,010	
Broadband Service Total	70,910	0	0	1,010	0	71,920	1%	1,010	
Corporate									
Revenue									
Misc Revenues	(12,500)	0	0	0	0	(12,500)	0%	0	
Revenue Total	(12,500)	0	0	0	0	(12,500)	0%	0	
Expense									
Staffing Other Direct Expenses	119,550	0	0	0	0	119,550	0%	0	
Other Direct Costs	216,920	0	0	87,800	0	304,720	40%	87,800	Increase based on IT projects'
Expense Total	336,470	0	0	87,800	0	424,270	26%	87,800	subscription costs
Corporate Total	323,970	0	0	87,800	0	411,770	27%	87,800	
Geographic Information Systems									
Expense									
Contracted Services	13,000	0	0	0	0	13,000	0%	0	
Other Direct Costs	90,230	0	0	0	0	90,230	0%	0	
Expense Total	103,230	0	0	0	0	103,230	0%	0	
Geographic Information Systems Total	103,230	0	0	0	0	103,230	0%	0	
Grand Total	1,845,470	70,640	4,000	248,540	11,000	2,179,550	18%	334,180	

Office of the Deputy CAO – Taxation and Revenue Division

The Taxation and Revenue Division is responsible for establishing the Town's property taxation, water and revenue policies with respect to revenue, maintenance and collections including preparing and issuing property tax and water bills to all residential, commercial and industrial property owners. The division serves as a frontline point of contact for property tax, water and sewer inquiries as well as support for general revenue inquiries.

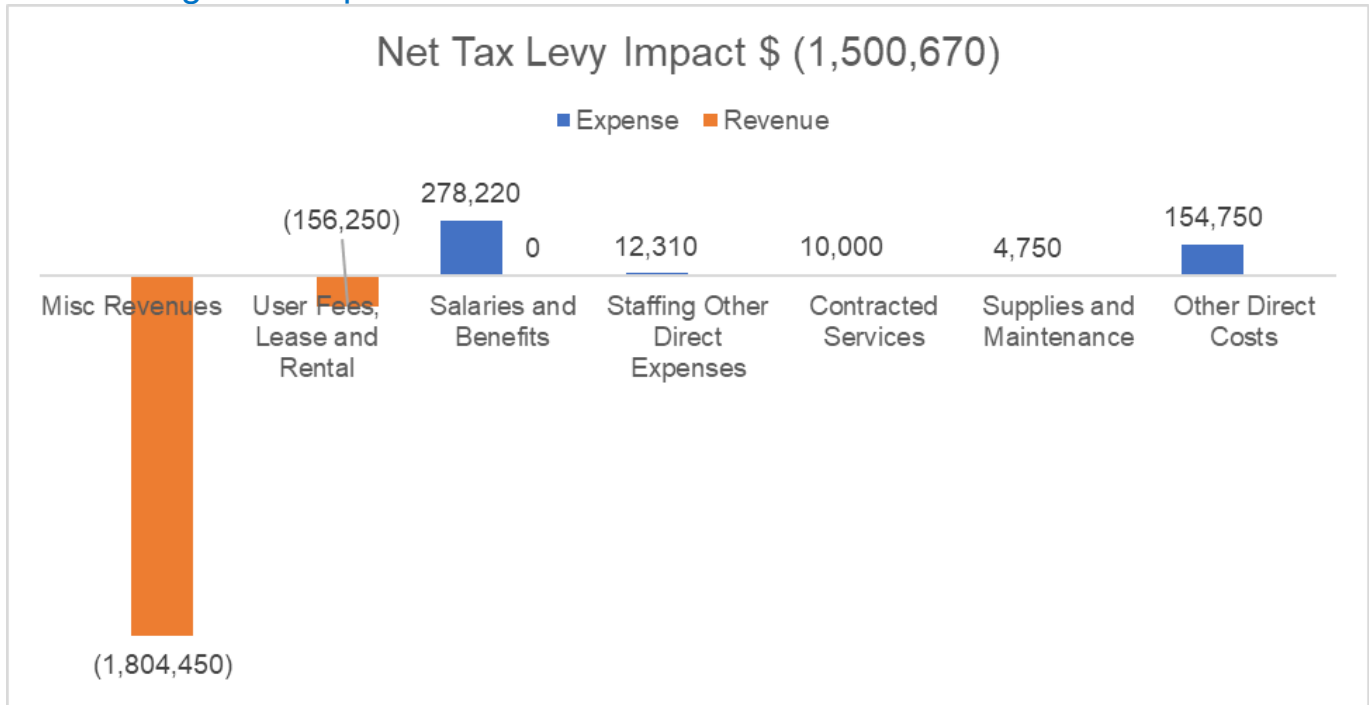
40,000– Tax bills produced (interim and final)

60,000 – Water bills produced

Services provided by the Taxation and Revenue Division include:

- General revenue inquiries
- Property taxes
- Water bills

2023 Budgeted Expenditures and Revenues



2022 Accomplishments

- Continuation of the water meter change-out project, changing out 450 water meters in Keswick
- implementation of tax and water resident portal
- Implementation of a new Neptune software to further enhance staff access to assist with resident inquiries

Key projects for 2023

- Continuation and expansion of the water meter change-out program
- Implementation and expansion of e-billing capabilities for water/sewer and tax billing
- Additional process improvements to make processes more agile and electronic



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2023 OPERATING BUDGET

Office of the Deputy CAO - Tax and Revenue - Budget Details

	2023 BASE BUDGET	GROWTH	SERVICE LEVEL	CONTRACTUAL/ INFLATIONARY	OTHER	2023 BUDGET	BUD/BUD % VARIANCE	BUD/BUD \$ VARIANCE	COMMENTS
Administration									
Revenue									
Misc Revenues	(1,594,450)	(210,000)	0	0	0	(1,804,450)	13%	(210,000)	Increase based on actuals
User Fees, Lease and Rental	(158,750)	0	0	0	10,000	(148,750)	-6%	10,000	Decrease based on actuals
Revenue Total	(1,753,200)	(210,000)	0	0	10,000	(1,953,200)	11%	(200,000)	
Expense									
Salaries and Benefits	354,610	0	500	0	(76,890)	278,220	-22%	(76,390)	23-SI-DCAO-02 Water Clerk, Reorganization to Strategic Initiatives Department
Staffing Other Direct Expenses	10,810	500	0	0	1,000	12,310	14%	1,500	
Contracted Services	10,000	0	0	0	0	10,000	0%	0	
Supplies and Maintenance	4,750	0	0	0	0	4,750	0%	0	Remove budget for armored car services and increase based on actuals
Other Direct Costs	153,250	0	(16,000)	10,000	0	147,250	-4%	(6,000)	
Expense Total	533,420	500	(15,500)	10,000	(75,890)	452,530	-15%	(80,890)	
Administration Total	(1,219,780)	(209,500)	(15,500)	10,000	(65,890)	(1,500,670)	23%	(280,890)	
Registered Properties									
Revenue									
User Fees, Lease and Rental	(7,500)	0	0	0	0	(7,500)	0%	0	
Revenue Total	(7,500)	0	0	0	0	(7,500)	0%	0	
Expense									
Other Direct Costs	7,500	0	0	0	0	7,500	0%	0	
Expense Total	7,500	0	0	0	0	7,500	0%	0	
Registered Properties Total	0	0	0	0	0	0	0%	0	
Grand Total	(1,219,780)	(209,500)	(15,500)	10,000	(65,890)	(1,500,670)	23%	(280,890)	