

Digital Government and Service Innovation (Corporate Services)	*2022 Actuals (\$)	2022 Approved Budget (\$)	2023 Approved Budget (\$)	2024 Base Budget (\$)	2024 One Time (\$)	2024 Total Budget Request (\$)	2024 Change (\$)	2024 Change (%)
Revenue								
Draw from Reserve (Note 1)	- 195,191	- 245,191	- 355,000	- 330,000	- 7,000	- 337,000	18,000	-5%
Fees, Service Charges, and Rentals (Note 2)	- 41,581	- 74,000	- 93,500	- 103,500		- 103,500	- 10,000	11%
Grants & External Contributions (Note 3)	- 40,583	- 57,975	- 57,975			-	57,975	-100%
Interest and Investment Income (Note 4)	7,646	- 6,000	- 6,000			-	6,000	-100%
Sundry Revenue	- 50		-			-	-	
Revenue Total	-269,759	-383,166	-512,475	-433,500	-7,000	-440,500	71,975	-14%
Expense								
Salaries & Benefits (Note 5)	1,889,803	2,334,594	2,517,965	3,061,120	-	3,061,120	543,155	22%
Professional & Contracted Services (Note 6)	293,940	163,000	497,400	511,500		511,500	14,100	3%
Fees expense	111	4,000	4,000		-	-	- 4,000	-100%
Fines and penalties	391	-		-	-	-	-	
Grounds Maintenance				-	-	-	-	
Insurance (Note 7)	58,399	168,162	139,800	203,400		203,400	63,600	45%
Interdepartmental Transfers - S&B (Note 8)	- 75,570	- 75,570	- 72,176	- 3,061,119		- 3,061,119	- 2,988,943	4141%
Interdepartmental Transfers - Other (Note 9)	12,338	50,422	37,937	- 1,342,506		- 1,342,506	- 1,380,443	-3639%
Labour Relations	20,438	40,000	50,000	50,000		50,000	-	0%
Materials & Supplies (Note 10)	27,670	44,525	40,275	67,950		67,950	27,675	69%
Printing, Advertising & Public Notices	58,683	77,900	86,200	83,700		83,700	- 2,500	-3%
Protective clothing, uniforms, subscriptions, and memberships (Note 11)	27,578	35,375	27,950	35,355		35,355	7,405	26%
Purchases for resale	378					-	-	
Repairs & Maintenance (Note 12)	6,255	37,000	23,000	12,000		12,000	- 11,000	-48%
Security	3,031			4,000		4,000	4,000	
Software Support & Licensing (Note 13)	452,171	370,400	373,000	423,000		423,000	50,000	13%
Sundry Expense (Note 14)	17,381	20,600	27,100	32,100	7,000	39,100	12,000	44%
Telecommunications	65,115	83,700	85,700	81,910		81,910	- 3,790	-4%
Training, travel, meetings, and conferences (Note 15)	39,296	154,800	160,500	169,090		169,090	8,590	5%
Transfer to Reserve (Note 16)	85,680	85,680	91,000	102,000		102,000	11,000	12%
Expense Total	2,983,088	3,594,588	4,089,651	433,500	7,000	440,500	- 3,649,151	-89%
Net Expense	2,713,329	3,211,422	3,577,176	-	-	-	- 3,577,176	-100%

* 2022 Actuals (\$) unaudited

Includes: Finance, IT, Legal, Procurement, Customer Experience and Communications, and HR

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Note 1: Draw from IT Reserve to fund operations. One-time carry forward of funding for annual Council celebration (moved to January 2024).

Note 2: 2023 subrogation revenue exceeds budget. 2024 budget adjusted to reflect upward trend.

Note 3: Removed Modernization Grant for Pay Equity/Market Study. Project complete.

Note 4: Interest and Investment Income consolidated under Taxation & General.

Note 5: Distributed labour from Finance and CXO removed and now adjusted through Interdepartmental Transfers - S&B. New non-union grid adopted in 2023, includes 1.35% blended COLA.

Note 6: Project budget for Pay Equity/Market Study removed. Project complete.

Note 7: Insurance allocation adjusted in 2023 to reflect current operations. Estimated 10% premium increase for 2024 included.

Note 8: Interdepartmental transfers updated to allocate all Corporate Services S&B costs to service departments based on their proportional share of the budget.

Note 9: Interdepartmental transfers updated to allocate all Corporate Services other costs (software, legal, office supplies, etc.) to service departments based on their proportional share of the budget.

Note 10: Office supplies budget consolidated for 2024, actuals for 2022/2023 remain in each department/division.

Note 11: Budget increased for Finance subscription to ilookabout. Used for property tax data verification and workflow management.

Note 12: Computer hardware maintenance relocated to Software Support and Licensing.

Note 13: Software support and licencing has been largely consolidated under Corporate Services.

Increases from Microsoft and added costs for Azure/Cloud server costs for hosting our financial system and our virtualized environment.

Note 14: 2024 budget additional re-allocated from Council for annual staff appreciation event (net \$0 change).

Note 15: Training budget increased based on staff training requests.

Note 16: Increased transfer to the Information Technology Reserve, based on department's computer needs.

Digital Government and Service Innovation (Corporate Services) 2024 Capital Program		Funding Source							
Project Name	Cost	Grant	Grant Contingent	OCIF	Gas Tax	Tax Supported Reserves	Rate Supported Reserves	Development Charges	Debt
Information Technology Services									
Network Infrastructure	30,000					30,000			
General Hardware Purchases	6,000					6,000			
Equipment Replacements	33,000					33,000			
Mobile & End Node Upgrades	44,000					44,000			
Announcement Monitors for Town Hall Lobby	5,000					5,000			
Outdoor Electronic Message Board at NSSRC	45,000					45,000			
New Council Devices	11,000					11,000			
Planning Application Optimization Software	25,000					25,000			
Human Resources									
Employer of Choice Strategic Plan	60,000					60,000			
Total Corporate Services	259,000					259,000			

Capital Project Summary	2024 Budget Year
Project Name	Network Infrastructure
Division	Information Technology Services
Maintenance or Growth	Maintenance
Project Description, Justification and Readiness	To replace network infrastructure that is reaching its 'end-of-life', and equipment required to expand our network infrastructure to support evolving technical requirements. This is an important piece of maintaining the security and reliability of our corporate network.
Current Budget Year Cost	
Capital Purchase	30,000
Construction	
Consulting	
Study	
Other	
Total Cost	30,000
Current Budget Year Funding	
Grant	
Rate-Supported Reserve	
Tax-Supported Reserve	30,000
Development Charges	
Other	
Total Funding	30,000
Future Budget Years	Future spending is included in the ten-year capital program based on predicted end-of-life of current infrastructure and expected expansion.

Capital Project Summary	2024 Budget Year
Project Name	General Hardware Purchases
Division	Information Technology Services
Maintenance or Growth	Maintenance
Project Description, Justification and Readiness	An ongoing project to update and maintain hardware and equipment that falls outside of the scope of regular computer equipment. The purpose is to increase productivity and service delivery. This could include equipment needed to support public engagement, meeting room equipment, etc.
Current Budget Year Cost	
Capital Purchase	6,000
Construction	
Consulting	
Study	
Other	
Total Cost	6,000
Current Budget Year Funding	
Grant	
Rate-Supported Reserve	
Tax-Supported Reserve	6,000
Development Charges	
Other	
Total Funding	6,000
Future Budget Years	This is an ongoing project, with spending predicted to be similar for each year.

Capital Project Summary	2024 Budget Year
Project Name	Equipment Replacement
Division	Information Technology Services
Maintenance or Growth	Maintenance
Project Description, Justification and Readiness	Ongoing project to replace aging equipment with new equipment. Keeping technology up to date with industry best practices both increases productivity of staff and maintains our security posture.
Current Budget Year Cost	
Capital Purchase	33,000
Construction	
Consulting	
Study	
Other	
Total Cost	33,000
Current Budget Year Funding	
Grant	
Rate-Supported Reserve	
Tax-Supported Reserve	33,000
Development Charges	
Other	
Total Funding	33,000
Future Budget Years	This will be an ongoing project, and future anticipated costs are included in the ten-year capital program.

Capital Project Summary	2024 Budget Year
Project Name	Mobile and End Node Replacements
Division	Information Technology Services
Maintenance or Growth	Maintenance
Project Description, Justification and Readiness	Ongoing project to update, replace and purchase mobile devices for town staff. Upgrades are required to maintain productive and security posture. This project also includes an initiative to provide mobile tablets to front line staff as part of a mobile work order and asset management.
Current Budget Year Cost	
Capital Purchase	44,000
Construction	
Consulting	
Study	
Other	
Total Cost	44,000
Current Budget Year Funding	
Grant	
Rate-Supported Reserve	
Tax-Supported Reserve	44,000
Development Charges	
Other	
Total Funding	44,000
Future Budget Years	This is an ongoing project in future years, future year estimates are based on presumed end of life of our fleet of devices

Capital Project Summary	2024 Budget Year
Project Name	Announcement Monitors
Division	Information Technology Services
Maintenance or Growth	Maintenance
Project Description, Justification and Readiness	Introduce cloud controlled announcement monitors to the customer waiting areas, starting with the Municipal Office in 2024, to keep messaging consistent and up to date.
Current Budget Year Cost	
Capital Purchase	5,000
Construction	
Consulting	
Study	
Other	
Total Cost	5,000
Current Budget Year Funding	
Grant	
Rate-Supported Reserve	
Tax-Supported Reserve	5,000
Development Charges	
Other	
Total Funding	5,000
Future Budget Years	Project would expand in future years to the NSSRC and Harbour Office

Capital Project Summary	2024 Budget Year
Project Name	Outdoor Electronic Message Board at NSSRC
Division	Information Technology Services
Maintenance or Growth	Maintenance
Project Description, Justification and Readiness	Install LED digital screens to replace aging and non-functioning outdoor electronic message boards. This will improve the Town's communications and customer service for event promotion and bring key messaging to residents and visitors. New technology allows seamless updates remotely with dynamic, attractive, and functional displays. Phased approach starts with replacement of the non-functioning electronic message board at the NSSRC in 2024, upgrade of the obsolete Town Hall sign (2025), and a new LED digital sign to replace the manual the sign at the Fire Hall (2026).
Current Budget Year Cost	
Capital Purchase	45,000
Construction	
Consulting	
Study	
Other	
Total Cost	45,000
Current Budget Year Funding	
Grant	
Rate-Supported Reserve	
Tax-Supported Reserve	45,000
Development Charges	
Other	
Total Funding	45,000
Future Budget Years	Municipal Office sign \$35,000 (2025); Fire Hall sign \$35,000 (2026). Future signs at additional locations will be considered beyond 2026.

Capital Project Summary	2024 Budget Year
Project Name	New Council Devices
Division	Information Technology Services
Maintenance or Growth	Maintenance
Project Description, Justification and Readiness	To replace existing council equipment with new, more reliable and secure devices. This will reduce risk, improve productivity and be more user friendly.
Current Budget Year Cost	
Capital Purchase	11,000
Construction	
Consulting	
Study	
Other	
Total Cost	11,000
Current Budget Year Funding	
Grant	
Rate-Supported Reserve	
Tax-Supported Reserve	11,000
Development Charges	
Other	
Total Funding	11,000
Future Budget Years	Devices will be replaced at the start of every new council term.

Capital Project Summary	2024 Budget Year
Project Name	Planning Application Optimization Software
Division	Information Technology Services
Maintenance or Growth	Growth
Project Description, Justification and Readiness	To increase the service delivery of the processing of development applications, the Planning Services Department would implement an online submission portal where applications can be submitted and tracked in real time by both staff and the applicant. An online planning applications portal would satisfy the recommendations of the Service Delivery Report completed by Dillion Consultants. This software would allow consistency in platforms between Building and Planning Services.
Current Budget Year Cost	
Capital Purchase	
Construction	
Consulting	
Study	
Other	25,000
Total Cost	25,000
Current Budget Year Funding	
Grant	
Rate-Supported Reserve	
Tax-Supported Reserve	25,000
Development Charges	
Other	
Total Funding	25,000
Future Budget Years	2025, 2026, 2027 Cost of \$17,500 each year

Capital Project Summary	2024 Budget Year
Project Name	Employer of Choice Strategic Plan
Division	Human Resources
Maintenance or Growth	Growth
Project Description, Justification and Readiness	<p>Oversight of Employer of Choice Strategic Plan, Consultant-led project, with focus on Succession Planning and Employee Engagement. Succession planning is the process of selecting and developing key talent to ensure the continuity of critical roles, identifying top performers and potential leaders and mentoring and developing them so they can advance in the organization and move into critical roles. People planning for the remainder of the organization. Insight into what truly drives employee engagement is best measured by truly listening to staff through confidential surveys; gather data on what is hindering employee engagement, give people a voice and the opportunity to share their concerns, ideas and suggestions, establish baseline and measure to monitor key engagement metrics, provide the basis for action-planning your employee engagement strategies using employee insights.</p> <p>Managing Succession Planning and Employee Engagement is estimated to each take 250 man hours to lead the project in-house; between research, process planning, preparing materials and communications, building leadership models that align with vision, review/analysis, preparation, presentation and being implementation. Once established, internal talent can continue the ball rolling. A consultant led process provides the one-time project oversight using specialized expertise to wholistically align current and future state, and also provides impartial and unbiased leadership through the process, maintaining trust and transparency, provides confidential avenue to share thoughts, and reduces internal biases/blind spots.</p>

Current Budget Year Cost	Employer of Choice Strategic Plan
Capital Purchase	
Construction	
Consulting	60,000
Study	
Other	
Total Cost	60,000
Current Budget Year Funding	
Grant	
Rate-Supported Reserve	
Tax-Supported Reserve	60,000
Development Charges	
Other	
Total Funding	60,000
Future Budget Years	