AMENDED AGENDA
SPECIAL OPEN COMMITTEE OF THE WHOLE MEETING
BOARD ROOM, SERVICE AND RESOURCE CENTRE,
411 DUNSMUIR STREET, NANAIMO, BC
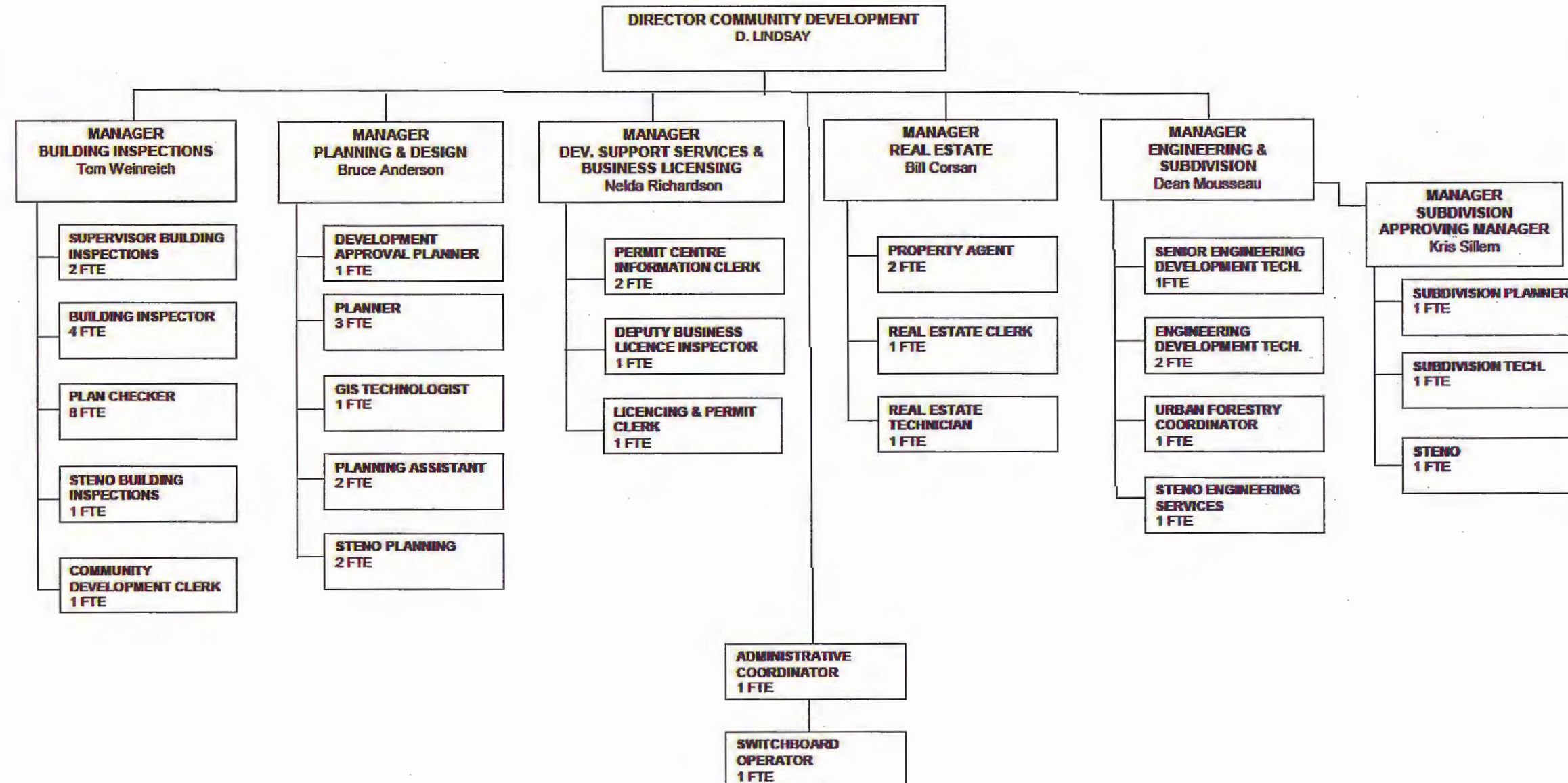WEDNESDAY, 2014-FEB-19, AT 9:00 A.M.

1. **CALL THE SPECIAL COMMITTEE OF THE WHOLE MEETING TO ORDER:**

2. **INTRODUCTION OF LATE ITEMS:**

3. **ADOPTION OF AGENDA:**

4. **PRESENTATIONS:**

    (a)   Staff to provide a presentation regarding the 2014-2018 Financial Plan   *Pg. 2-9*
          for Corporate Services – Community Development. Council discussion
          regarding the Financial Plan to follow the presentation.

    (b)   Mr. Guillermo Ferrero, Director, Information Technology and Legislative   *Pg. 10-19*
          Services, Mr. Chris Jackson, Manager, Legislative Services, and
          Mr. Jason Birch, A/Manager, Information Technology, to provide a
          presentation regarding the 2014-2018 Financial Plan for Corporate
          Services – Information Technology and Legislative Services. Council
          discussion regarding the Financial Plan to follow the presentation.

5. **CORPORATE SERVICES:**

    (a)   **Council Initiatives**

6. **OTHER BUSINESS:**

7. **QUESTION PERIOD:** *(Agenda Items Only)*

8. **ADJOURNMENT:**

ACTING MAYOR: COUNCILLOR KIPP

2014-JAN-20 to 2014-MAR-09

CITY OF NANAIMO
THE HARBOUR CITY

COUNCIL BUDGET REVIEW
COMMUNITY DEVELOPMENT
CORPORATE SERVICES
February 19, 2014

CITY OF NANAIMO
THE HARBOUR CITY
COMMUNITY DEVELOPMENT

DIRECTOR COMMUNITY DEVELOPMENT
D. LINDSAY

MANAGER BUILDING INSPECTIONS
Tom Weinreich

- **SUPERVISOR BUILDING INSPECTIONS**
  2 FTE
- **BUILDING INSPECTOR**
  4 FTE
- **PLAN CHECKER**
  8 FTE
- **STENO BUILDING INSPECTIONS**
  1 FTE
- **COMMUNITY DEVELOPMENT CLERK**
  1 FTE

MANAGER PLANNING & DESIGN
Bruce Anderson

- **DEVELOPMENT APPROVAL PLANNER**
  1 FTE
- **PLANNER**
  3 FTE
- **GIS TECHNOLOGIST**
  1 FTE
- **PLANNING ASSISTANT**
  2 FTE
- **STENO PLANNING**
  2 FTE

MANAGER DEV. SUPPORT SERVICES & BUSINESS LICENSING
Nelda Richardson

- **PERMIT CENTRE INFORMATION CLERK**
  2 FTE
- **DEPUTY BUSINESS LICENCE INSPECTOR**
  1 FTE
- **LICENCING & PERMIT CLERK**
  1 FTE

MANAGER REAL ESTATE
Bill Corsan

- **PROPERTY AGENT**
  2 FTE
- **REAL ESTATE CLERK**
  1 FTE
- **REAL ESTATE TECHNICIAN**
  1 FTE

MANAGER ENGINEERING & SUBDIVISION
Dean Mousseau

- **SENIOR ENGINEERING DEVELOPMENT TECH.**
  1 FTE
- **ENGINEERING DEVELOPMENT TECH.**
  2 FTE
- **URBAN FORESTRY COORDINATOR**
  1 FTE
- **STENO ENGINEERING SERVICES**
  1 FTE

MANAGER SUBDIVISION APPROVING MANAGER
Kris Sillem

- **SUBDIVISION PLANNER**
  1 FTE
- **SUBDIVISION TECH.**
  1 FTE
- **STENO**
  1 FTE

ADMINISTRATIVE COORDINATOR
1 FTE

SWITCHBOARD OPERATOR
1 FTE

Corporate Services - Community Development - Current Level of Service
2014 - 2018 Financial Plan Review

Financial and Operational Planning includes:

Annual operating and maintenance activities to provide current service levels
Identify specific projects, supported by a long range asset management plan, for renewal of current infrastructure.
Identify specific projects for expansion/upgrades to current infrastructure.

Significant Events:

Acquisition of 1 Port Drive (26.7 acres) for waterfront enhancement.
Sale of 100 Gordon Street to SSS Manhao for conference centre hotel.
Completion of land exchange agreement with School District 68.
Completion of a property management strategy for the City's real estate assets.
Planning Application Fees Update – Bylaw adopted 2013-DEC-02
Watercourse Setback Review – Policy and process revised; draft OCP - DPA amendments.
Zoning Bylaw General Amendment Bylaws adopted.
Completion and adoption of the Harewood Neighbourhood Plan.
Launch of "My City" for building permits - allows for real-time tracking of building inspections.
Developed policy and procedure for addressing secondary suites in duplexes.
Participation in and support to the South Downtown Waterfront Initiative.
Acquired 4 acres of land along Departure Creek as part of a land exchange.
Successfully facilitated the removal of a hazardous building in the downtown core (former theatre at 91 Chapel Street).
Expanded the award wining online development database "What's Building" to include building permits.
Completion and adoption of the "Management and Protection of Trees Bylaw 2013 N. 7126".

Current Level of Services:

Business Licence

The Business Licence Section consists of two full-time employees (FTE's) working within the Service Centre at the SARC to ensure regulations are adhered to; fees are collected and administer the program. Pursuant to Council's Policy, "BUSINESS LICENCE BYLAW 1998 NO. 5351" applies to any person carrying on business within the boundaries of the municipality, and any such person shall hold a valid and subsisting business licence. The function of the Business Licence Section is to ensure that the City's municipal land use regulations, building and fire codes and other community safety requirements are followed by businesses. As well, through the Licencing process important statistical information about local business activities is collected and shared with the Nanaimo Economic Development Corporation, local Chamber of Commerce and the Province. This information serves as an economic development tool to ensure that our community's growth is healthy and positive.

In 2013, 5840 Business Licences were issued and the 2013 revenue collected was $993,284.75.
In 2013, 138 investigations were completed with regard to regulation of businesses.
The Business Licence Section is responsible for the administration of Street Entertainer Permits (SEP). 92 SEP were issued in 2013.

In May of 2013, the Business Licence Bylaw was amended to include the requirement for Fetal Alcohol Spectrum Disorder (FASD) warning signage be posted in premises where alcohol is consumed or sold.

Corporate Services - Community Development - Current Level of Service
2014 - 2018 Financial Plan Review

In October of 2013 "INTER-COMMUNITY BUSINESS LICENCE BYLAW 2013 NO. 7176" was adopted to establish an Inter-Community Business Licence (ICBL) program amongst the 12 Central Vancouver Island municipalities.

This process was established by collaborating with the province and participating municipalities. As of 2014-FEB-11, 118 ICBL's have been issued by the City of Nanaimo with revenue of $17,700.00.

In September 2013 the Business Licence Section went live with the latest version of Licencing software purchased from Tempest. This was the first new software since the previous implementation of business licence software in 1995 and involved many hours of testing and data input processes. The new software provides more functionality, providing more efficient customer services externally and internally.

Planning & Design

Planning & Design Section is responsible for Official Community Plan (planNanaimo) policy and program implementation, the application of Development Permit Area guidelines, and the administration of the City's Zoning Bylaw, Parking Bylaw, and Sign Bylaw. The Planning & Design Section is also responsible for processing policy and development-related applications such as OCP amendments, rezoning, development permit, and development variance permit applications. The section also reviews and processes Board of Variance applications, liquor license applications, and waste stream management license applications; and provides reviews associated with business licenses, telecommunications facilities, and the agricultural land reserve.

In 2013 the Section processed the following applications:

Rezoning: 32 applications; 24 new applications; 17 approved.

OCP amendment: 6 applications; 3 new applications; 4 approved.

Development Permit: 73 applications; 37 new applications; 49 approved.

Development Variance Permit: 18 applications; 12 approved.

Board of Variance: 26 applications; 18 approved.

Liquor Licenses: 28 applications; 19 Special Occasion; 28 processed.

Business Licenses: 893 applications reviewed for land use compliance.

Real Estate

The real estate department is responsible for the fair and equitable acquisition, disposition, development and management of the City's real estate assets. The team negotiates and implements real estate transactions involving the purchase, development, and disposal of municipal properties to support civic requirements for roads, parks, utilities and strategic initiatives.

Real Estate staff are currently implementing the Property Management Strategy which provides a strategic perspective on future land acquisitions and dispositions
Staff are currently working to secure unprotected right of ways in connection with the City's water infrastructure
Staff are working with partners to redevelop 1 Port Drive as a transportation hub with a fast ferry service

In addition to the larger acquisitions and dispositions, the following were completed in 2013:
5 lease disposals were concluded;
29 license disposals or renewals were completed;
37 temporary right-of-way agreements for the sewer relining projects were secured;

Corporate Services - Community Development - Current Level of Service
2014 - 2018 Financial Plan Review

20 permanent rights-of-way were finalized; and
6 encroachment agreements were documented.

Engineering & Subdivision

The Engineering & Subdivision Section works to evaluate and process development applications.
The engineering side of this section is responsible for reviewing detailed design of private infrastructure as well as infrastructure that the City will inherit.
The subdivision side of this section is responsible for the established of subdivision requirements (PLA's), approval of subdivision lots, acquisition of Park Land through subdivision and collection of Development Cost Charges.

In 2013 the Engineering & Subdivision Section
Approved or renewed PLA's for 941 lots and issued Final Approval for 116 new residential lots
Collected $1.9 Million +/- in Development Cost Charges
Reviewed $4.2 Million +/- of private infrastructure and $5.5 Million +/- of infrastructure that the City inherited
Obtained 1.75 ha of park dedication and approximately $67,000 cash-in-lieu through subdivision.

Building Inspections

The Building Inspection Section is responsible for plan checking, licensing and inspection of all construction within the city. Building Inspections continues to have an active and ongoing role in the review and permitting of existing illegal suites. The section is a community resource for all matters related to building in the community and currently dedicated two fulltime building officials to the Service and Resource Centre.

In 2013, the section issued 925 permits and completed a total of 7,672 inspections.
The total construction value of all permits issued in 2013 was approximately $120 million.

Corporate Services - Community Development - Annual Operating and Maintenance
2014 - 2018 Financial Plan Review

Annual Operating and Maintenance Budget

Annual operating and maintenance budgets include:
- Staffing
- Legal, real estate, engineering, landscaping contracted services
- Materials and Supplies
- Employment Expenses (i.e. vehicle allowance, memberships, training and development)

Impact of Reorganization:
The Community Safety and Development division went through a significant reorganization at the end of 2013.
A new department called Social and Protective Services was created to include Police and Fire Services, Bylaw and Social Planning sections.
Environmental services moved to Parks, Recreation and Environment.
A new Community Development department was created to include development, planning, real estate and business licensing services.

The new Community Development department's financial information below includes the Community Planning section.
The Community Planning section was reallocated to other section within Community Development, the new Culture and Heritage
department and to the Parks, Recreation and Environment department.
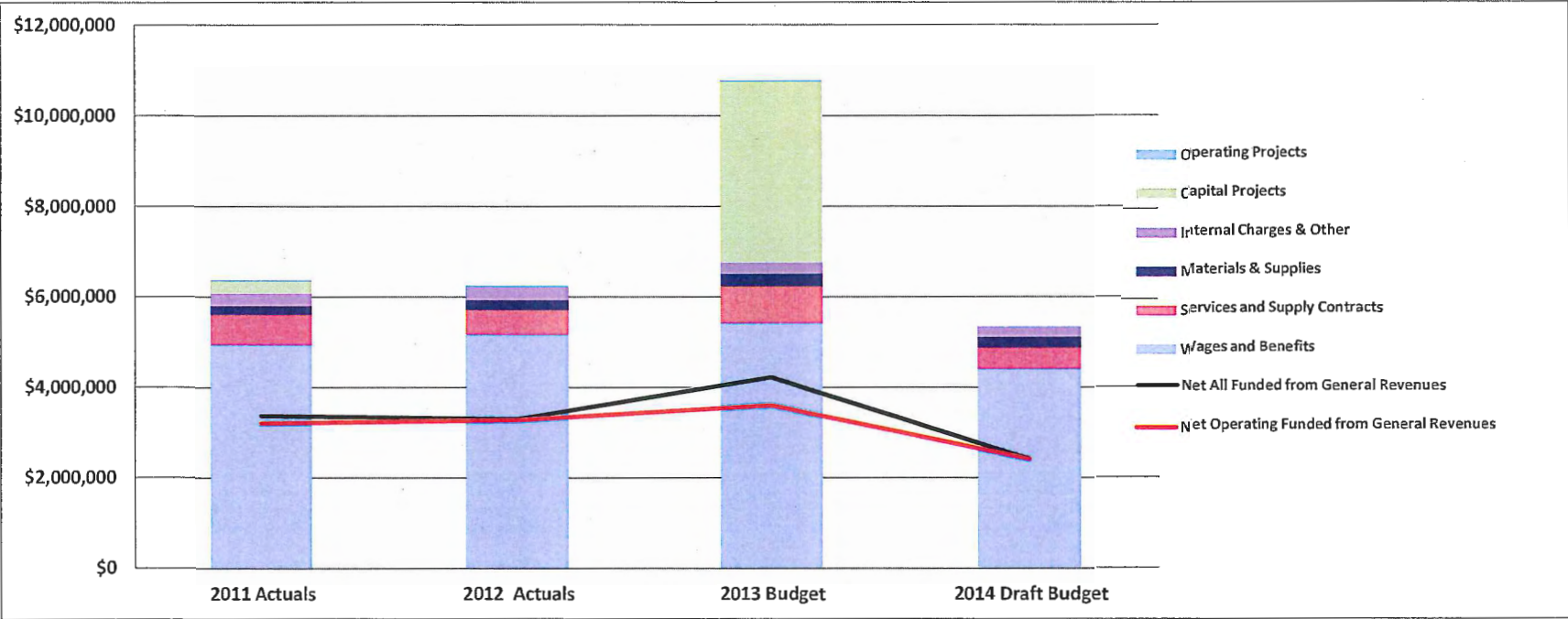
Notes:
CUPE contract expires December 31 2013
2013 - 2017 Financial Plan includes inflationary increases for years 2 to 5 (2% increase for wages and benefits)
2014 Draft Budget does not include an increase for wages and benefits, a contingency is used for wages increases

Community Development	2011 Actuals	2012 Actuals	2013 - 2017 Financial Plan		2014 Draft Budget
			2013 Budget	2014 Budget	
Business Licenses and Permits	1,001,714	999,043	1,000,000	1,010,000	1,000,000
Building Permits	1,074,164	1,154,228	1,450,000	1,464,500	1,200,000
Other Licenses and Permits	235,622	213,259	213,500	215,635	213,500
Subdivision Application/ Approval Fees	121,150	153,700	115,000	116,150	125,000
City Property Rentals	212,477	221,063	215,000	405,500	333,800
Recoveries	69,136	55,951	52,000	52,520	48,000
Transfer from Reserves	71,114	50,417	107,372	87,986	-
Private Contributions/Grants	76,148	86,888	-	-	-
Other Revenues	15,594	24,302	15,400	15,554	15,400
Total Operating Revenues	**2,877,120**	**2,958,850**	**3,168,272**	**3,367,845**	**2,935,700**
Wages and Benefits	4,934,107	5,163,682	5,417,583	5,509,726	4,399,300
Services and Supply Contracts	669,643	542,053	807,822	738,044	467,591
Utilities	8,522	8,161	8,000	8,160	7,200
Materials & Supplies	191,104	221,243	282,375	288,023	239,335
Internal Charges & Other	278,696	295,476	248,850	249,974	229,102
Total Operating and Maintenance Expenditures	**6,082,071**	**6,230,614**	**6,764,630**	**6,793,926**	**5,342,528**
Net	**3,204,951**	**3,271,764**	**3,596,358**	**3,426,081**	**2,406,828**
Transfers from Reserves	74,973	-	3,400,000	-	-
Other Project Funding	50,750	-	-	-	-
Total Project Funding	**125,723**	**-**	**3,400,000**	**-**	**-**
Capital	269,218	-	4,000,000	600,000	-
Operating	20,167	23,466	23,300	23,300	-
Total Project Expenditures	**289,385**	**23,466**	**4,023,300**	**623,300**	**-**

Corporate Services - Community Development - Annual Operating and Maintenance
2014 - 2018 Financial Plan Review

Net - Funded from General Revenues	3,368,613	3,295,230	4,219,658	4,049,381	2,406,828
Funded from General Revenues	53%	53%	39%	55%	45%
Cost per Capita $	38.74 $	37.65 $	47.54 $	44.98 $	26.74
Budgeted FTEs			56.0		

Expenditure Analysis

Community Development - Service Level Changes and Projects
2014 - 2018 Financial Plan Review

Notes:

1) Projects are for expenditures that do not occur every year or vary from year to year.

2) Most projects are related to asset management of current facilities.

3) Projects are either classified as operating or capital to comply with accounting standards. Larger cost projects are classified as capital.

4) Projects can be funded from DCC's, other reserves, grants and general taxation funding.

Asset Renewal Projects	New Assets Projects	Asset Upgrade Projects	Strategic Projects

| Projects | 2014 | | 2015 | 2016 | 2017 | 2018 | Future Years |
	$	% - 1% taxation					
Property Acquisitions - General	600,000	0.7%	600,000	600,000	600,000	600,000	
Community Planning Studies/ Updates	75,000	0.1%	75,000	75,000	75,000	75,000	
Building Inspections - Communications Video	5,000	0.0%					
Planning & Design - Management Consulting - Unallocated	25,000	0.0%	25,000	25,000	25,000	25,000	
	705,000	**0.8%**	**700,000**	**700,000**	**700,000**	**700,000**	

CITY OF NANAIMO
THE HARBOUR CITY

COUNCIL BUDGET REVIEW
INFORMATION TECHNOLOGY & LEGISLATIVE SERVICES
February 19, 2014

Guillermo Ferrero
Director of Information Technology & Legislative Services

Jason Birch
A/Manager Information Technology

Chris Jackson
Manager Legislative Services

CLIENT SUPPORT

- Grace de Boeck
  Sr. Client Support Specialist
- Matthew Desrochers
  Client Support Specialist
- Derrick Blackwood
  Client Support Specialist

TECHNICAL SUPPORT

- Ed Lefurgey
  Sr. Tech Support Specialist
- Tom Rothoehler
  Sr. Tech Support Specialist
- Erin Holman
  Sr. Tech Support Specialist
- Rolf Phillips
  Programmer/ Network Analyst

APPLICATIONS SUPPORT

- Matthew Dunstan
  Sr. Applications Analyst
- Vacant
  Sr. Applications Analyst
- Dan Stevens
  Applications Analyst
- Jeff Jacob
  Applications Analyst
- Jessica Maple
  Applications Analyst
- Ross Collicutt
  Applications Analyst

FINANCIAL SYSTEMS

- Debbie Scheibel
  Supervisor Financial Systems & Reporting
- Abe Lang
  Sr. Applications Analyst
- Kathryn Kennedy
  Sr. Applications Analyst
- Shelley Matthewman
  IT Clerk

MAYOR / COUNCIL SUPPORT

- Marilyn Smith
  Administrative Asst.

FOI/CLAIMS ADMIN

- Sheila Gurrie
  Claims/FOI Coordinator

RECORDS MANAGEMENT

- Sharon Winter
  Records Management Clerk

COUNCIL CLERICAL SUPPORT

- Kris King
  Steno/Coordinator Legislative Services
- Sky Snelgrove
  Steno – Legislative Services
- Donna Smith
  Steno – Legislative Services

Corporate Services - Information Technology and Legislative Services - Current Level of Service
2014 - 2018 Financial Plan Review

Financial and Operational Planning includes:

Annual operating and maintenance activities to provide current service levels

Identify specific projects, supported by a long range asset management plan, for renewal of current infrastructure.

Identify specific projects for expansion/upgrades to current infrastructure.

INFORMATION TECHNOLOGY

Significant Events

2011 By-Election and Election

2011 Computer Virus Attack

2012 SAP Budget Module Implementation

2012 What's Building in my Neighbourhood Launched

2012 Phone System Replacement – Public Works

2012 SARC Network, Server and Telephone Implementation and Transition

2013 Two Successful e-Town Hall Meetings

2013 Phone System Replacement – Parks & Recreation

2013 Tempest Business Licensing Module Replacement

2013 Implemented inter-municipal business licensing

2013 Provide access to Building Permits and Business Licences via MyCity

2013 Renegotiated TELUS Mobility Contract

2013 Nanaimo Cultural Map Launched

2013 Shaw Go Wi-Fi contract signed and installation commencing

2013 Structural Change (IT combined with Legislative Services, one management position rescinded)

2014 Nanaimo Crime Map Launched

2014 Upcoming Election

Current Level of Service

The information technology department provides the organization with support for assets and business processes throughout the City. Some basic statistics for 2013:

- 430+ desktop phones and voicemail accounts
- 900+ Exchange mailboxes
- 450+ computers, spanning over 40 different models and configurations, including specialty devices for fire dispatch and engines, engineering workstations, and information display boards
- 150+ servers (120+ virtual servers, remainder physical)
- 200+ city-owned mobile devices (smartphones and tablets)
- Major business applications supported: SAP, Tempest, Class, FDM, Sharepoint, Munsys, MapGuide/NanaimoMap, Fleet, Cit y of Nanaimo Website, Social Media Software
- 20+ custom citizen-facing web applications (e.g. Fire Incidents, Crime Map, What's Building, Garbage Calendars, Recreation Schedules, Business Licences, Bid Opportunities)
- Over 130 corporately supported applications
- 2300+ updates to the City of Nanaimo website by all departments
- 515 Tweets and 962 Facebook posts by all departments
- 18+ sites: Ice Centre, Aquatic Centre, Oliver Woods, Services and Resource Centre, City Hall, Public Works, Fire Command, ECC, Fire Stations 1, 2, 3, 4 & 7,
- Major technical systems supported: network storage (SAN), MS Exchange email, Citrix, spam filter, network firewall, corporate anti-virus software, security video systems,
- 365,000+ email messages allowed, over 5 million spam messages blocked
- 4000 virus-laden emails blocked
- 50+ Terabytes of data stored (five times the amount of data in all of the books in the US Library of Congress)

Corporate Services - Information Technology and Legislative Services - Current Level of Service
2014 - 2018 Financial Plan Review

- Full data backups, including offsite storage in case of catastrophic failure
- 1 GB of data transferred to and from the Internet in an average month over a high-speed 100mbps data connection
- 200+ corporate and desktop printers
- 37 City of Nanaimo Free Wi-Fi access points in City facilities for use by the public and by staff (reducing smartphone data usage)
- 50km+ of networking cables, connected by 60+ network switches

All of this is supported by four functional work groups:
Client Support

- initial point of contact for most technology'-based client issues (phones, computers, software)
- approximately 4,000 individual trouble reports resolved by directly by Client Support in 2013
- advanced issues handed off to Applications Support, Financial Systems or Technical Support as required
- provisioning new computers and upgrading existing computers when required. Approximately 20% of all City computers are replaced in a given year. In 2013 this was higher than usual
- providing audio'-visual and computing support for presentations, including provision and setup of "loaner" laptops, projectors, and conference phones as necessary
- upgrading software across all licensed computers as necessary
- user and email account creation and changes as staff move between positions and roles
- providing support for printers, network and wireless access as well as mobile data issues
- providing operational technical support for council

Technical Support

- installing and maintaining all corporate technical infrastructure (servers, switches, networking cables)
- maintaining MS Exchange email software
- maintaining network security, spam, and virus protection software
- maintaining network management software
- maintaining remote access software (Citrix)
- maintaining virtual computing infrastructure (VMWare)
- maintaining and ensuring validity of backup software
- managing access to all corporate printers and multi-function photocopiers
- providing first and second-tier support for all City facilities other than SARC and City Hall

Financial Systems

- providing first-tier support for SAP software, which stores financial, human resources, payroll, and asset management information. Acts as liaison with consultant support when required
- providing first-tier support for Tempest, which stores land records, taxation, development information, dog licences, calls for service, ticketing, and many other municipal data
    - resolving customer issues where possible and acting as liaison with Applications Support for advanced technical issues
    - referring identified software deficiencies to Tempest (113 defects and enhancement requirements identified in 2013)
- implementing and supporting new functionality in SAP and Tempest as dictated by business needs of organization
- maintaining enterprise budget reporting software
- developing business dashboard functionality - allowing a cross-application view of high-level business information such as budget, business licensing, building permits, fire responses
- developing custom queries for advanced analysis tasks not supported in existing software
- coordinating software and hardware purchases across entire organization. Over 650 individual purchases in 2013
- tracking and renewing critical hardware and software support contracts
- digitizing all IT asset records, currently over 22,000 documents
- providing clerical support to the Information Technology department

Corporate Services - Information Technology and Legislative Services - Current Level of Service
2014 - 2018 Financial Plan Review

Applications Support

- providing second-tier support for Tempest (upgrades, technical troubleshooting)
- developing custom queries and reports for Tempest to meet specific analytical requirements (60+ custom reports in 2013)
- providing technical support and sustainment for Class, the Parks and Recreation registration and customer relationship management software
- providing technical support and sustainment for FDM, the Fire Department dispatch and records management software
- providing technical support and sustainment for SharePoint, the City's Intranet (City Portal) software
- providing technical support and sustainment for Fleet, the City's fleet management software
- providing technical support and sustainment for MapGuide, NanaimoMap, Munsys and other corporate mapping applications
- providing technical support and sustainment for the City's website and social media software
- developing custom in-house software to support internal business processes and provide enhanced service to citizens

LEGISLATIVE SERVICES

Significant Events:

Completed a formal petition process for Ornamental Streetlighting in the Cilaire Area in 2011

Conducted by-election in 2011

Conducted two Alternative Approval Processes: to authorize the borrowing of a maximum of $22.5 Million for the construction of a Water Treatment Plant,
    and to authorize the Emergency Water Connection Agreement between the City of Nanaimo (the City) and Nanaimo Forest Products (NFP) in 2011

Conducted the 2011 Municipal Election

Records Management Clerk position created in 2012

Staffing turnover: recruitment, hiring, orientation, training, cross-training undertaken for 5 of 7 positions from hold 2012-2013

Conduct DNBIA Board Elections

Working towards implementation of eSCRIBE (part of 'paperless agenda' project)

Initiated Hard Copy Document Review (historical records backlog)

Continuing with Electronic Data Management development

Working towards Release of 2010, 2011, 2012 and 2013 In-Camera minutes, agendas and attachments; developing quarterly reporting systems for release of in-camera items no longer private or confidential

2014 Municipal Election

	2008	2009	2010	2011	2012	2013	2014*	Notes
FOIPOP Requests	57	77	73	76	87	84	-	There is a trend with requests proportionately becoming more complex and extensive than previous years.
Claims	18	10	19	18	16	16	-	A 'claim' is opened and decided by the City insurer when there is bodily injury, the claim exceeds $5,000, or legal action is undertaken. All other claims are dealt with by the City staff, where the claim is either denied or costs paid out by the associated department.
Regular Council/ Committee of the Whole Meetings	31	32	32	34	39	31	4	In-Camera meetings are included; Special Meetings increases in 2013 are largely attributed to budget meetings and separate closed meetings.
Special Council/ Committee of the Whole Meetings	9	8	9	6	3	37	10	
							*up to Feb 17, 2014	

Corporate Services - Information Technology and Legislative Services - Current Level of Service
2014 - 2018 Financial Plan Review

Current Level of Services:
- provides the public with information related to activities of Council;
- oversees the statutory record keeping, and required retention/ destruction;
- processes requests under the *Freedom of Information and Protection of Privacy Act* ;
- responsible for conducting elections and elector approval processes, including referendums;
- oversees claims administration for the City;
- carries out the Statutory duties and requirements expected of the Corporate Office;
- administer Oaths and Take Affirmations, Affidavits and Declarations;
- oversees and assists other departments in the support and admin of Council Standing Committees, Select Committees, and Commissions;
- administers Council and Committee of Whole including: agendas, bookings, logistics, recording, transcribing, action lists, website updates, Shaw Cable video admin, support e-town hall, professional advice;
- administers City liability insurance;
- coordinates internal circulation of Council correspondence;
- coordinates invitations to Mayor and Council, including arrangements to attend AVICC, FCM, UBCM;
- responds or refers to requests for the Mayor or a member of Councillor;
- provide first point of contact with City Hall customer service;
- provides administrative assistance to the Mayor's Office.

Continuous Improvement Changes
The departments priority is to provide day to day service delivery to Council and meet legislated obligations. These day to day tasks take up roughly 85 to 100% of staff time. Depending on the time of week, month and year there are opportunities for staff to work on projects. Below is a list of projects and initiatives that Council has directed staff to work on, and others that staff have identified in order to improve processes and maintain relevancy. Again, staff time dedicated to these projects is always subject to other Council and legislated directives that must take priority including processing FOIPOP requests, election deadlines, or administering additional special Council meetings.

- Council Policy Review
- Governance Steering Committee Administration
- Governance Review Implementation
- Procedure Bylaw Review
- Delegation Bylaw Update
- Implementation of eSCRIBE (part of "Paperless Agenda" project)
- Investigate options for replacing current DOS program to track records storage information and records due for destruction.
- Develop and undertake routine and scheduled review/ updates of Council administrative bylaws and procedures

Annual Operating and Maintenance Budget

Annual operating and maintenance budgets include:

- Staffing
- Service and Supply Contracts
  - Information Technology - corporate software licenses, data/phone line charges, external consultants
- Materials and Supplies
  - Information Technology - corporate software/hardware purchases

Notes:
CUPE contract expires December 31 2013
2013 - 2017 Financial Plan includes inflationary increases for years 2 to 5 (2% increase for wages and benefits)
2014 Draft Budget does not include an increase for wages and benefits, a contingency is used for wages increases
Director, IT and Legislative services is included in IT financial information

| Legislative Services	2011 Actuals	2012 Actuals	2013 - 2017 Financial Plan		2014 Draft Budget
			2013 Budget	2014 Budget	
Recoveries	42,431	8,951	7,180	41,592	43,800
Other Revenues	1,100	2,299	-	505	-
Total Operating Revenues	**43,531**	**11,250**	**7,180**	**42,097**	**43,800**
Wages and Benefits	919,383	838,949	960,139	1,007,636	1,076,344
Services and Supply Contracts	186,267	102,447	131,875	342,083	212,925
Materials & Supplies	248,939	216,322	342,696	375,549	369,446
Internal Charges & Other	26,400	26,400	28,880	31,050	24,088
Total Operating and Maintenance Expenditures	**1,380,989**	**1,184,118**	**1,463,590**	**1,756,318**	**1,682,803**
Net Excluding Transfer to Reserves	**1,337,458**	**1,172,868**	**1,456,410**	**1,714,221**	**1,639,003**
Transfer to/(from) Leg Serv Reserve		78,000			
Net Operating Funded from General Revenues	**1,337,458**	**1,250,868**	**1,456,410**	**1,714,221**	**1,639,003**
Transfers from Reserves	15,527	-	78,000	-	-
Other Project Funding	-	-	-	-	
Total Project Funding	**15,527**	**-**	**78,000**	**-**	**-**
Capital	-	-	-	-	-
Operating	15,527	115,893	78,000		
Total Project Expenditures	**15,527**	**115,893**	**78,000**	**-**	**-**
Net - Funded from General Revenues	**1,337,458**	**1,366,761**	**1,456,410**	**1,714,221**	**1,639,003**
Funded from General Revenues	**96%**	**105%**	**94%**	**98%**	**97%**
Cost per Capita $	15.38 $	15.62 $	16.41 $	19.04 $	18.21
Budgeted FTEs			7.0		

Corporate Services - Information Technology and Legislative Services - Annual Operating and Maintenance
2014 - 2018 Financial Plan Review

Information Technology Services	2011 Actuals	2012 Actuals	2013 - 2017 Financial Plan		2014 Draft Budget
			2013 Budget	2014 Budget	
Recoveries	-	866	-	-	-
Other Revenues	5,839	33,285	-	-	-
Total Operating Revenues	**5,839**	**34,152**	**-**	**-**	**-**
Wages and Benefits	1,792,396	1,789,776	1,883,572	1,921,243	1,748,786
Services and Supply Contracts	738,997	848,225	1,093,458	1,115,327	1,154,770
Materials & Supplies	369,428	287,835	230,800	235,416	215,100
Internal Charges & Other	38,360	40,140	39,060	35,771	29,500
Total Operating and Maintenance Expenditures	**2,939,182**	**2,965,975**	**3,246,890**	**3,307,757**	**3,148,156**
Net Excluding Transfer to Reserves	**2,933,343**	**2,931,824**	**3,246,890**	**3,307,757**	**3,148,156**
Transfer to/(from) SAP Reserve	164,725	56,900			
Net Operating Funded from General Revenues	**3,098,068**	**2,988,724**	**3,246,890**	**3,307,757**	**3,148,156**
Transfers from Reserves	457,446	405,709	640,900	593,000	-
Other Project Funding	5,839	107,848	998,861	680,000	-
Total Project Funding	**463,285**	**513,557**	**1,639,761**	**1,273,000**	**-**
Capital	477,446	548,808	740,900	693,000	-
Operating	103,115	107,848	998,861	680,000	-
Total Project Expenditures	**580,561**	**656,656**	**1,739,761**	**1,373,000**	**-**
Net - Funded from General Revenues	**3,215,344**	**3,131,823**	**3,346,890**	**3,407,757**	**3,148,156**
Funded from General Revenues	**91%**	**86%**	**67%**	**73%**	**100%**
Cost per Capita	**$ 36.97**	**$ 35.79**	**$ 37.71**	**$ 37.85**	**$ 34.97**
Budgeted FTEs			**20.0**		

Expenditure Analysis - Legislative Services
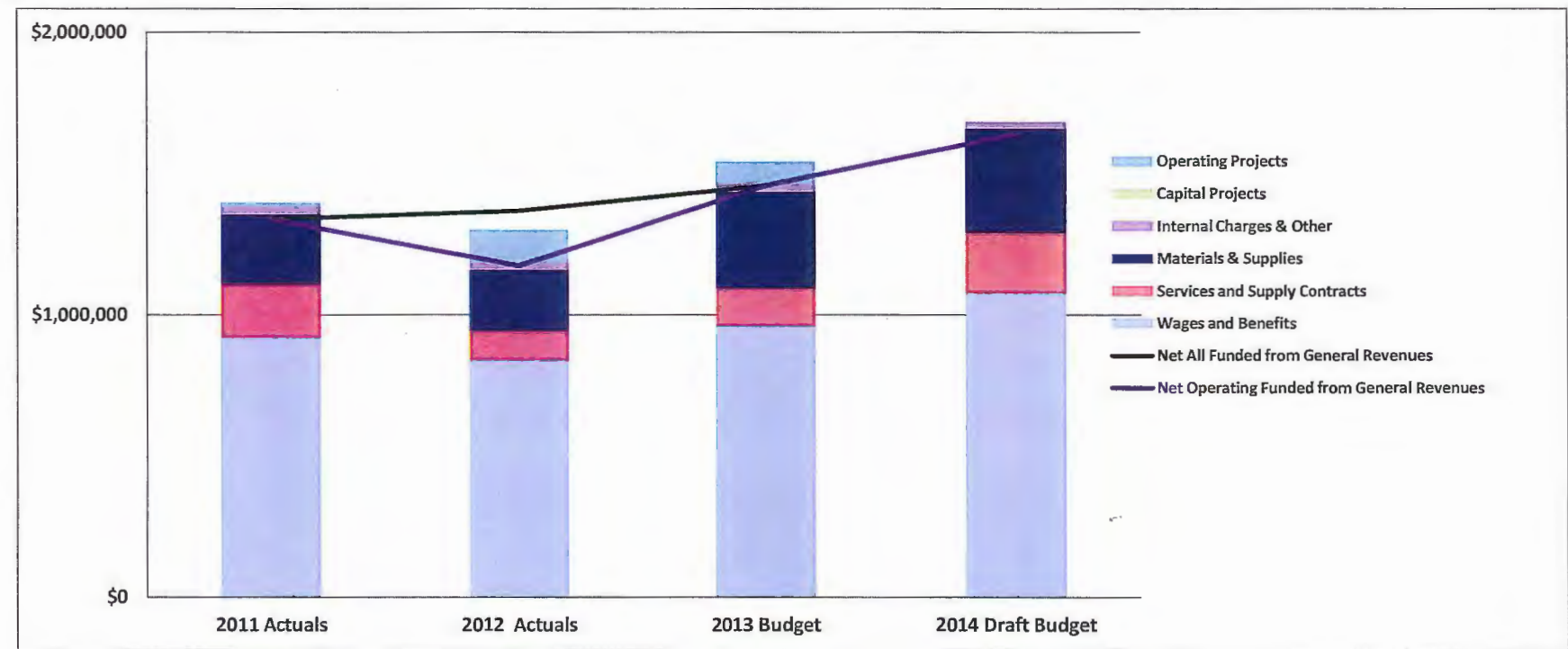
Expenditure Analysis - Information Technology
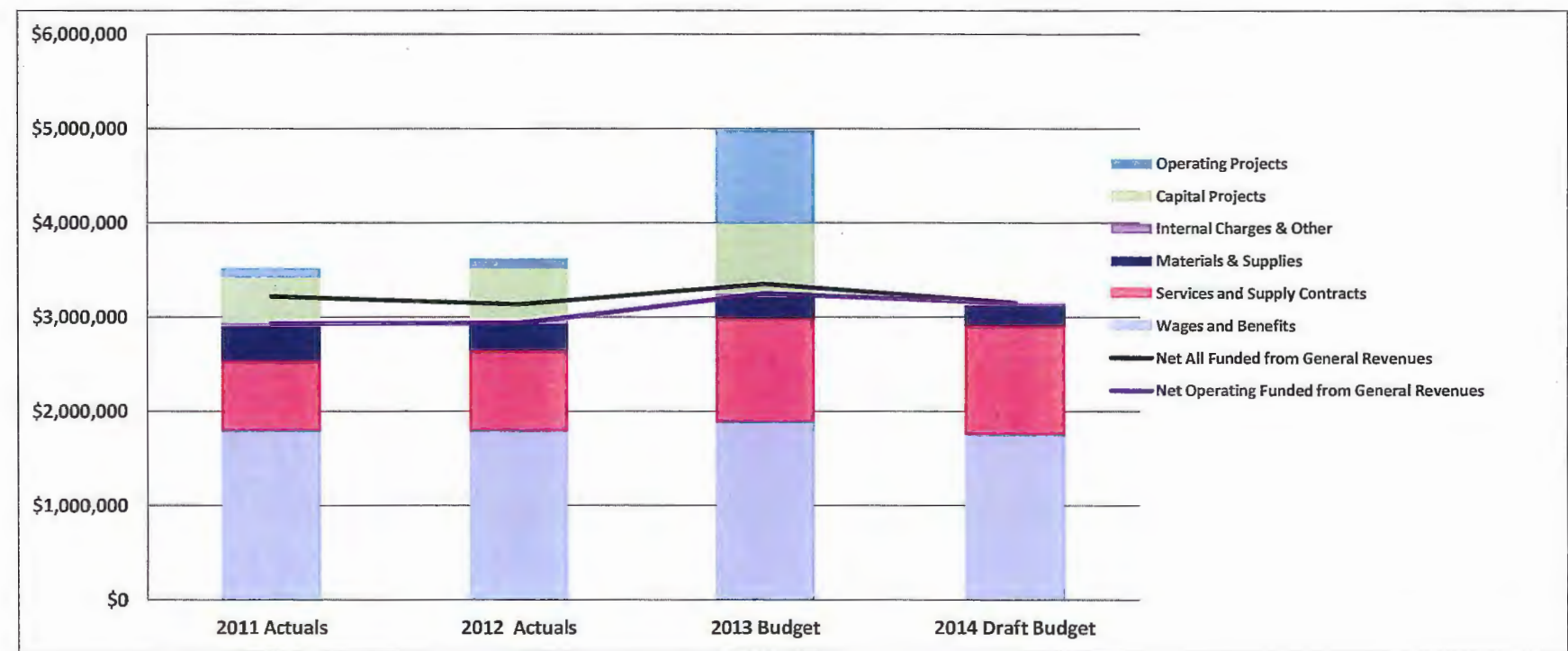
Information Technology and Legislative Services - Service Level Changes and Projects
2014 - 2018 Financial Plan Review

Notes:

Internal charges to departments ($/computer) contribute to a reserve for funding information technology projects.

1) Projects are for expenditures that do not occur every year or vary from year to year.
2) Most projects are related to asset management of current facilities.
3) Projects are either classified as operating or capital to comply with accounting standards. Larger cost projects are classified as capital.
4) Projects can be funded from DCC's, other reserves, grants and general taxation funding.

Asset Renewal Projects	New Assets Projects	Asset Upgrade Projects	Strategic Projects

Early Approval/Critical Projects - excluded from Decision Package Approval Process	$ 2014	% - 1% taxation	2015	2016	2017	2018	Future Years
Information Technology							
Networking Equipment Sustainment	15,000	0.0%	15,000	15,000	20,000	15,000	
Physical Server Sustainment	25,000	0.0%	25,000	25,000	25,000	25,000	
Uninterruptable Power Supply (UPS) Sustainment	10,000	0.0%	10,000	10,000	35,000	10,000	
ERP Business Warehouse Sustainment	20,000	0.0%	20,000	20,000	20,000	20,000	
Election 2014	7,500	0.0%			8,500		
Computer Hardware Sustainment	24,000	0.0%	24,000	36,000	25,000	26,000	
Legislative Services							
Nanaimo Mayor's Youth Advisory Council	3,000	0.0%	3,000	3,000	3,000	3,000	
	104,500	**0.1%**	**97,000**	**109,000**	**136,500**	**99,000**	

Projects - included in Decision Package Approval Process	$	% - 1% taxation	2015	2016	2017	2018	Future Years
Information Technology							
Air Watch MDM	5,000	0.0%	1,000	1,000	5,000	1,000	
Archive Link Enhancements	30,000	0.0%					
Budget Software Sustainment	10,000	0.0%	5,000				
Business Workflow Enhancements	10,000	0.0%	10,000	10,000	10,000	10,000	
Citrix Server Farm Sustainment	5,000	0.0%	5,000	25,000	5,000	5,000	
Clearscada Sustainment	5,000	0.0%	1,000		2,000	3,000	
Commvault Upgrade for Dedupe Storage			15,000	15,000	10,000	10,000	
Computer Room Expansion Stn #1			20,000				
Corporate Printer Replacement	24,000	0.0%				32,000	
Corporate Storage Filer Replacement			145,000		25,000		
Document Management				50,000	15,000		
Electronic Records Archiving				50,000			
E-Mailing of Paystubs	30,000	0.0%					
ERP Business Warehouse Drill Down	10,000	0.0%					
ERP Dashboard Sustainment	10,000	0.0%	10,000	10,000	10,000	10,000	
ERP Enhancement Packs (Bi-Yearly)			10,000		10,000		
ERP Software Enhancements					200,000		
HVAC for SARC LAN Rooms	5,000	0.0%	5,000	5,000			
IP Address Management	7,000	0.0%					
IT Trailer/ Mobile Command Centre			20,000	10,000	10,000	10,000	
LAN Business Continuity	15,000	0.0%	10,000	20,000	20,000	15,000	
LAN Upgrades	20,000	0.0%	20,000	48,000	25,000	12,000	
Microsoft Major Apps Licensing			100,000	100,000	100,000	250,000	
Network Security Audit	15,000	0.0%				15,000	
Public Works Server Room	5,000	0.0%	15,000				
Security Systems CCTV	15,000	0.0%	10,000				
Software Licences	20,000	0.0%	20,000	75,000	20,000	20,000	
Telephone Audit	5,000	0.0%					
Telephone System Replacement	100,000	0.1%		12,000	15,000		
Tempest Enhancements	24,000	0.0%					
VM Server Farm	165,000	0.2%		24,000	16,000	16,000	
VM Ware Views	15,000	0.0%	5,000	10,000			
Web Mapping Replacement	70,000	0.1%	30,000				
Windows 7 Rollout: Workstations	3,000	0.0%			5,000	5,000	
Wireless Redundancy to PW/Fire Station#2	20,000	0.0%	5,000				
Wireless to Fire Station 3			15,000				
	643,000	**0.7%**	**477,000**	**465,000**	**503,000**	**414,000**	
	747,500	**0.9%**	**574,000**	**574,000**	**639,500**	**513,000**	