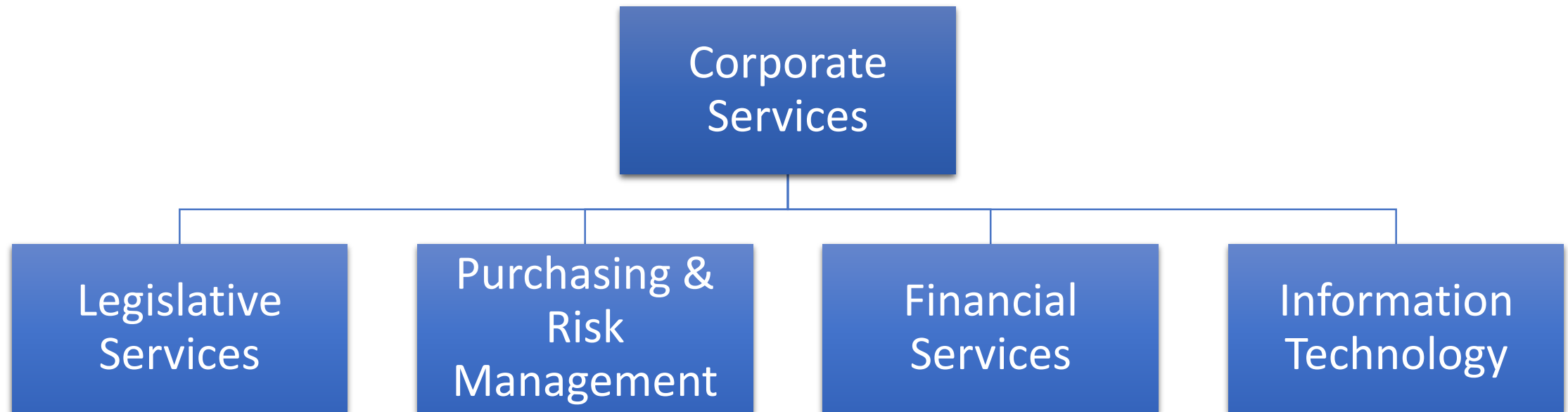




Centre Wellington

Corporate Services

Department Structure





Centre Wellington

Legislative Services



Division Overview – Legislative Services



- Legislative Services is the link between Township Council, administration and the community.
- Supports Council's governance framework and decision-making processes.
- Acts as the primary contact regarding Township Council business.
- Ensures compliance with applicable legislation and Township By-laws.
- Also provides services directly to the public.

Core Services – Legislative Services



- Council and Committee Business Support and Administration
- Policy and Report Development
- Access to Information & Protection of Privacy
- Records Retention and Management
- By-law Enforcement
- Cemetery Administration
- Civil Marriage Ceremonies and Marriage Licenses
- Animal Control
- Lottery, Vendor and Kennel Licensing
- Fence Viewers and Livestock Investigators
- Municipal Drains and Tile Drain Loans
- Accessibility
- Front Line Customer Service/General Inquiries
- Municipal and School Board Elections

Current Projects – Legislative Services



- Implementation of CityView for Cemeteries
- Development of By-law Enforcement Policies and Protocols
- Review and Updating of Current By-laws
- Development of Community Awareness & Educational Materials regarding By-laws and Enforcement



Trends – Legislative Services



- Public Expectation for Transparency & Access to Information
- Demand for Parking and Noise Management
- Community Expectations – Are we meeting these expectations?
- Managing and Tracking Complaints and Service Requests
- Increase Demand for Committee Support





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Purchasing & Risk Management



Division Overview – Purchasing & Risk



- Centralized Township Procurement - Ensures consistent application of purchasing policy across the corporation
 - Promotes fair, open and transparent competition for public funds
- Placement and Administration of all Township Insurance Coverage
- Processing of Claims
 - Personal Injury (i.e. slip/trip and fall)
 - Property Damage (i.e. vehicle damage caused by potholes & other road hazards, sewer & water damage)

Core Services – Purchasing & Risk



Centre Wellington

- Ensuring the procurement process is open, fair, transparent, and impartial
- Development and maintenance of bid document templates
- Development and review of formal contract documents
- A resource for development bid specifications
- Assist in determining best procurement method based on type of purchase
- Administration of Township's Purchasing Card Program
- Follow-up with vendors (debriefs, performance evaluations)
- Participation in co-operative purchasing initiatives with other government or broader public sector entities
- Review of case law, industry best practices and statute law affecting purchasing

Current Projects – Purchasing & Risk



- Update to Purchasing By-law/Policy
 - Align with trade agreements, legislated requirements and best practices
 - Creation of comprehensive procedures
- Purchasing Template Documents – update and/or creation
- Move to an Electronic Tendering System (eTendering)
- Creation of standard contract terms and conditions
 - Construction, goods & services, consulting, roads, etc.
- Review of Purchasing Card Policies & Processes

Trends – Purchasing & Risk



- **New Legislation** – Construction Act, Canada Free Trade Agreement, etc.
- **Green Procurement** – the purchase of goods and services with due regard to the preservation of the natural environment and to encourage the use of environmentally friendly products and services
- **Social Procurement** – purchasing that is intentionally directed toward promoting health and safety, local economic development, diverse and minority groups, social enterprises or other measures that improve the well-being of individuals and communities
- **Non-binding RFPs** – process whereby a bid is not binding on either the owner or the bidder but a contractual negotiating framework between the buyer and the owner as they work toward a definitive purchase and sale agreement
- **Cyber Insurance Coverage** – coverage for cyber threats, including ransomware



Centre Wellington

Financial Services



Division Overview – Financial Services



- Financial Services manages the Township's financial resources in a fiscally responsible manner
 - Includes subsidiary corporations (CW Communications, CW Community Medical Office)
- Support other departments with financial expertise
 - Budget Process, Council Reports, Budget/Actual Results, etc.
- Collection of property taxation on behalf of Wellington County, School Boards, and the Township

Core Services – Financial Services



- Accounting & Financial Reporting
- Annual Budget Process
- Property Taxation & Assessment
- Investments & Borrowing
- Financial Policy Development
- Development & Other Securities
- Development Charges Administration
- Asset Management Planning



Current Projects – Financial Services



- 2019 Budget Process (with Enhancements)
- Service Delivery Efficiencies
 - Internally Generated Efficiencies
 - Lean-In Audits with KPMG
- Asset Management Planning (now legislated)
 - Strategic Asset Management Policy
 - Updated Asset Management Plans
- Year-end Preparation
- Reviewing Services Eligible for Payment by Credit Card

Trends – Financial Services



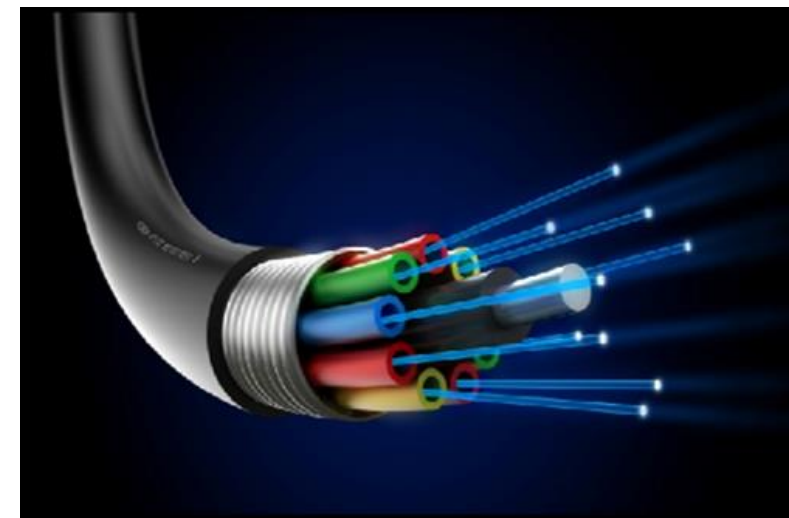
- Focus on Reducing Pressure on Property Taxation
 - Find alternate sources of revenue
- Growing and More Complicated Taxation Administration
 - County assistance with assessment
- Integration of Asset Management Planning
- Detailed Budgeting
 - Multi-year
 - Significant Source of Information
 - Transparent





Centre Wellington

Information Technology



Division Overview – Information Technology



Centre Wellington

- Supports all Township Departments with IT Related Needs
- Protection of the Township from Cyber Threats
- Enable Improvements in Efficiency and Effectiveness of Township Service Delivery
- Assist with Business Process Automation, that results in added value, reduced costs, legislative compliance, and/or reduced risks
- Introduce new IT Related Technologies

Core Services – Information Technology



- Hardware and Software Support and Maintenance (Help Desk)
- IT Related Training (i.e. application software, cyber security, etc.)
- Automation of Township Processes
- Effective Information Access, Controls, and Security
- Server/Network Management
- Telecommunications Management
- Assist with Contingencies with respect to Business Continuity and Disaster Recovery
- CW Communications – Fibre Network
- IT Related Policies, Processes, and Budget Needs

Current Projects – Information Technology



- Asset Management Planning – Data Management
- Cameras (Roads, Public Buildings, SCADA Network)
- Extension of Public Wi-Fi Network
- Efficiencies in Financial Systems
- Replacing Aging Software and Hardware
- Increase Mobile Network (Access in the Field)
- CityView Software Implementation

Trends – Information Technology



- Technology is Constantly Changing
- IT Support – What can be done to make the Township more efficient?
- Cyber Security (levels of protection, insurance)
- Importance of Data (Management, Access, Security)
- Evolution of Communications



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Thank-you!