

## Municipality of West Grey

### Budget Request

Request: CLK-01-22 Staffing: Administrative Assistant, Customer Service and Records

Department: Clerk

Year: 2022

Included in draft budget ☐

Proposed addition to budget ☒

Description
<b>Budget Request Form</b>
<b>Nature of request:</b>
Staffing: Administrative Assistant, Customer Service and Records
<b>Justification:</b>
<p>Background</p> <p>In 2020, West Grey completed a compensation and organizational review. That review identified several staffing gaps based on staffing levels and structures of comparable municipalities, current workloads, and council priorities. The consultant recommended four new positions in 2021 and four new positions in 2022. Council, in the 2021 budget, did not approve any new positions for West Grey, other than a full-time position for West Grey Library.</p> <p>In the 2021 budget, council did approve an additional \$60,000 in the corporate wages budget for the return of the Manager, Community Services. The CAO determined that filling the community services position be postponed and the salary be reallocated to address more urgent staffing needs – namely a finance position to assist with asset management.</p> <p>The following positions were recommended for 2021 through the organizational review:</p> <ul style="list-style-type: none"><li>- Finance and Asset Management Coordinator (currently being recruited using salary dollars from community services)</li><li>- Building Inspector/Plans Examiner (hired; not tax-levy funded)</li><li>- Customer Service and Records Coordinator (2022 budget request)</li><li>- Capital Projects and Environment Coordinator (2022 budget request IPW-03-22)</li></ul> <p>Request justification</p> <p>A recent business continuity exercise and the current 2021 Service Delivery and Operations Review also identified this corporate risk. The corporation is currently meeting legislated deadlines by utilizing significant overtime hours. This is expensive and not sustainable.</p> <p>From an efficiency standpoint, a centralized records management position is essential. While TOMRMS (The Ontario Municipal Records Management System) has been started, there is simply no capacity for current staff to fully implement the</p>

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system and replace the outdated, decentralized, paper-based records system currently in place. The impact of the inefficient filing and records system is widespread with lost time searching for files, managing duplicate files and a cumbersome records retention and destruction system and the inability to digitize historic files. Software alone is not the solution; a dedicated staff person is required.

In addition to the municipal act, the following legislation mandates a records management program: Municipal Freedom of Information and Protection of Privacy Act (including records retention), Occupiers' Liability Act, Municipal Elections Act, Building Code Act, Employment Standards Act (including pay equity), Occupational Health and Safety Act, the Planning Act, the Ontario Heritage Act, the Emergency Management and Civil Protection Act (including the criticality of business continuity which is a mandated part of the emergency plan).

#### Consequences of not funding:

Compliance with, and meeting legislative requirements, will continue being a challenge.

Two independent consultant reviews have both identified the need for an up-to-date records management system.

The TOMRMS program will not be fully implemented and utilized and digitizing historic files will continue to be a slow and challenging process.

#### Alignment with council priority of strategic plan

Pillar: Build a better future

Goal: Vibrant community

Strategy: Maintain and invest in our infrastructure; be responsible stewards

	<b>2022 Mandatory</b>	<b>2022 One- time</b>	<b>2022 Growth</b>	<b>2022 Service level</b>	<b>2023 One- time</b>	<b>2023 Service level</b>
<b>Capital Expenditure</b>						
<b>Operating Expenditure</b>				60,000		
<b>Funding Source</b>						

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Tax Levy				60,000		
Reserve						
Grant						
Fees						
Other						

Additional costs for IT, training, TOMRMS annual licence