



Town of Newmarket
395 Mulock Drive P.O. Box 328,
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Email: info@newmarket.ca | Website: newmarket.ca | Phone: 905-895-5193

Q1 2018 Municipal Administration and Management Information Report

Report Number: **2018-04**

Department(s): Innovation and Strategic Initiatives

Author(s): Cindy Wackett

Date: June 6, 2018

In accordance with the Procedure By-law, any member of Council may make a request to the Town Clerk that this Report be placed on an upcoming Committee of the Whole agenda for discussion.

Executive Summary

This report serves as the first quarter report of 2018 to Members of Council on municipal management and operations as well as updates on matters affecting Council's Strategic Priorities.

Council Strategic Priority	Report / Memorandum	Report #
Community Engagement	Customer Services Information Report	2018-08
	Corporate Communications Performance Report	2018-Q1
Efficiency / Financial Management	Q1 2018 - Grant and Allocation Funding Activity	2018-24
	Q1 Operating, Capital, Water & Wastewater, Storm water and Investment Summary	2018-18
	CYFS Budget Report – First Quarter 2018	2018-19

Purpose

This quarterly information report streamlines routine and regular operational information reports to Council amongst municipal departments.

Background

This new approach introduced in 2015, packages quarterly, semi-annual and annual information reports into one “go-to” document to streamline communications and information flow to Council and the public. As a continuous improvement initiative, this approach assists to improve administrative efficiency.

Discussion

Customer Services: The attached and linked first quarter report provides information on trends and results by ward and town wide for service requests captured through the Town’s CRM system.

Corporate Communications: Information regarding corporate performance and support for internal and external communications needs for client groups within the Town and media relations support.

Strategic Initiatives: Information provided on government and agency grant funding activities and allocations that assist with funding capital projects and operating expenses where eligible, and reductions to draws from the Asset Replacement Fund serves to assist Council on financial relief toward capital and operating budgets.

Financial Services: Reporting quarterly results on operating, capital, water, wastewater and storm water budgets, as well as the investment summary, serves to inform Council on financial matters affecting the delivery of municipal services.

Central York Fire Services: The Joint CYFS, Financial Services report provides the Joint Council Committee for CYFS with first quarter operating and capital results.

Conclusion

Staff continually look to improve how we communicate important information to Council and the public on “what we do” and “what is trending”. As a next step, departments will be asked to identify and report out on any trends to inform Council on increasing operating demands and changing service needs to be reported out through quarterly reports. This also helps to inform Council for decision-making purposes on administrative matters and budget requests as appropriate.

Business Plan and Strategic Plan Linkages

Information Reports linked to this report form the foundation for sound business planning activities and decision making within respective departments and support the Strategic Plan direction Well-Equipped and Managed.

Consultation

This report and contents have been prepared in consultation with the Strategic Leadership Team and members of the Operational Leadership Team.

Human Resource Considerations

This report has no immediate impact on staffing levels.

Budget Impact

This report has no direct impact on the Town's operating or capital budgets.

Attachments

All attachments are linked in the above chart.

Contact

For more information on this report, contact Bob Shelton, CAO at 905-953-5300 Ext. 2031 or bshelton@newmarket.ca .

Approval



Robert N. Shelton
Chief Administrative Officer

e-copies: Strategic Leadership Team
Operational Leadership Team
Clerk's Office (inforeports@newmarket.ca)



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Community Services - Customer Services Department Information Report

Report Number: 2018-08

Department(s): Customer Services

Author(s): Hayley Fryer, Supervisor, Customer Service Kiosks, Jamie Boyle, Supervisor, Customer Service Centre

Date: May 14, 2018

In accordance with the Procedure By-law, any member of Council may make a request to the Town Clerk that this Report be placed on an upcoming Committee of the Whole agenda for discussion.

COMMENTS

Purpose

The purpose of this report is to provide Members of Council with the 2018 - first quarter trends and results by ward and town wide.

Background

The Customer Service Department provides Members of Council with the quarterly reports each quarter annually.

Discussion

The attached charts represent service requests as captured in our CRM system by either Customer Services staff or by staff in the Mayor and Councillors' offices.

Some of the highlights in the Customer Services department are as follows:

- Service requests, as a percentage of total calls, are consistent with Q1 – 2017 rates;
- Total call volumes are trending downward while counter, and social media contacts continue to increase;

- Request for Parking Enforcement (234) is the highest type of service request across the whole Town of Newmarket for the first quarter, followed by Sidewalk Snow Removal complaints (175) and Bylaw Infractions (108) respectively;
- Wards 3, 4 and 7 have higher volumes of requests for Parking Enforcement than the other wards;
- “Enhanced services transactions at the Magna and RTRC CS Kiosks continue to increase. During the 1st quarter of 2018, there was a 65% increase in the number of transactions compared to the first quarter of 2017. The majority of these transactions are tax payments.
- Customer Service Kiosks have seen an increase of 5,296 “counter” interactions from Q1 2017. This increase can be mostly attributed to increased traffic at the Magna Centre since the Fitness Centre opened in January. The largest driver of this increase is “member check-ins” resulting from Fitness Centre members taking advantage of the other amenities included in their membership (pool access, fitness classes etc.) Sub

Conclusion

Customer Service remains committed to providing Council with the most recent call trends and statistics for their respective wards and the Town of Newmarket as a whole.

Business Plan and Strategic Plan Linkages

Tracking and reporting on trends and customer feedback supports the Town’s strategic directions of being Well-Equipped and Managed by demonstrating Service Excellence.

Consultation

Not applicable to this report.

Human Resource Considerations

Not applicable to this report.

Budget Impact

None

Attachments

Q1 - Top 5 Service Requests by Ward

Q1 - Top 5 Service Requests Town Wide

Q1 – Customer Service Kiosk Contacts 2017 vs. 2018

Contact

For more information on this report contact: Jamie Boyle (jboyle@newmarket.ca or extension 2254) or Hayley Fryer (hfrayer@newmarket.ca or extension 2706) or Bonnie Munslow (bmunslow@newmarket.ca or extension 2251).

Approval



Hayley Fryer, Supervisor,
Customer Service Kiosks



Jamie Boyle, Supervisor,
Customer Service Centre

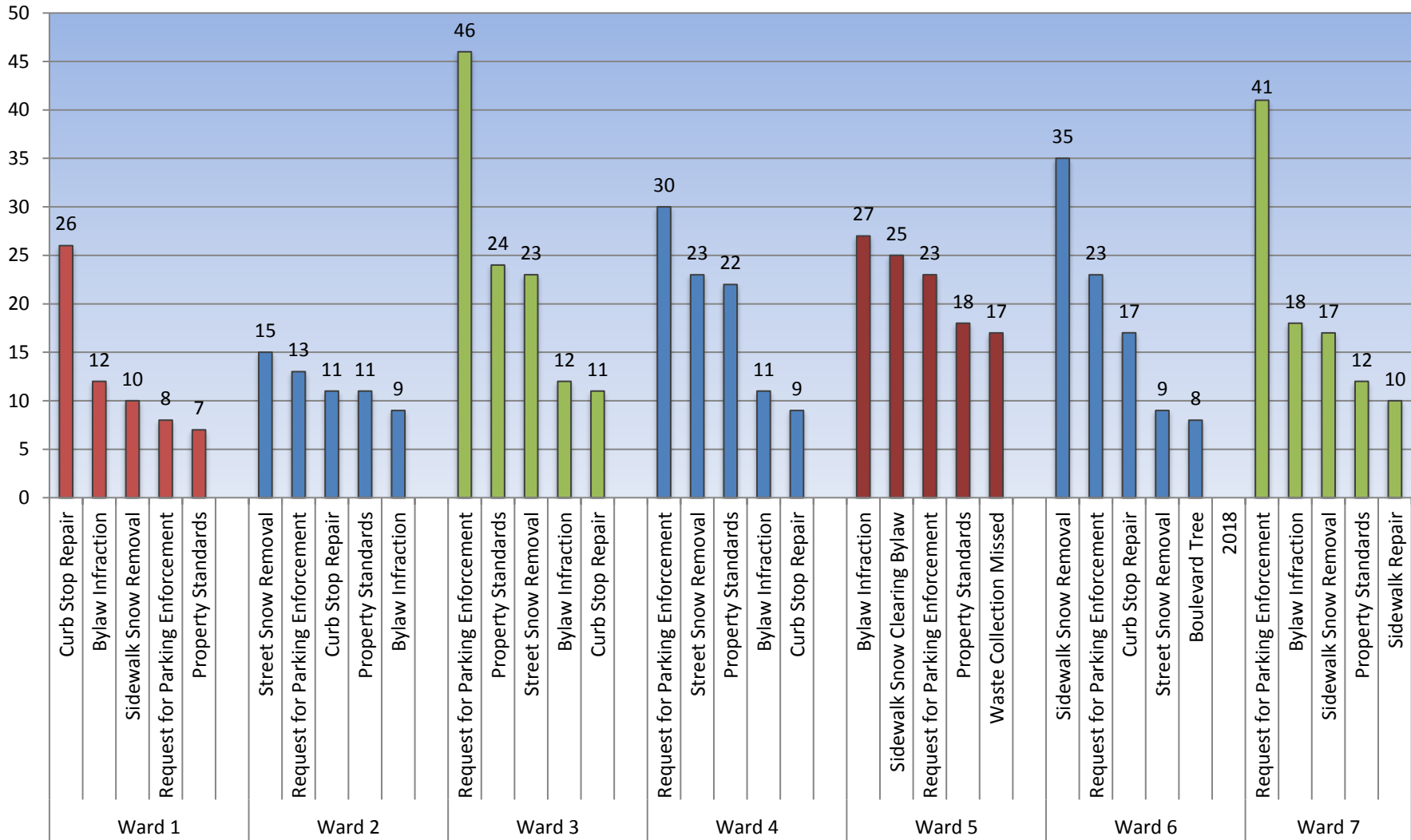


Bonnie Munslow, Manager,
Corporate Customer Service



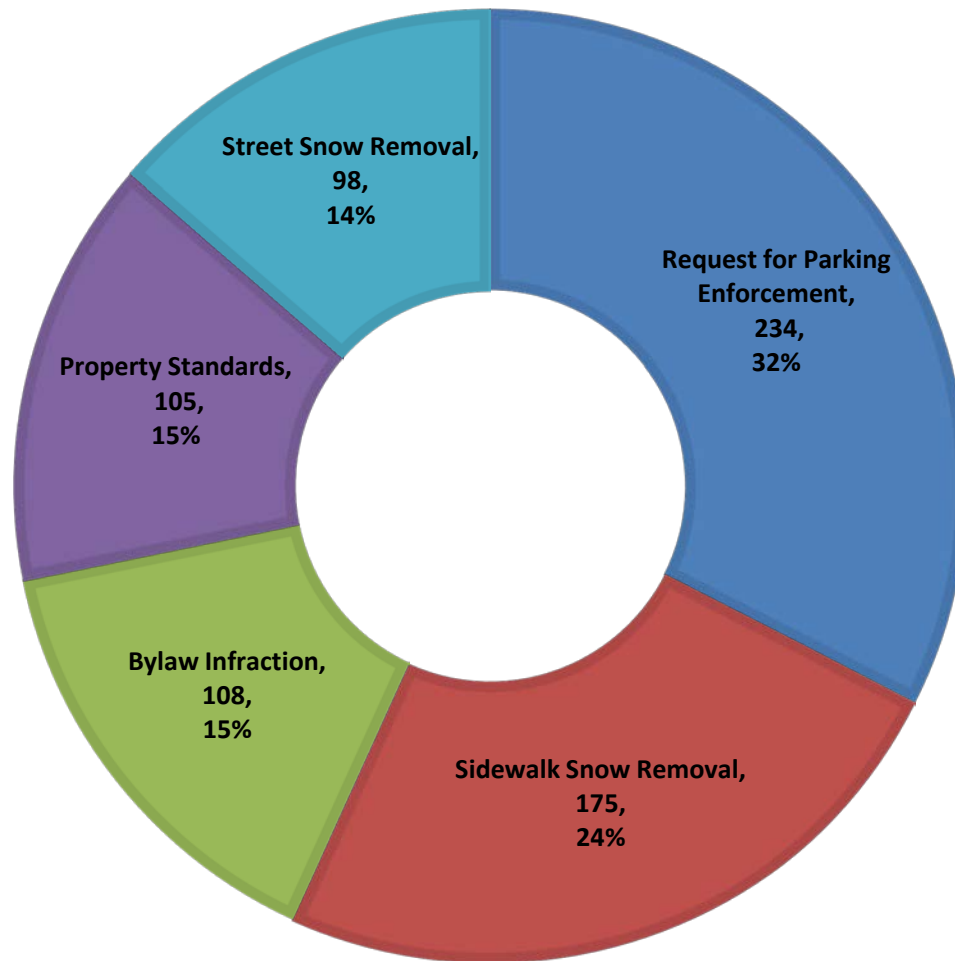
Ian McDougall, Commissioner,
Community Services

Top 5 Service Issues By Ward Jan 2018 - Mar 2018



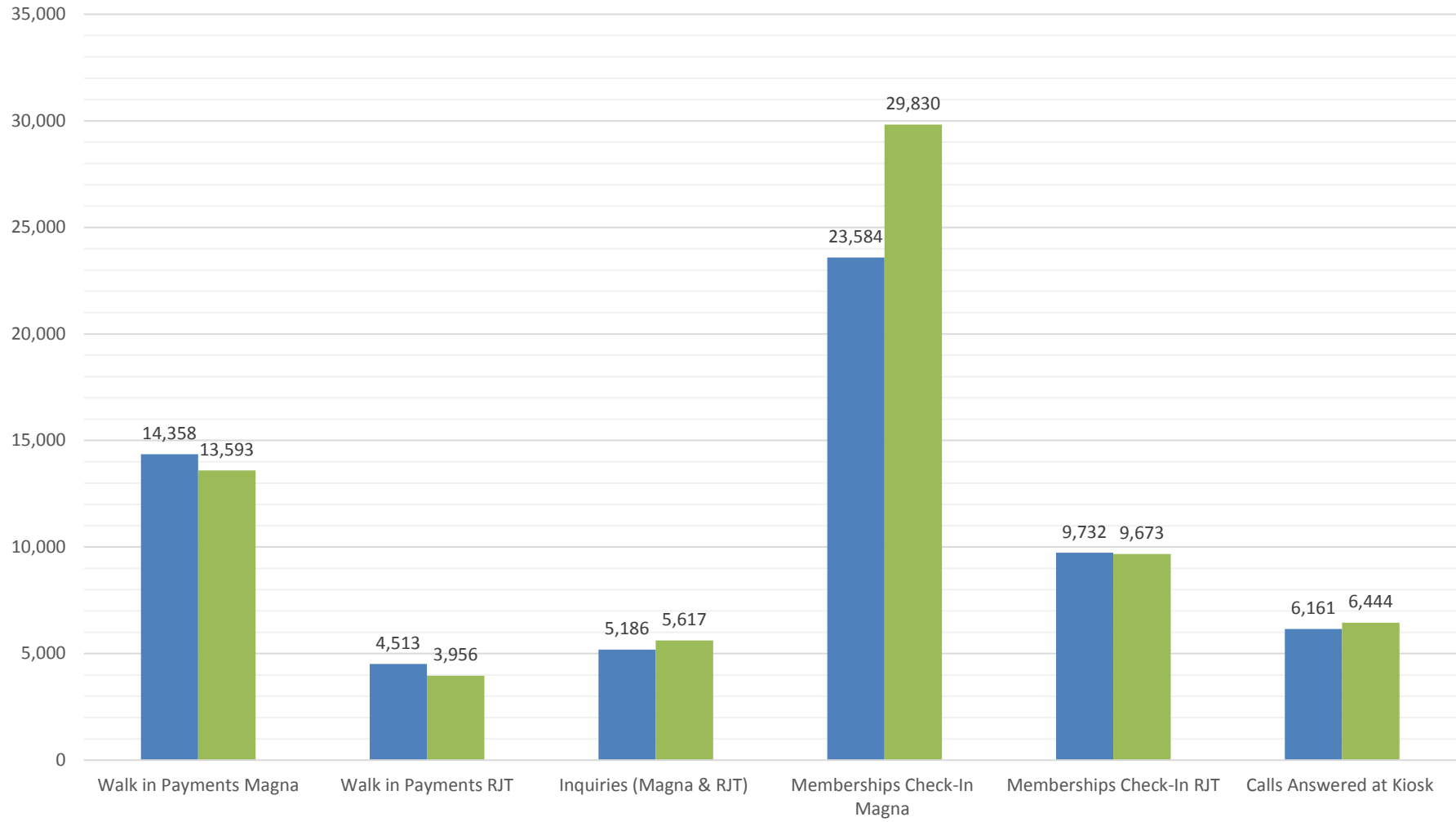
**TOWN WIDE
TOP 5 SERVICE ISSUES
JAN 2018 - MAR 2018***

* As of March 31, 2018



Q1 Customer Service Kiosk Contacts 2017 vs. 2018

■ 2017 ■ 2018





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Office of the CAO/Corporate Communications

Performance Report: 2018 – Q1

To: Mayor Van Bynen and Members of Council

Copy: Bob Shelton, CAO and members of SLT

Subject: Corporate Communications Quarterly Report: Q1 – January 1 to March 31

Origin: Office of the CAO/Corporate Communications

Date: April 30, 2018

In accordance with the Procedure By-law, any member of Council may make a request to the Town Clerk that this Report be placed on an upcoming Committee of the Whole agenda for discussion.

Comments

Corporate Communications produces quarterly reports to keep Council and senior management informed on how the department is performing and supporting the communications needs of each client group within the Town. This report will provide an overview of the Corporate Communications department's performance from January 1 to March 31, 2018.

Background

The role of Corporate Communications

The Corporate Communications department is a full-service support and strategic management department providing public relations, media relations, marketing, social media and communications services to all departments and divisions within the Town.

The Communications department is responsible for working with client groups to create and execute strategic communications plans, programs and deliverables intended for both internal and external audiences. Crisis communications, issues management, public education and engagement, brand management and reputation management are managed by the department. Corporate Communications also oversees the Town's digital channels, including social media and our website.

Supporting Council's Strategic Priorities

The Corporate Communications department assists individuals and departments across the organization in responding to and delivering on Council's Strategic Priorities. More specifically, Corporate Communications supports Council's identified commitment to community engagement and communications best practices.

External Communications:

Key Projects

The Corporate Communications department was involved in supporting a number of high profile projects during the first quarter of 2018. Communications worked in collaboration with other departments within the Town, as well as organizations and community partners throughout York Region and beyond to promote several key initiatives. The Communications department also fielded and coordinated media calls, key messages and interviews for the projects listed below.

- **Purchase of Mulock Farm/Estate announcement** – The Communications department worked closely with various departments to prepare the announcement of the purchase of the Mulock Farm/Estate. Communications issued a media release, prepared key messages, created a webpage and social media messaging and supported collateral for Mulock Farm/Estate purchase booth at the Community Open House in February. Communications also coordinated media calls related to the announcement. The Mulock Farm/Estate announcement was covered by CTV Barrie, the Toronto Star, the Newmarket Era and the Municipal Information Network.
- **Community Open House** – The Communications department promoted the Community Open House to the public through various tools and tactics including: print ads, targeted emails, a media advisory, the Newmarket Now e-newsletter and through a comprehensive social media campaign which included a series of graphics featuring Town staff. Communications coordinated the event that included: creating signage, print materials, graphics and hand-outs for all departments; organizing the layout and flow of the Open House; creating a survey to gather feedback on the event; writing a post-Open House report which summarized feedback received from residents and those who attended. This report was shared with OLT, SLT, the Mayor and Regional Councillors. The Community Open house was covered with an article in the Newmarket Era.
- **Soofa Bench Expansion** – The Communications department worked closely with the Innovation team, Public Works Services and the Economic Development department on the announcement that Newmarket is the first location in Canada to expand the Soofa solar-powered bench network. Communications drafted the media release for the announcement which was

issued via Canada NewsWire and coordinated a media interview with CBC Radio Canada. In addition to the CBC Radio Canada interview, Municipal Information Network and MTL Blog, the announcement was picked-up by 29 publications throughout Canada and the United States.

- **Market Davis campaign launch** – Communications worked closely with the Economic Development department and their external consultants to develop the Market Davis campaign. Communications helped to organize a photoshoot for the campaign, and participated in a presentation about the campaign to OLT, SLT and other Newmarket staff. Communications also assisted with writing pieces for the Economic Development blog and with social media posts. The look and feel of the campaign was also used for the 2017/2018 Community Report.
- **Launch of Locate My Plow app** – The Communications department worked closely with Public Works Services to prepare for the announcement and launch of the new Locate My Plow app. Communications developed a media release about the launch and helped to promote the app on our social media channels. The Locate My Plow app launch announcement was picked up by Municipal Information Network and the Newmarket Era.
- **Other Key Projects included:**
 - Supporting the Mayor’s Office with speaking and briefing notes for various Town events, media interviews and assisting with editorial content.
 - Working with Engineering to development and promote of the Traffic Mitigation Survey and Strategy.
 - Preparing and designing bi-weekly Construction Corner updates for the Engineering department to distribute to residents impacted by construction projects.
 - Supporting the Planning department in promoting a public charrette to help shape future development in the Urban Centres.
 - Supporting Legislative Services with the announcement of Newmarket’s Public Education Campaign highlighting safety in Newmarket School Zones.
 - Creating and promoting a public education campaign around recycling for Public Works Services.
 - Attending Innovation Team meetings and supporting with communications for Innovation-related initiatives.

Community Engagement

The Corporate Communications department assisted in the creation of materials, communication and execution of the following Community Engagement events from January 1 to March 31, 2018:

- **Community Open House**
 - 250 to 300 people in attendance (242 people signed in)

Media Relations

From January 1 to March 31, 2018, the Communications department issued the following to the media:

- 9 Media Releases
- 5 Media Advisories
- 1 Public Service Announcement
- 4 Central York Fire Services Incident Reports

- Total number of news stories generated as a result of media releases: 51

Media Relations and Issues Management:

From January 1 to March 31, 2018 Corporate Communications helped manage a number of issues. Successful management may include: a satisfied end user, a positive story from a negative event, a new and/or improved relationship, or an issue that had the potential to generate significant stakeholder interest but was identified and addressed quickly. At a high level, these issues include – but are not limited to the following (which are in no particular order):

- Financing of the Mulock Farm/Estate
- Noise By-law (children playing in backyard)
- Public Sector Salary Disclosure/compensation/market review
- Purchasing cards for employees

External Publications and Advertising

The Communications department produced the following external communications pieces from January 1 to March 31, 2018:

Snapd - The Communications department wrote monthly content for snapd featuring large scale initiatives throughout the Town and ways for residents to Get Involved in Town programs or events. Three content pieces were created in Q1.

Town Page

- Frequency: 13
- Reach: 28,000
- Potential impressions: 84,000

Newmarket Now e-newsletter

- Frequency: 4
- Reach: 3,128 residents subscribed

Digital Communications

Website: January 1 to March 31

- Number of Sessions: 193,366 (16,752 increase)
- Page Views: 460,289 (141,122 increase)

Media Release Section

- Posted Media Releases: 9 (CYFS Incident Reports and Media Advisories are not posted on this page)
- Page views: 429

Social Media: January 1 to March 31, 2018

Facebook

- Total Fans: 4,915 (4.4 percent increase over Q4)
- Total Engagements: 6,910
- Total Impressions: 631,922
- Total Posts: 113

Twitter

- Total Followers: 12,023 total, 201 gained (1.7 per cent increase over Q4)
- Total Engagements: 6,308
- Total Impressions: 484,528
- Tweets Sent: 475
- Re-tweets: 460

Instagram

- Total Followers: 3,089 total, 307 gained (11 per cent increase over Q4)
- Total Engagements: 5,860

- Total Posts: 91
- Likes received: 5,763

MyWaste App

- Total Users: 9,402 total – 2830 users gained from January 1 to March 31, 2018
- Website Application Users: 2,340 users
- Resident Interactions: 75,292
- Subscribers: 173

Out of the 9,402 users from who are using the My-Waste app, 73 percent accessed the My Waste application through the app (downloaded onto their phone) and 28 percent accessed the My-Waste application at newmarket.ca/wasteandrecycling

For content page views on the app and web application, there were a total of 7,029 content page views – 4,934 content pages were accessed through newmarket.ca/mywaste

Internal Communications

The Corporate Communications department continues to support ongoing internal communications initiatives, including:

- **Coffee with the CAO** – organization of event at the Municipal Offices – coordinating booths, event logistics, signage and communication.
- **NewsMarket** internal newsletter – Winter 2017 edition
- **Town Central** – continual updates and training
- **HR initiatives** – Working with the Human Resources department on communications planning regarding the Talent Management Strategy and Diversity and Inclusivity initiatives.
- Communications also led Accessibility training for departments within the organization
- Launch of the Employee Value Proposition brand “Building our community together.”
- Support for CAO communications



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Q1 2018 - Grant and Allocation Funding Activity Information Report

Report Number: 2018-24

Department(s): Strategic Initiatives

Author(s): Cindy Wackett

Date: April 20, 2018

In accordance with the Procedure By-law, any member of Council may make a request to the Town Clerk that this Report be placed on an upcoming Committee of the Whole agenda for discussion.

Purpose

This information report serves to provide Council with an update on government and agency grant funding activities for the first quarter (Q1) of 2018 ending March 31, 2018. Appendix A – Q1 2018 Grant and Allocation Funding Activity chart attached summarizes the status of active grant applications.

Background

Since 2016, focused efforts toward grant funding research and application submissions has been a priority in financing Newmarket's capital projects and furthering Council's Strategic Priorities. In February 2018, the Grant Coordinator contract position was filled building greater capacity for continued efforts researching and applying for new grant funding opportunities and meeting stringent government and agency reporting timelines.

Discussion

Staff were successful in leveraging two new grant opportunities totaling over \$110,000 in funding in the first quarter of 2018 and continued to receive funding from 13 other active Federal and Provincial grants.

Other revenue sources funding various 2018 projects include allocations through the Federal Gas Tax (\$2,547,375.69 - funding road rehabilitation projects) and the Ontario Community Infrastructure Fund (\$979,889.53 - asset management initiatives and select capital projects).

On the horizon for 2018, staff are reviewing six new grant opportunities targeting a wide-range of municipal services and projects.

Conclusion

Government grant funding and allocations provide relief to the capital and operating budgets where eligible and reduce future draws on the Asset Replacement Fund. Staff will continue to be proactive, researching and applying for government and agency funding opportunities and updating Council quarterly on grant funding activities.

Business Plan and Strategic Plan Linkages

This report supports and aligns with Newmarket's Strategic Plan vision of "Being Well beyond the ordinary" in all five strategic directions; the Town's Asset Management Plan, Recreation Play Book, Active Transportation Implementation Plan; Community Energy Plan, and Council's Strategic Priority theme of Efficiency / Financial Management.

Consultation

This Report is being concurrently circulated to the Strategic and Operational Leadership Teams.

Human Resource Considerations

There are no impacts on Human Resources as a result of this report.

Budget Impact

Successful grant applications through upper tier government and agency funding programs provides financial relief to the Town's operating and capital budgets.

Staff are currently leveraging over \$3.5 million in funding in 2018 toward municipal projects totaling over \$6.7 million.

Attachments

Appendix A – Q1 2018 Grant and Allocation Funding Activity

Contact

For more information on this report, contact Cindy Wackett at cwackett@newmarket.ca 905-953-5300 Ext. 2048.

Approval



Peter Noehammer, Commissioner
Development and Infrastructure Services

e-copies: Strategic Leadership Team
Operational Leadership Team

**Appendix 'A' to Information Report 2018-24
Q1 2018 Grant and Allocation Funding Activity**

Federal Grants

Grant Program	Submission Date/Timeline	Total Estimated Project Cost	Funding Request / Allocation	Newmarket's Contribution	Project Description	Status
Clean Water Waste Water Fund	March 2020	\$3,757,250	\$2,493,750	\$1,263,500	Funding 9 water projects throughout the municipality	Various projects underway. Quarterly claims being submitted for pay out
Canada 150 Community Infrastructure Fund	April 2018	\$113,903.28	\$56,952.64	\$56,950.64	Seating renovation at Newmarket Theater	Approved. Work to be completed summer 2018
Enabling Accessibility Fund – Ken Sturgeon Park	April 2018	\$24,900	\$12,545	\$12,355	Accessibility renovation to Ken Sturgeon Park Washrooms	Approved. Work complete.
Commemorative Partnership Program	March 2018	\$50,000	\$20,493	\$29,507	Expansion of existing Cenotaph monument located at Memorial Park	Approved. Work complete.
New Horizons for Seniors Program	June 2017	\$56,168.91	\$15,000	\$41,168.91	Senior's Meeting Place audio-visual system	Project Complete.
Municipalities for Climate Change Program	August 2017	\$127,000	\$90,000	\$37,100	Consultant to conduct feasibility study on the implementation of Newmarket's Efficiency Energy Retrofit (NEER) Program (GHG emission & energy consumption reduction program for residential buildings) directed at Newmarket residents, targeting a 40% reduction by 2031. (Community Energy Plan implementation)	Approved
Municipalities for Climate Innovation Program	October 2017	\$231,432	\$175,000	In-kind only	Macro SWM economic study	Approved
Total \$\$		\$4,360,654.19	\$2,863,740.64	\$1,440,581.55		

Provincial Grants

Grant Program	Submission Date/Timeline	Total Estimated Project Cost	Funding Request / Allocation	Newmarket's Contribution	Project Description	Status
Main Street Revitalization Fund	April 2018	TBD	\$104,097.46	TBD	Main Street Garbage Solution	Approved. Project costing underway. Agreement to be signed by Mayor and Town Clerk
Safe Cycling Education Fund	March 2018	\$6,837.60	\$6,837.60	Nil	Purchase and distribution of 1680 bicycle lights and safe cycling literature for interested community residents	Approved. Lights to be distributed at community events
Community Museum Operating Grant	June 2017	\$15,913	\$15,913	N/A	Operating costs	Funding approved for 2018
Ontario Municipal Commuter Cycling Program	September 2017	\$2,048,876	\$290,659.89	\$1,639,101	Cycling Infrastructure projects – 7.06km on-road (Harry Walker, Woodspring and Main St.); 4.33km off-road (Mulock Dr. and Bathurst St. to Yonge Trail)	Approved
Ministry of Environment and Climate Change Grant	December 2017	\$105,368	\$46,530	\$59,107 in kind	Co-Creation Wayne Waratah	Approved
Partners in Climate Change Action Grant	January 2017	\$175,244	\$144,472	\$30,772 in kind	Stormwater Utility Fee research project	Approved
Total \$\$		\$2,352,238.60	\$608,509.95	\$1,728,980		

Other Grants

Grant Program	Submission Date/Timeline	Total Estimated Project Cost	Funding Request / Allocation	Newmarket's Contribution	Project Description	Status
Lake Simcoe Regional Conservation Authority	January 2017	\$15,000	\$15,000	Nil	Ray Twinney – Sr. Enviro Coordinator salary	Approved. RFP process underway.
Lake Simcoe Regional Conservation Authority	November 2017	\$55,240	\$27,620	\$27,620	Queen Street	Approved
Total \$\$		\$70,240	\$42,620	\$27,620		
Grand Total of all Grants \$\$		\$6,783,132.79	\$3,514,870.59	\$3,197,181.55		

Funding Allocations

Funding Program	Allocation	Project Description(s)	Status
Federal Gas Tax Allocation	\$2,547,375.69	Various municipal road work projects	Payments to be received in July
Ontario Community Infrastructure Fund	\$968,709	\$200,000 for Asset Management Program \$768,709 for Queen Street Reconstruction	Quarterly Transfer Payments
Total Allocation \$\$	\$3,516,084.69		



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Q1 Operating, Capital, Water & Wastewater, Storm water and Investment Summary INFORMATION REPORT

Report Number: 2018-18

Department(s): Financial Services

Author(s): Mike Mayes, Director, Financial Services

Date: May 15, 2018

In accordance with the Procedure By-law, any member of Council may make a request to the Town Clerk that this Report be placed on an upcoming Committee of the Whole agenda for discussion.

Executive Summary

See below

Purpose

The purpose of this report is to advise on the results of the operating, capital, water, wastewater and storm water budgets, as well as the investment summary at the end of March 31, 2018.

Background

To provide information regarding first quarter results of 2018.

Discussion

Tax Supported Operating Budget

At the end of the first quarter of 2018, revenues were behind budget by \$1.2 million, while expenditures were lower than the budget by \$2.9 million. The main areas contributing to these variances were Central York Fire Services, Development & Infrastructure Services and General Government.

In Development & Infrastructure Services, the favorable variance in operating expenditures is being driven by vacant positions of approximately \$500,000 in the areas of Building Services, Asset Management, Public Works, and Engineering. In addition,

Information Report 2018-18 - Q1 Operating, Capital, Water & Wastewater and Investment Summary

\$1.7 Million is related to various services, typically described as annual maintenance programs, which generally do not start until the second and third quarter. Unfavorable revenue variances are being driven by lower draws from reserves resulting from the timing differences associated with annual programs on the expense side.

In General Government the favorable revenue variance is due to higher interest revenue on our bank balances. Lower expenditures are the result of the timing of charity rebates, which are not usually allocated until the second half of the year.

In Community Services, revenues and the corresponding expenses are both higher at the end of the first quarter. However, ice-booking revenue missed the revenue target by \$80,000 and is expected to be behind budget by \$180,000 by the end of the year. Higher anticipated fitness, seniors, and general program revenue should offset this shortfall, which will be addressed in the 2019 budget.

Central York Fire Services

While Central York Fire Services is going in to their third year without a new collective agreement, salaries and benefits have been accrued at the budgeted level. Even so, wage related expenses are below budget, as the four additional firefighters and Information Technology resource have not been hired yet and overtime is tracking lower.

The balance of the other expense variances, as well as the revenue variance, are due to timing. More information is contained in CYFS Budget Report – First Quarter 2018-19, which will be presented to JCC on June 12, 2018.

Newmarket Public Library

The first quarter results were presented to the Library Board on April 18, 2018. There are no significant year-to-date variances.

Capital

Approximately \$2.8 million (6.1%) of the \$46.2 million in budgeted capital expenditures was spent at the end of the first quarter on a variety of projects, including a deposit on the purchase of the Mullock Farm property. The timing of construction-related expenditures is expected to increase now that the winter-like weather is behind us.

Water, Wastewater and Storm water Budgets

At the end of the first quarter, revenues are lower than budget by \$171,000 while expenditures are lower by \$495,000. Storm water revenues were higher due to the timing of the billing. The majority of the revenue shortfall in water and wastewater was due to lower transfers from ARF, as the related program expenditures are only just starting.

Trends

The implementation of Bill 148, Fair Workplaces Better Jobs Act is having a significant impact on wage related expenses. In the first quarter, the impact in Recreation alone was over \$60,000. According to the Town's estimate, the direct impact of the new legislation in 2018 will be \$955,000. The budget, based on a 5 year phase in, includes \$280,000 which is included in General Government. The remaining \$655,000 will be funded from operational savings and reserves.

Investments

Active investments:

The investment summary for the three months ended March 31, 2018 (attached) provides details of all investments held as at this date. None of our investments are subject to any variance between initial cost and market value.

The average weighted yield was 2.16% compared to a weighted average benchmark of 1.9% for the period. We earned incremental income of \$34,790 which was less than the \$43,750 approved by Council in the 2018 budget to be transferred to the Tax Supported Operating Fund. Therefore, no amount would be allocated to the Reserve Funds.

At the end of the first quarter, the investment portfolio included:

\$9,992,373 (19.6%) in non-traditional investments

\$41,082,164 (80.4%) GIC's with major banks

\$32,167 (0.0%) loan to an external party

Of the \$41 million in GIC's, \$11 million are secondary market GIC's. These are GIC's bought back from clients who need to get out of their non-cashable GIC's before maturity and purchased by the Town through our investment broker – Royal Bank of Canada – often with better yields than regular GIC's. Interest on these GIC's is reported based on their effective yield, in accordance with Public Sector Accounting Standards. This means the Town reports interest over the course of the GIC's term instead of recognizing it all when it matures.

In the opinion of the Treasurer, all investments made were in line with the investment policies, strategies and goals adopted by the Town.

Passive investments:

In addition to the active investments noted above, CIBC has paid the Town \$154,411 in interest on our bank accounts. These funds currently earn interest at an annual rate of 1.95%.

Conclusion

See above

Business Plan and Strategic Plan Linkages

This report links to Newmarket's key strategic directions in being Well Managed through fiscal responsibility.

Consultation

Comments were received from all departments and the Strategic Leadership Team has reviewed the report.

Human Resource Considerations

Not applicable.

Budget Impact

It is very early to forecast year-end results. Some gapping is expected to continue, but there will be pressure on wage related expenditures due to the Fair Workplaces Better Jobs legislation.

Attachments

2018 First Quarter Operating Results (1 pg.)

2018 First Quarter Capital Expenditures (1 pg.)

2018 First Quarter Water, Wastewater and Stormwater Operating Results (1 pg.)

Investment Summary for the Three Months Ended March 31, 2018 (1 pg.)

Contact

For more information on this report, contact Dawn Schellenberg at 905-953-5300, ext. 2104 or via e-mail at dschellenberg@newmarket.ca

Approval

Mike Mayes, CPA, CGA, DPA
Director, Financial Services/Treasurer

Esther Armchuk, B.A. (Hons), LL.B.
Commissioner of Corporate Services



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CYFS Budget Report – First Quarter 2018 STAFF REPORT

Report Number: 2018-19

Department(s): Joint CYFS, Financial Services

Author(s): Dawn Schellenberg

Meeting Date: May 28, 2018

Recommendations

That the report entitled CYFS Preliminary Budget Report – First Quarter dated May 28, 2018 be received for information purposes.

Purpose

This report is to provide the JCC with the first quarter operating and capital results for Central York Fire Services for the period ending March 31, 2018.

Background

See Below

Discussion

Operating

Net expenditures are below budget by \$369,480 at the end of the first quarter of 2018. Revenues were \$20,096 compared to a budget of \$79,293 as a result of timing. The retainers to King and Whitchurch-Stouffville are invoiced in June and December.

Total expenses were \$428,678 below budget at the end of March. Wages and benefits are still below budget after accruing the budgeted amount for a new collective agreement. The 4 additional firefighters only started in April and the IT Analyst has not been hired yet, while the budget reflects a beginning of the year start date for all new positions. At this point in the year, vehicles repairs and overtime are below budget.

However, vehicle repairs and maintenance have trended higher than the budget by approximately \$100,000 in recent years and this is expected to be the case by year-end again. This will be addressed in the 2019 budget and in the Asset Management Plan.

The majority of the variances are due to timing. The wellness program has stalled while legal documents are being prepared and accepted by the new owner of the company and a new agreement is completed. At this point testing is not anticipated to begin before the fall. Medical oversight is over budget, as the doctor had to make several unplanned visits due to staff availability. Better scheduling should address this in the future.

Capital

In the first quarter of 2018 expenditures of \$141,459 were incurred predominantly to replace thermal cameras and protective equipment.

Conclusion

At this point, there is no indication the budget will not be met at the end of the year.

Business Plan and Strategic Plan Linkages

This report is consistent with the budget methodology set out in the Master Fire Plan.

Consultation

There has been consultation between the Finance staff of both Aurora and Newmarket, as well as Fire Services management.

Human Resource Considerations

Not applicable

Budget Impact

At this point, it is too early to project year-end results. Results are tracking within budgeted levels and there is no indication that the department will exceed its budget.

Attachments

Operating Results for the Three Months ending March 31, 2018

Approval

Ian Laing, Fire Chief
Central York Fire Services

Mike Mayes, CPA, CGA, DPA
Director, Financial Services/Treasurer
Town of Newmarket

Reviewed by:
Dan Elliott, Director, Financial Services/Treasurer
Town of Aurora

Contact

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