

## SENIOR ADMINISTRATION

2011

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|  |                     |
|--|---------------------|
| Chief Administrative Officer                   | Robert N. Shelton   |
| Commissioner of Community Services             | Robert M. Prentice  |
| Commissioner of Corporate & Financial Services | Robert K. Dixon     |
| Commissioner of Legal & Development Services   | Vacant              |
| Director, Communications                       | Wanda Bennett       |
| Director, Engineering Services                 | James Koutroubis    |
| Director, Financial Services                   | Mike Mayes          |
| Director, Human Resources                      | Lynn Georgeff       |
| Director, Information Technology               | Susan Chase         |
| Director, Legal Services                       | Esther Armchuk-Ball |
| Director, Legislative Services                 | Anita Moore         |
| Director, Planning & Building Services         | Richard Nethery     |
| Director, Public Works Services                | Brian Jones         |
| Director, Recreation & Culture                 | Ian McDougall       |
| Director, Strategic Initiatives                | Sharon Rose         |
| CEO Public Library                             | Todd Kyle           |
| Fire Chief                                     | Ian Laing           |

**Chief Administrative Officer**

| Office of the Chief Administrative Officer  |  |  | Central York Fire Services  | Community Services Commission  |  |  | Corporate & Financial Services Commission  |  | Legal & Development Services Commission  |  |   |
|---|--|--|---|--|--|--|--|--|--|--|---|
| Corporate Communications  | Human Resources  | Strategic Initiatives  | Fire Chief  | Engineering Services   | Recreation & Culture Services  | Public Works Services  | Financial Services   | Legislative Services   | Legal Services   | Economic Development   | Planning & Building Services  |
| <ul style="list-style-type: none"> <li>➤ Corporate Reputation &amp; Brand Management</li> <li>➤ Public &amp; Media Affairs</li> <li>➤ Internal Communications</li> <li>➤ External Communications</li> <li>➤ Emergency Communications</li> </ul> | <ul style="list-style-type: none"> <li>➤ Compensation &amp; Benefits</li> <li>➤ Employee &amp; Labour Relations</li> <li>➤ Corporate Learning &amp; Development</li> <li>➤ Health &amp; Safety</li> <li>➤ Recruitment</li> <li>➤ Job Evaluation</li> <li>➤ Organizational Design &amp; Development</li> <li>➤ Change Management</li> <li>➤ Policy Development</li> </ul> | <ul style="list-style-type: none"> <li>➤ Strategic Initiatives</li> <li>➤ Corporate Project Support</li> <li>➤ Continuous Improvement Programs</li> <li>➤ Corporate Policy Administration</li> </ul> | <ul style="list-style-type: none"> <li>➤ Fire Prevention &amp; Public Education</li> <li>➤ Fire Suppression</li> <li>➤ Staff Development &amp; Training</li> <li>➤ Equipment Maintenance</li> <li>➤ Emergency Management</li> <li>➤ Mutual Aid</li> </ul> | <ul style="list-style-type: none"> <li>➤ Engineering</li> <li>➤ Asset Management</li> <li>➤ Traffic Management</li> <li>➤ Development Engineering</li> <li>➤ Capital Projects</li> <li>➤ Infrastructure Construction – Water, Sewer, Roads, Bridges, Parks, Trails, Facilities, Storm Water</li> </ul> | <ul style="list-style-type: none"> <li>➤ Recreation &amp; Culture Programs</li> <li>➤ Seniors Activities</li> <li>➤ Youth Centre Activities</li> <li>➤ Special Events</li> <li>➤ Aquatics</li> <li>➤ Vending &amp; Concessions</li> <li>➤ Facilities Booking</li> <li>➤ Museum</li> <li>➤ Theater</li> <li>➤ Needs assessments – Parks &amp; Facilities</li> <li>➤ Marketing &amp; Ancillary Revenues</li> <li>➤ Shared Use Facilities &amp; Leases</li> </ul> | <ul style="list-style-type: none"> <li>➤ Recycling &amp; Waste Management</li> <li>➤ Property, Facilities Maintenance &amp; Operation</li> <li>➤ Crossing Guards</li> <li>➤ Infrastructure Maintenance – Roads, Sidewalks, Bridges, Culverts, Water/Waste/Storm Water</li> <li>➤ Fleet Maintenance</li> <li>➤ Parks/Trails/Open Spaces Planning &amp; Maintenance</li> </ul> | <ul style="list-style-type: none"> <li>➤ Tax Billing &amp; Collection</li> <li>➤ Water and Sewer Billing</li> <li>➤ Accounting</li> <li>➤ Investment</li> <li>➤ Budget</li> <li>➤ Payroll</li> </ul> | <ul style="list-style-type: none"> <li>*Legislative Services</li> <li>➤ Clerks</li> <li>➤ Council &amp; Committee Secretariat Services</li> <li>➤ Municipal Elections</li> <li>➤ Corporate Records</li> <li>➤ Animal Control</li> <li>➤ Licensing &amp; Vital Statistics</li> <li>➤ Bylaws &amp; Property Standards</li> <li>➤ Provincial Offences Services</li> <li>➤ Procurement</li> <li>➤ Centralized Printing</li> <li>➤ Mail Services</li> <li>*Information Technology</li> <li>➤ Leverage Technology Systems</li> <li>➤ Align systems with strategic corporate priorities</li> <li>➤ IT Infrastructure</li> <li>➤ Business Applications</li> <li>➤ Telecommunications</li> <li>*Customer Care</li> <li>➤ Customer Service / Call Centre</li> <li>➤ Customer Service Excellence</li> <li>➤ Internal &amp; External Customer Service</li> <li>➤ Customer Service Development Opportunities</li> </ul> | <ul style="list-style-type: none"> <li>➤ Legal services for Council &amp; all Town Departments</li> <li>➤ Registration of documents in the Registry Office</li> <li>➤ Real Estate Transactions</li> <li>➤ Plan of Subdivision Registration</li> <li>➤ Agreement/Contract/Bylaw preparation, review &amp; advice</li> <li>➤ Ontario Municipal Board, Tribunal &amp; Court Representation</li> </ul> | <ul style="list-style-type: none"> <li>➤ Economic Development Strategy</li> <li>➤ Community Investment Marketing</li> <li>➤ Corporate Liaison</li> <li>➤ Community Improvement Plan – Financial Incentive Program</li> </ul> | <ul style="list-style-type: none"> <li>Planning:</li> <li>➤ Long Range Planning</li> <li>➤ Development Control (Bylaws, site plans, subdivisions)</li> <li>➤ Circulation of Land Use Planning Documents</li> <li>➤ Municipal Addressing</li> <li>➤ Compliance</li> <li>➤ Committee of Adjustment</li> <li>Building:</li> <li>➤ Building Permits</li> <li>➤ Inspections</li> <li>➤ Complaints</li> </ul> |

CYFS reports to Joint Council Committee

\* Denotes direct reporting relationship to Commissioner

**SUMMARY OF FULL TIME EQUIVALENTS BY DEPARTMENT**

| Department  | Full-Time     | Part-Time    | 2011 Total    | 2010 Total    | Overall + or Reduction (-) |              |
|---|---------------|--------------|---------------|---------------|----------------------------|--------------|
|   |               |              |               |               | Full-Time                  | Part Time    |
| <b>Members of Council</b>                                     |               |              |               |               |                            |              |
| Office of the Mayor, Regional Councillor and Ward Councillors | 4.00          | 0.00         | 4.00          | 4.00          | 0.00                       | 0.00         |
| <b>Total</b>  | <b>4.00</b>   | <b>0.00</b>  | <b>4.00</b>   | <b>4.00</b>   | <b>0.00</b>                | <b>0.00</b>  |
| <b>CAO's Office</b>   |               |              |               |               |                            |              |
| Office of the CAO   | 2.34          | 0.00         | 2.34          | 2.34          | 0.00                       | 0.00         |
| Strategic Initiatives   | 2.33          | 1.00         | 3.33          | 3.33          | 0.00                       | 0.00         |
| Corporate Communications                                      | 3.33          | 0.00         | 3.33          | 3.33          | 0.00                       | 0.00         |
| Human Resources   | 7.00          | 0.00         | 7.00          | 6.80          | 1.00                       | -0.80        |
| <b>Total</b>  | <b>15.00</b>  | <b>1.00</b>  | <b>16.00</b>  | <b>15.80</b>  | <b>1.00</b>                | <b>-0.80</b> |
| <b>Corporate &amp; Financial Services Commission</b>          |               |              |               |               |                            |              |
| Office of the Commissioner                                    | 1.00          | 0.57         | 1.57          | 1.57          | 0.00                       | 0.00         |
| Information Technology  | 11.00         | 0.75         | 11.75         | 11.75         | 0.00                       | 0.00         |
| Customer Service  | 9.00          | 1.48         | 10.48         | 10.48         | 0.00                       | 0.00         |
| Legislative Services  | 7.00          | 1.14         | 8.14          | 8.14          | 0.00                       | 0.00         |
| Bylaws  | 8.00          | 1.00         | 9.00          | 9.00          | 0.00                       | 0.00         |
| Purchasing  | 4.00          | 1.14         | 5.14          | 5.14          | 0.00                       | 0.00         |
| Finance   | 15.00         | 2.20         | 17.20         | 17.20         | 0.00                       | 0.00         |
| <b>Total</b>  | <b>55.00</b>  | <b>8.28</b>  | <b>63.28</b>  | <b>63.28</b>  | <b>0.00</b>                | <b>0.00</b>  |
| <b>Legal &amp; Development Services Commission</b>            |               |              |               |               |                            |              |
| Office of the Commissioner                                    | 1.00          | 0.00         | 1.00          | 1.00          | 0.00                       | 0.00         |
| Building  | 10.00         | 0.00         | 10.00         | 10.00         | 0.00                       | 0.00         |
| Planning  | 8.00          | 0.00         | 8.00          | 8.00          | 0.00                       | 0.00         |
| Economic Development  | 3.00          | 0.00         | 3.00          | 2.00          | 1.00                       | 0.00         |
| Legal Services  | 4.00          | 0.00         | 4.00          | 4.00          | 0.00                       | 0.00         |
| <b>Total</b>  | <b>26.00</b>  | <b>0.00</b>  | <b>26.00</b>  | <b>25.00</b>  | <b>1.00</b>                | <b>0.00</b>  |
| <b>Community Services Commission</b>                          |               |              |               |               |                            |              |
| Office of the Commissioner                                    | 3.00          | 0.00         | 3.00          | 3.00          | 0.00                       | 0.00         |
| Engineering Services  | 14.00         | 0.00         | 14.00         | 14.00         | 0.00                       | 0.00         |
| Public Works Services   | 89.00         | 1.00         | 90.00         | 87.00         | 3.00                       | 0.00         |
| Recreation & Culture  | 32.00         | 0.63         | 32.63         | 32.63         | 0.00                       | 0.00         |
| <b>Total</b>  | <b>138.00</b> | <b>1.63</b>  | <b>139.63</b> | <b>136.63</b> | <b>3.00</b>                | <b>0.00</b>  |
| <b>Total</b>  | <b>238.00</b> | <b>10.91</b> | <b>248.91</b> | <b>244.71</b> | <b>5.00</b>                | <b>-0.80</b> |