
Analyst Briefing Notes

Budget Committee - February 16, 2010

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2010 Operating Budget

The Accountability Offices (excluding The Auditor General's Office)

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PART I: 2010 OPERATING BUDGET**Executive Summary**

- *The City of Toronto Act 2006* has mandated the following Accountability Offices for the City of Toronto:
 - ***The Office of the Integrity Commissioner*** performs the functions assigned by City Council in an independent manner with respect to the application of the Codes of Conduct for members of City Council and certain local and adjudicative boards. The Integrity Commissioner provides advice and outreach to members of Council and local and adjudicative boards, and opinions as requested by Council, and conducts inquiries into the contravention of the Codes of Conduct reporting to Council in accordance with the Complaint Protocols and Codes of Conduct which have been established by Council.
 - ***The Office of the Lobbyist Registrar*** is an independent office that provides the staffing and resources needed for the Lobbyist Registrar to perform her legislated responsibilities. The Office of the Lobbyist Registrar promotes the transparency and integrity of City government by maintaining an online public registry of lobbyists and by regulating their conduct. The Lobbyist Registrar's duties and powers are established under the *City of Toronto Act* and Lobbying By-law. The Registrar must perform her functions in an independent manner and reports to City Council. She is responsible for maintaining a public registry of lobbyists and for compliance with the Lobbying By-law.
 - ***The Office of the Ombudsman*** investigates public complaints and decisions, actions or recommendations made or omitted by the public service in the course of implementing City policies and administering City services. It is an office of last resort for the public to complain where they feel they have been treated unfairly by the City of Toronto, its agencies, boards and commissions or have an unresolved complaint about services and programs where there is an allegation of unfair administration. The Office of the Ombudsman is independent, impartial, free and accessible. The Ombudsman is an Officer of City Council and is independent from the administration. She has broad powers and protections, including the power to enter premises, compel witnesses and disclosure of information.
- The Accountability Officers are independent from the City's administration and report directly to City Council.
- The 3 Accountability Offices' Operating Budget Submissions (the Office of the Integrity Commissioner, the Office of the Lobbyist Registrar and the Office of the Ombudsman) have been consolidated into one Budget for purposes of inclusion in the corporate Operating Budget Summary for the City of Toronto. Each Accountability Officer is accountable for its own budget separate from one another and pursuant to their legal mandates. The Auditor General's Office is being reported in a separate budget.

- The Analyst Notes present the submissions of the three (3) Accountability Offices' 2010 Operating Budgets (without recommendation) and act as a reference document to accompany the 2010 Operating Budget Request reports that are being submitted by the Accountability Officers directly to Budget Committee. Base Budget Requests, New Priority Action requirements, and Service Efficiency options, are presented without recommendation.
- The Accountability Offices' (excluding The Auditor General's Office) Third Quarter Variance projects that the Consolidated Program will be fully spent by year-end.
 - The Office of the Integrity Commissioner projects 2009 year-end net expenditures to be on target with the 2009 Approved Operating Budget of \$0.204 million.
 - The Office of the Lobbyist Registrar projects 2009 year-end net expenditures to be on target with the 2009 Approved Operating Budget of \$0.942 million.
 - The Office of the Ombudsman projects 2009 year-end net expenditures to be on target with the 2009 Approved Operating Budget of \$1.218 million.

Table 1: 2010 Budget Submission

	2009		2010 Submission				Change - 2010 Total Submission v. 2009 Appvd. Budget		FY Incremental Outlook	
	2009 Appvd. Budget	2009 Projected Actual	2010 Submitted Base	2010 Service Efficiencies	2010 Submitted New/Enhanced	2010 Total Submission			2011	2012
	\$	\$	\$	\$	\$	\$	\$	%	\$	\$
GROSS EXP.										
Office of the Integrity Commissioner	203.9	203.9	232.6	(28.7)	0.0	203.9	0.0	0.0	5.0	1.9
Office of the Lobbyist Registrar	941.9	941.9	1,109.4	(202.9)	0.0	906.5	(35.4)	(3.8)	190.2	30.2
Office of the Ombudsman	1,218.3	1,218.3	1,245.3	(27.0)	191.8	1,410.1	191.8	15.7	125.1	18.4
	2,364.1	2,364.1	2,587.3	(258.6)	191.8	2,520.5	156.4	6.6	320.3	50.5
REVENUE										
Office of the Integrity Commissioner	0.0	0.0	0.0	0.0	0.0	0.0	0.0	NA	0.0	0.0
Office of the Lobbyist Registrar	0.0	0.0	0.0	0.0	0.0	0.0	0.0	NA	0.0	0.0
Office of the Ombudsman	0.0	0.0	0.0	0.0	0.0	0.0	0.0	NA	0.0	0.0
	0.0	0.0	0.0	0.0	0.0	0.0	0.0	NA	0.0	0.0
NET EXP.										
Office of the Integrity Commissioner	203.9	203.9	232.6	(28.7)	0.0	203.9	0.0	0.0	5.0	1.9
Office of the Lobbyist Registrar	941.9	941.9	1,109.4	(202.9)	0.0	906.5	(35.4)	(3.8)	190.2	30.2
Office of the Ombudsman	1,218.3	1,218.3	1,245.3	(27.0)	191.8	1,410.1	191.8	15.7	125.1	18.4
	2,364.1	2,364.1	2,587.3	(258.6)	191.8	2,520.5	156.4	6.6	320.3	50.5
Approved Positions										
Office of the Integrity Commissioner	0.5	0.5	1.5	0.0	0.0	1.5	1.0	200.0	0.0	0.0
Office of the Lobbyist Registrar	8.3	8.3	8.3	0.0	0.0	8.3	0.0	0.0	0.0	0.0
Office of the Ombudsman	7.0	7.0	7.0	0.0	4.0	11.0	4.0	57.1	0.0	0.0
	15.8	15.8	16.8	0.0	4.0	20.8	5.0	31.6	0.0	0.0

- The 2010 Operating Budget Submission for the three (3) Accountability Offices totaling \$2.521 million is comprised of \$2.587 million of submitted base funding, \$0.259 million of submitted service efficiencies and \$0.192 million of submitted funding requests for new/enhanced service priority actions for the Office of the Ombudsman.
 - *The Office of the Integrity Commissioner's* 2010 Base Budget Submission of \$0.233 million, represents an increase of \$0.029 million or 14.1% over the 2009 Approved Operating Budget of \$0.204 million.
 - *The Office of the Lobbyist Registrar's* 2010 Base Budget Submission of \$1.109 million, represents an increase of \$0.168 million or 17.8% over the 2009 Approved Operating Budget of \$0.942 million.
 - *The Office of the Ombudsman's* 2010 Base Budget Submission of \$1.245 million, represents an increase of \$0.027 million or 2.2% over the 2009 Approved Operating Budget of \$1.218 million.
- The Outlook for 2011 projects an increase of \$0.320 million and \$0.051 million in 2012 to maintain the requested 2010 level of service. In 2011, this includes a cost of living allowance (COLA), progression pay increases in accordance with employment agreements and corporate policies for non-union staff, as well as economic factors adjustments for non-payroll items. In 2012, this includes progression pay increases and economic factors adjustments on non-payroll items.

- The 2010 Operating Budget Submission provides funding for the following key cost drivers:

The Office of the Integrity Commissioner

- The 2010 Base Budget Submission provides funding for budgetary provisions of up to 3% increase for progression pay (\$0.001 million) and 1% cost of living adjustment increases (\$0.001 million) for non-union staff as well adjustments related to a review of salary costs based on 2009 actual experience (\$0.026 million).

The Office of the Lobbyist Registrar

- The 2010 Base Budget Submission provides funding for budgetary provisions of up to 3% increase for progression pay (\$0.008 million) and 1% cost of living adjustment increases (\$0.011 million) for non-union staff as well as the annualized cost of 3 staff positions approved in 2009 (\$0.152 million).

The Office of the Ombudsman

- The 2010 Base Budget Submission provides funding for budgetary provisions of up to 3% increase for progression pay (\$0.010 million) and 1% cost of living adjustment increases (\$0.011 million) for non-union staff, as well as an increase in the fringe benefit rate from 24.53% to 24.81% (\$0.002 million) and adjustments to salaries and benefits (\$0.004 million) to reflect actual experience.

- Approval of the 2010 Base Budget Submission will result in the Accountability Offices (excluding the Auditor General's Office) total staff complement increasing by one (1).
 - *The Integrity Commissioner's Office's* complement will increase by one (1); Previously, the Integrity Commissioner was hired on a consulting basis and therefore, was not part of the staffing complement. In 2010, the Integrity Commissioner is considered as part of the staffing complement and hence, will require approval of one permanent part-time position. This position will be funded through reallocation of base budget.
- The 2010 Base Budget Submission provides \$2.587 million in base funding for services and activities that are in compliance with the accountability provisions in the *City of Toronto Act*:

The Office of the Integrity Commissioner:

- Monitors behaviour of members of Council, local boards (restricted definition) and adjudicative boards.
- Provides education and advice on issues related to the Code of Conduct for Members of local boards.

The Office of the Lobbyist Registrar:

- Implements the investigation, inquiry and enforcement requirements of the Lobbying By-law.

The Office of the Ombudsman:

- Investigates actions or omissions by the public service in the course of implementing City services.

2010 Budget Submission

1. Budget Committee consider, for recommendation to City Council, the 2010 Base Budget Submissions for the Accountability Offices (excluding The Auditor General's Office) of \$2.587 million gross and net, comprised of the following offices:

	Gross <u>(\$000s)</u>	Net <u>(\$000s)</u>
Office of the Integrity Commissioner	232.6	232.6
Office of the Lobbyist Registrar	1,109.4	1,109.4
Office of the Ombudsman	<u>1,245.3</u>	<u>1,245.3</u>
Total Budget	<u><u>2,587.3</u></u>	<u><u>2,587.3</u></u>

2. Budget Committee consider, for recommendation to City Council, the Service Changes of \$0.029 million, \$0.203 million and \$0.027 million for the Office of the Integrity Commissioner, the Office of the Lobbyist Registrar and the Office of the Ombudsman respectively.
3. Budget Committee consider, for recommendation to City Council, the New Priority Actions for the Office of the Ombudsman in the amount of \$0.192 million.

PART II: 2010 SERVICE OVERVIEW AND PLAN**Mission Statement*****The Office of the Integrity Commissioner***

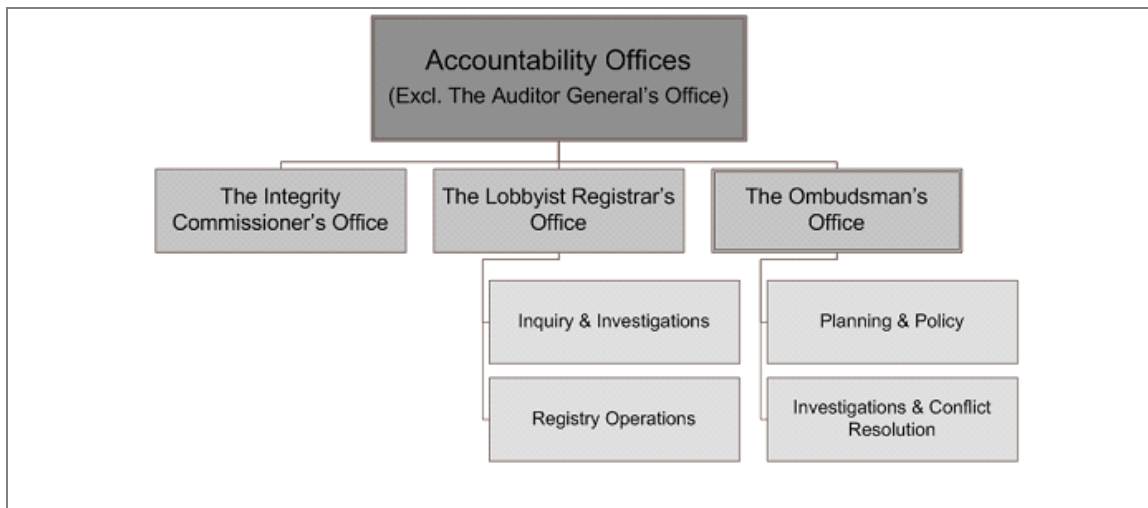
The Integrity Commissioner governs the ethical behaviour of members of City Council, members of local boards (restricted definition) and adjudicative boards.

The Office of the Lobbyist Registrar

The Office of the Lobbyist Registrar promotes and enhances the integrity of City government decision-making through public disclosure of lobbying activities and regulation of lobbyists' conduct.

The Office of the Ombudsman

The Office of the Ombudsman investigates public complaints about decisions, actions or recommendations made or omitted by the public service in the course of implementing City policies and administering City services. The Office of the Ombudsman is independent, impartial, free and accessible.

Program Map

The Office of the Integrity Commissioner

The Office of the Integrity Commissioner performs the functions assigned by City Council in an independent manner with respect to the application of Codes of Conduct for members of City Council and certain local and adjudicative boards.

The following is a summary of Service Level Activities:

- Provide education and advice on issues related to the Code of Conduct for Members of local boards.
- Take complaints against Members of Council or Members of local boards and conduct investigations.
- Provide advice as to the jurisdictional issues concerning staff or Members of Council and to appropriate revisions to the Code of Conduct.
- Commence a broad based consultation with Members of Council and adjudicative tribunals on member advocacy and appearance before tribunals.

The Office of the Lobbyist Registrar

The Office of the Lobbyist Registrar promotes the transparency and integrity of City government by maintaining an online public registry of lobbyists and by regulating their conduct.

The following is a summary of Service Level Activities:

- Provide advice, opinions and interpretations, conduct outreach and provide education about the Lobbying By-law and Registry to public office holders, members of the public and lobbyists.
- Improve, maintain and support the online registry, search function and website.
- Implement the investigation, inquiry and enforcement requirements of the Lobbying By-law.
- Advise Council on lobbying matters and recommend improvements and amendments to the Lobbying By-law.
- Liaise with other registries and Accountability Offices to ensure high standards of service.

The Office of the Ombudsman

The Office of the Ombudsman investigates public complaints and decisions, actions or recommendations made or omitted by the public service in the course of implementing City policies and administering City services.

The following is a summary of Service Level Activities:

- Serve nearly 2.6 million residents, who speak over 140 languages other than English and French.
- Ensure her legal responsibilities are appropriately discharged.
- Ensure sufficient resources, both human and program to effectively manage the increasing number of complaints.

Service Objectives

The Office of the Integrity Commissioner

The Office of the Integrity Commissioner's key service objective is to perform, in an independent manner, the functions assigned by City Council, with respect to the application of the Code of Conduct for members of City Council and local boards (restricted definition) and with respect to the application of any procedures, rules and policies of the City and local boards governing the ethical behaviour of members of City Council and of local boards (restricted definition).

The Office of the Lobbyist Registrar

The Office of the Lobbyist Registrar's key service objective is to provide an effective, accessible Lobbyist Registry and to ensure and enforce compliance with the lobbyist registry system and Lobbyists' Code of Conduct. This will be accomplished by improving the online registry and search function and educating lobbyists, the public and public office holders on the process and requirements of registering.

The Office of the Lobbyist Registrar will focus on the following priorities to meet its objective:

- Maintain and improve the online lobbyist registration system and search function
- Ensure compliance by providing advice, information, interpretation of the Lobbying By-Law and assistance to lobbyists, public office holders and the public regarding the lobbyist registration system and code of conduct
- Review and verify returns to ensure compliance with the Lobbying By-Law
- Conduct investigations or inquiries regarding contraventions of the Lobbying By-Law
- Implement the compliance investigations requirement of the Lobbying By-Law
- Enforce the Lobbying By-Law through investigations, reports to Council, administrative penalties and prosecutions
- Advise Council on lobbying matters and recommend improvements and amendments to the Lobbying By-Law
- Provide an annual report to Council and periodic reports and information where appropriate

The Office of the Ombudsman

The Ombudsman's key service objective is to address and resolve complaints from the public about City services through informal mechanisms such as mediation and through formal investigations. The Ombudsman has broad investigative powers and protections, including the power to gather evidence and compel disclosure of information.

In 2010, the Office of the Ombudsman will focus on the following priorities:

- Respond to public complaints; facilitate resolution and hold the Toronto Public Service accountable for fair, transparent and equitable delivery of services.
- Identify trends and systemic issues emerging from the investigation and resolution of complaints, and make recommendations for change
- Undertake proactive outreach to Torontonians to publicize and inform the public about the Office

PART III: 2009 EXPERIENCE

2009 Accomplishments

Office of the Integrity Commissioner

- Provided input and advice in the development of the Policy Framework for Toronto's Accountability Officers.
- Together with the Lobbyist Registrar, developed the protocol on unsolicited written and electronic communications to Members of Council.
- Together with the Lobbyist Registrar, issued the Interpretation Bulletin on donations to Council Member-organized events.
- Provided advice on the jurisdictional issues concerning staff of Members of Council and to appropriate revisions to the Code of Conduct.
- Commenced a broad based consultation with Members of Council and adjudicative tribunals on member advocacy and appearances before tribunals.
- Organized and hosted the first meeting of the Integrity Commissioners of Ontario in Toronto.

Office of the Lobbyist Registrar

- During the first 10 months of 2009, the Office of the Lobbyist Registrar's staff registered approximately 150 new lobbyists and 370 new subject matters.
- Registry staff closed approximately 60 subject matters.
- Registry staff maintained a public online registry of approximately 870 active lobbyists and 10 active subject matters.
- The Lobbyist Registry Advisors and Lobbyist Registrar provided advice and interpretation to members of the public, public office holders and lobbyists regarding the lobbying by-law and registration requirements on approximately 90 occasions.
- Conducted training and outreach sessions for lobbyists and public office holders.
- The Lobbyist Registrar provided her Annual Report for 2008 and Compliance Investigation Procedures to Council.

Office of the Ombudsman

- The Office opened in April 2009.

- Received 604 complaints and enquiries, processed and closed 488 and had 116 in progress, as of September 30, 2009.
- Established a fully operational office with standards, protocols, procedures, tracking and evaluation measures in place.
- Developed a website and education products.
- Installed an interim computerized case management system and began development of a customized one.
- Developed a public outreach plan and completed community sessions in the four quadrants of the City.
- Held orientation and education sessions across the Toronto Public Service and the Ombudsman has met several times with every Councillor.
- Reported a three year strategic plan in the first annual report to City Council.

Table 2: 2009 Budget Variance Review (\$000s)

(In \$000s)	2008 Actuals	2009 Approved Budget	2009 Projected Actuals*	2009 Appvd. Budget vs Projected Actuals Variance	
	\$	\$	\$	\$	%
GROSS EXP.					
Office of the Integrity Commissioner	155.4	203.9	203.9	0.0	0.0
Office of the Lobbyist Registrar	614.0	941.9	941.9	0.0	0.0
Office of the Ombudsman	222.3	1,218.3	1,218.3	0.0	0.0
	991.7	2,364.1	2,364.1	0.0	0.0
REVENUES					
Office of the Integrity Commissioner	0.0	0.0	0.0	0.0	0.0
Office of the Lobbyist Registrar	0.0	0.0	0.0	0.0	0.0
Office of the Ombudsman	0.0	0.0	0.0	0.0	0.0
	0.0	0.0	0.0	0.0	0.0
NET EXP.					
Office of the Integrity Commissioner	155.4	203.9	203.9	0.0	0.0
Office of the Lobbyist Registrar	614.0	941.9	941.9	0.0	0.0
Office of the Ombudsman	222.3	1,218.3	1,218.3	0.0	0.0
	991.7	2,364.1	2,364.1	0.0	0.0
Approved Positions					
Office of the Integrity Commissioner	0.0	0.5	0.5	0.0	0.0
Office of the Lobbyist Registrar	5.3	8.3	8.3	0.0	0.0
Office of the Ombudsman	3.0	7.0	7.0	0.0	0.0
	8.3	15.8	15.8	0.0	0.0

*Projected Actuals Based on the September 30, 2009 Variance Report

2009 Budget Variance Analysis

- The Third Quarter Variance report for the Accountability Offices (excluding the Auditor General's Office) projects that the Program will be on target with the 2009 Approved Operating Budget of \$2.364 million and will be fully spent by year-end.

Impact of 2009 Operating Variance on the 2010 Budget Submission

- There is no impact on the 2010 Requested Operating Budget as a result of the 2009 experience.

PART IV: 2010 BASE BUDGET SUBMISSION

Table 3: 2010 Base Budget Submission (\$000s)

	2009 Appvd. Budget	2010 Submitted Base	2010 Service Efficiencies	2010 Total Submission Base	Change 2010 Total Submission v. 2009 Appvd. Budget		FY Incremental Outlook	
							2011	2012
(In \$000s)	\$	\$	\$	\$	\$	%	\$	\$
GROSS EXP.								
Office of the Integrity Commissioner	203.9	232.6	(28.7)	203.9	0.0	0.0	5.0	1.9
Office of the Lobbyist Registrar	941.9	1,109.4	(202.9)	906.5	(35.4)	(3.8)	190.2	30.2
Office of the Ombudsman	1,218.3	1,245.3	(27.0)	1,218.3	0.0	0.0	29.2	18.4
	2,364.1	2,587.3	(258.6)	2,328.7	(35.4)	(1.5)	224.4	50.5
REVENUE								
Office of the Integrity Commissioner	0.0	0.0	0.0	0.0	0.0	NA	0.0	0.0
Office of the Lobbyist Registrar	0.0	0.0	0.0	0.0	0.0	NA	0.0	0.0
Office of the Ombudsman	0.0	0.0	0.0	0.0	0.0	NA	0.0	0.0
	0.0	0.0	0.0	0.0	0.0	NA	0.0	0.0
NET EXP.								
Office of the Integrity Commissioner	203.9	232.6	(28.7)	203.9	0.0	0.0	5.0	1.9
Office of the Lobbyist Registrar	941.9	1,109.4	(202.9)	906.5	(35.4)	(3.8)	190.2	30.2
Office of the Ombudsman	1,218.3	1,245.3	(27.0)	1,218.3	0.0	0.0	29.2	18.4
	2,364.1	2,587.3	(258.6)	2,328.7	(35.4)	(1.5)	224.4	50.5
Approved Positions								
Office of the Integrity Commissioner	0.5	1.5	0.0	1.5	1.0	200.0	0.0	0.0
Office of the Lobbyist Registrar	8.3	8.3	0.0	8.3	0.0	0.0	0.0	0.0
Office of the Ombudsman	7.0	7.0	0.0	7.0	0.0	0.0	0.0	0.0
	15.8	16.8	0.0	16.8	1.0	6.3	0.0	0.0

The Office of the Integrity Commissioner

2010 Base Budget Submission

The 2010 Base Budget Submission of \$0.232 million net represents an increase of \$0.029 million or 14.1% over the Integrity Commissioner's Office's 2009 Approved Operating Budget of \$0.204 million. The 2010 Base Budget Submission includes \$0.029 million or 14.2% in 2010 base budget increases.

2010 Base Budget Key Cost Drivers

The 2010 Base Budget Submission provides funding for the following key cost drivers:

- Budgetary provisions for a 1% cost of living adjustment (COLA) increase for non-union staff account for \$0.001 million.

- Budgetary provisions of up to 3% progression pay increases for non-union employees in the amount of \$0.001 million.
- Increase to salary and benefit costs based on the 2009 achieved expenditures for \$0.026 million.

Approval of the 2010 Base Budget Submission will result in the Office of the Integrity Commissioner's total staff complement increasing from 0.5 to 1.5. Previously, the Integrity Commissioner was hired on a contract basis and therefore, not part of the staffing complement. In 2010, the Integrity Commissioner's position will now form part of the City's staffing complement.

The Office of the Lobbyist Registrar

2010 Base Budget Submission

The 2010 Base Budget Submission of \$1.109 million net represents a \$0.168 million or 17.8% increase over the Lobbyist Registrar's Office's 2009 Approved Operating Budget of \$0.942 million. The 2010 Base Budget Submission includes \$0.168 million or 15.1% in base budget increases.

2010 Base Budget Key Cost Drivers

The 2010 Base Budget Summary provides funding for the following key cost drivers:

- Budgetary provisions for a 1% cost of living adjustment (COLA) increase for non-union staff for \$0.011 million.
- Budgetary provisions of up to 3% progression pay increases for non-union in the amount of \$0.008 million.
- Annualized cost of 3 staff positions approved in 2009 for \$0.152 million.
- An increase of \$0.004 million to bring the budget in line with expected actual spending in Salaries and Benefits.

Approval of the 2010 Requested Base Budget will result in the Office of Lobbyist Registrar's total staff complement remaining at 8.3 positions.

The Office of the Ombudsman

2010 Base Budget Submission

The 2010 Base Budget Submission of \$1.245 million net represents an increase of \$0.027 million or 2.2% over the Ombudsman Office's 2009 Approved Operating Budget of \$1.218 million. The 2010 Base Budget Submission includes \$0.027 million or 2.2% in 2010 base budget increases.

2010 Base Budget Key Cost Drivers

The 2010 Base Budget Submission provides funding for the following key cost drivers:

- Budgetary provisions for a 1% cost of living adjustments (COLA) increase for non-union staff for \$0.011 million.
- Budgetary provisions of up to 3% progression increase for non-union employees in the amount of \$0.010 million.
- Increase in the fringe benefit rate from 24.53% to 24.81% to reflect actual experience by \$0.002 million.
- An increase to bring the budget in line with expected actual spending in Salaries and Benefits in the amount of \$0.004 million.

Approval of the 2010 Requested Base Budget will result in the Office of the Ombudsman's total staff complement remaining at 7.0 positions.

2011 and 2012 Outlook: Net Incremental Impact

The 2011 and 2012 Outlooks are projected based on the Accountability Offices' Base Budget submissions. The Outlooks may need to be adjusted should Budget Committee recommend any service changes and/or new service priorities. Approval of the 2010 Base Budget Submission for the Accountability Offices (excluding the Auditor General's Office) will result in a 2011 incremental cost of \$0.224 million and a 2012 incremental increase of \$0.051 million to maintain the 2010 level of service and staff complement. Future year costs are primarily attributed to the following:

Approval of the 2010 Base Budget Submission for the *Office of the Integrity Commissioner* will result in a 2011 incremental impact of \$0.005 million and a 2012 incremental impact of \$0.002 million to maintain the 2010 level of service and staff complement. Future year costs are primarily attributed to the following:

- Budgetary provisions for a 1% cost of living adjustments (COLA) increase for non-union employees (\$0.003 million in 2011)
- Budgetary provisions of up to 3% progression pay increases for non-union employees (\$0.001 million in 2011 and 2012)
- Inflationary adjustments for non-payroll expenses (\$0.001 million in 2011 and 2012)

Approval of the 2010 Base Budget Submission for the *Office of the Lobbyist Registrar* will result in a 2011 incremental impact of \$0.190 million and a \$0.030 incremental impact for 2012. Future year costs are primarily attributed to the following:

- Budgetary provisions for a 1% cost of living adjustments (COLA) increase for non-union employees (\$0.012 million in 2011)
- Budgetary provisions of up to 3% progression pay increases for non-union employees (\$0.027 million in 2011 and \$0.028 million in 2012)

- Inflationary adjustments for non-payroll expenses (\$0.002 million in 2011 and 2012)
- Reversal of a one-time 2010 gapping of the Lobbyist Compliance Investigator and partial gapping of a Clerical Support position (\$0.150 million in 2011)

Approval of the 2010 Base Budget Submission for the *Office of the Ombudsman* will result in a 2011 incremental impact of \$0.029 million and a \$0.018 million in 2012. Future year costs are primarily attributed to the following:

- Budgetary provisions for a 1% cost of living adjustments (COLA) increase for non-union employees (\$0.011 million in 2011)
- Budgetary provisions of up to 3% progression pay increases for non-union employees (\$0.013 million in 2011 and \$0.014 million in 2012)
- Inflationary adjustments for non-payroll expenses (\$0.005 million in 2011 and 2012)

PART V: 2010 Service Efficiencies / Changes Submitted for Consideration

Table 4: 2010 Service Efficiencies / Changes Submitted for Consideration
(In \$000s)

Description	2010 Service Changes Submitted without recommendation				Net Incremental Impact	
	Position Change	Gross Exp.	Net Exp.	% Change over 2009 Budget	2011	
	#	\$	\$	#	\$	# Pos
Service Efficiencies:						
Office of Integrity Commissioner Reduction in Non-Salary Budget		(28.7)	(28.7)	(14.1)		
Office of the Lobbyist Registrar Reduction in Non-Salary Budget		(53.3)	(53.3)	(5.7)		
Office of the Ombudsman Reduction in Non-Salary Budget		(27.0)	(27.0)	(2.2)		
Minor Service Level Changes:						
Office of the Lobbyist Registrar One-time gapping		(149.6)	(149.6)	(15.9)	149.6	
Sub-Total Service Changes	0.0	(258.6)	(258.6)	(27.5)	149.6	0.0
Total Changes	0.0	(258.6)	(258.6)	(27.5)	149.6	0.0

2010 Service Changes / Efficiencies for the consideration for Budget Committee

The budgetary impacts of implementing the following four (4) service changes are not included in the 2010 Base Budget Submission, with savings estimated at \$0.259 million in 2010 with incremental impacts of \$0.150 million in 2011. Approval of these service changes will result in maintaining a complement of 16.8 approved positions.

2010 Service Changes

The Accountability Offices (excluding The Auditor General's Office) have included efficiency savings with their respective submissions. These savings are presented to Budget Committee for its consideration.

The Accountability Offices (excluding The Auditor General's Office) have presented service adjustment savings of \$0.259 million that will result in incremental increase of \$0.150 million in 2011. These service adjustments are comprised of \$0.109 million in 2010 efficiency savings and \$0.150 million in savings arising from a one-time minor service level change for which funding would have to be restored in 2011, resulting in incremental increase.

The service changes are summarized below:

- ***Office of the Integrity Commissioner:***
 - A reduction in Equipment and Supplies based on actual experience will result in efficiency savings of \$0.029 million in 2010.
- ***Office of the Lobbyist Registrar:***
 - A reduction in Supplies, Equipment and Services & Rents based on the office's actual experience will provide efficiency savings of \$0.053 million.
 - The Lobbyist Registrar has submitted a proposal to gap, on a one-time basis, the Lobbyist Compliance Investigator position for the year a Clerical Support position for 6 months for a savings of \$0.150 million.
- ***Office of the Ombudsman:***
 - The Ombudsman has submitted a proposed reduction in non-salary expenditures, that mostly adjusts printing and other costs to meet the 2010 business requirements for an efficiency savings of \$0.027 million.

PART VI: NEW SERVICE PRIORITY ACTIONS

Table 5: 2010 New / Enhanced Service Priority Actions: Summary

(In \$000s)

Description	2010 Budget Submission			Net Incremental Impact			
	Gross Exp.	Net Exp.	New Positions	2011		2012	
	\$	\$	#	\$	# Pos	\$	# Pos
Enhanced Services:							
(a) Enhanced Services - Council Approved							
(b) Enhanced Services - Program Initiated							
Office of the Ombudsman							
One (1) Access and Education position funded through base budget allocation			1.0				
Three (3) additional positions to meet expected operational requirements in 2010	191.8	191.8	3.0	95.9			
Sub-Total Enhanced Services	191.8	191.8	4.0	95.9	0.0	0.0	0.0
New Services:							
(a) New Services - Council Approved							
(b) New Services - Program Initiated							
Sub-Total New Services	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Total Enhanced/New Services	191.8	191.8	4.0	95.9	0.0	0.0	0.0

2009 New / Enhanced Service Priority Actions

Enhanced Service Priority Actions

Program Initiated – The Office of the Ombudsman

The Office of the Ombudsman is requesting approval from Council for four (4) additional positions:

- A request for One (1) Access and Education Assistant position is noted as a new position but will be funded through a base budget reallocation. This will result in \$0.078 million being reclassified from Services and Rent to Salaries and Benefits for 2010.

- A request for one (1) Conflict Resolution Advisor and two (2) Intake Assistants to meet expected operational requirements in 2010 and to effectively deliver the mandate of the Office of the Ombudsman requires additional funding of \$0.192 million in 2010 and \$0.096 million in 2011. These positions are expected to be hired May 1, 2010.

Appendix A

2010 Base Budget Changes vs. 2009 Approved Budget

(In \$000s)	Summary of 2010 Base Budget Adjustments				Net Incremental Outlook	
	Approved Positions	Gross Expenditures	Revenues	Net	2011	2012
		\$	\$	\$	\$	\$
2009 Council Approved Operating Budget	15.8	2,361.7	0.0	2,361.7	0.0	0.0
Technical Adjustments						
In-Year Budget Adjustments		2.4	0.0	2.4		
2009 Approved Operating Budget	15.8	2,364.1	0.0	2,364.1	0.0	0.0
Prior Year Impacts:						
Annualizations from Prior Year		151.7	0.0	151.7		
Reversals from Prior Year						
Operating Impacts of Capital						
Zero Base Items						
Economic Increases:						
Salary		44.6	0.0	44.6	67.8	43.5
Non Salary					7.0	7.0
Adjusted Base Budget	15.8	2,560.4	0.0	2,560.4	74.8	50.5
Base Expenditure Changes	1.0	26.9	0.0	26.9		
Base Revenue Changes						
2010 Base Budget Prior to Service Changes	16.8	2,587.3	0.0	2,587.3	74.8	50.5
Recommended Service Changes:						
Service Efficiencies						
Revenue Changes						
Minor Service Level Changes						
Major Service Level Changes						
Total Base Changes	0.0	0.0	0.0	0.0	0.0	0.0
2010 Base Budget Submitted	16.8	2,587.3	0.0	2,587.3	74.8	50.5

Appendix B

Summary of Service Changes

Appendix C

Summary of 2010 New/Enhanced Service Priority Actions

Appendix D

Program Summary by Expenditure Category
(in \$000s)

THE ACCOUNTABILITY OFFICES (EXCLUDING THE AUDITOR GENERAL'S OFFICE) (in \$000s)							
	2009 Approved Budget	2009 Projected Actuals	2010 Submitted Base Budget	Change from 2009 Approved Budget		2011 Base Outlook	2012 Base Outlook
	\$	\$	\$	\$	%	\$	\$
Salaries and Benefits	1,709.9	1,709.9	2,057.2	347.3	20.3%	2,125.1	2,168.6
Materials and Supplies	18.1	18.1	18.1	0.0	0.0%	18.5	18.8
Equipment	10.7	10.7	10.7	0.0	0.0%	10.8	11.1
Services & Rents	557.1	557.1	433.0	(124.1)	(22.3%)	439.2	445.8
Contributions to Capital	0.0	0.0	0.0	0.0	n/a	0.0	0.0
Contributions to Reserve/Res Funds	6.9	6.9	6.9	0.0	0.0%	6.9	6.9
Other Expenditures	0.0	0.0	0.0	0.0	n/a	0.0	0.0
Interdivisional Charges	61.4	61.4	61.4	0.0	0.0%	61.4	61.4
TOTAL GROSS EXPENDITURES	2,364.1	2,364.1	2,587.3	223.2	9.4%	2,661.9	2,712.6
Interdivisional Recoveries							
Provincial Subsidies							
Federal Subsidies							
Other Subsidies							
User Fees & Donations							
Transfers from Capital Fund							
Contribution from Reserve Funds							
Contribution from Reserve							
Sundry Revenues							
TOTAL REVENUE	0.0	0.0	0.0	0.0	n/a	0.0	0.0
TOTAL NET EXPENDITURES	2,364.1	2,364.1	2,587.3	223.2	9.4%	2,661.9	2,712.6
APPROVED POSITIONS	15.8	15.8	16.8	1.0	6.3%	16.8	16.8

Appendix E

Inflows / Outflows to / from Reserves & Reserve Funds

Reserve / Reserve Fund Name (In \$000s)	Reserve / Reserve Fund Number	Balance as of December 2009	Proposed Withdrawals (-) / Contributions (+)		
			2010	2011	2012
		\$	\$	\$	\$
Office of the Integrity Commissioner: Insurance Reserve	XR1010	32,534.1	3.9	3.9	3.9
Office of the Lobbyist Registrar: Insurance Reserve	XR1010	32,534.1	1.3	1.3	1.3
Office of the Ombudsman Insurance Reserve	XR1010	32,534.1	1.7	1.7	1.7
Total Reserve / Reserve Fund Draws / Contributions		32,534.1	6.9	6.9	6.9