



## City of Richmond

## Report to Committee

**To:** Finance Select Committee  
**From:** Caroline Beaton  
Manager, Payroll and Administration  
**Re:** Payroll & Benefits and Finance Administration

**Date:** August 6, 2002  
**File:**

### Staff Recommendation

That the report (dated August 6, 2002 from the Manager, Payroll & Administration) on service levels for the Payroll & Benefits and Finance Administration be received for information.

Caroline Beaton  
Manager, Payroll and Administration

Att.

FOR ORIGINATING DIVISION USE ONLY  
CONCURRENCE OF GENERAL MANAGER

## **Staff Report**

### **Origin**

At the February 25, 2002 Council Meeting, it was resolved:

"That each General Manager review with the appropriate Committee of Council, departmental programs and service levels prior to the start of the 2002 budget review process."

This report is in response to that resolution and pertains to the Payroll & Benefits and the Finance Administration sections of the Finance Department.

### **Analysis**

The services provided by the above mentioned sections are driven by the needs and requirements of the organization. The sections are constantly striving to look for improvements and opportunities and we firmly believe that we have an effective and efficient team, which is very customer focused.

Attached for information are the following documents:

ATTACHMENT 1 - Organization Chart

ATTACHMENT 2 – Comparative between Municipalities for similar services

ATTACHMENT 3 - Service level summary including costs

ATTACHMENT 4 – Staff, Statistics and Services by section

### **Financial Impact**

No financial impact.

### **Conclusion**

The Payroll & Benefits and the Finance Administration sections of the Finance Department provide an adequate level of service to meet the needs and requirements of the City of Richmond.

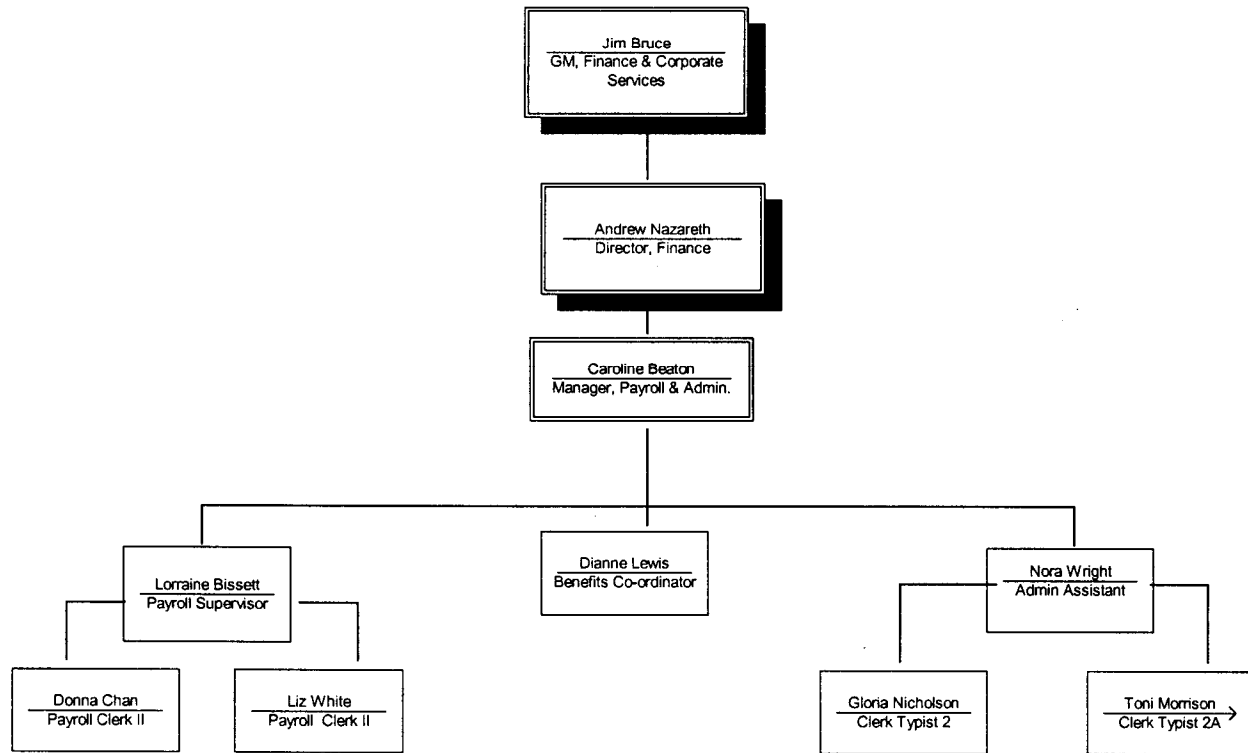


Caroline Beaton  
Manager, Payroll and Administration

CB:cb

FINANCE – PAYROLL & BENEFITS AND FINANCE ADMINISTRATION

ATTACHMENT 1



## ATTACHMENT 2

City of Richmond  
Payroll and Benefits  
Comparative between Municipalities

	Richmond	Burnaby	Surrey	Coquitlam
# of staff - Pay & Benefits processing	4	7.5 *	5.75 **	5.1
# of employees in Payroll	1,750	2,200	2,200	1,200
# of collective agreements	4	4	3 ***	2
Ratio of employees to Pay & Benefits staff	437.5:1	293.3:1	382.6:1	235.3:1

\* Included 2 FTE to provide for 4 HR Assistants working part time on benefit enrolment/termination;  
Excluded 1.5 FTE as timekeeping function is decentralized in Richmond.

\*\* Included 1 FTE to provide for 2 HR Assistants working part time on benefit enrolment/termination.

\*\*\*CUPE Inside and Outside are covered under one rather than two collective agreements.

City of Richmond  
Finance Administration  
Comparative between Municipalities

	Richmond	Burnaby	Surrey	Coquitlam
# of staff - Finance Administration Support	4	7.5	5.75	5.1
# of employees supported	57	62	59	27
Ratio of employees supported to support staff	14.3:1	8.3:1	10.3:1	5.3:1

## ATTACHMENT 3

City of Richmond  
2002 Budget - Service Level Review Report

Department of Finance - Payroll and Benefits  
Programs Total = \$336,900

Org Name	Org #	Program	FTE	Net Cost
Payroll	031	Maintenance of Employee Payroll Records	0.82	\$ 55,137
Payroll	031	Payroll Calculation	0.74	\$ 50,055
Payroll	031	Payroll Processing	1.71	\$ 115,137
Payroll	031	Annual Reporting to Pension Corp, CCRA and T4/T4A issue	0.19	\$ 13,113
Payroll	031	Year End Audit Working Paper Preparation & Reporting	0.19	\$ 12,793
Benefits	031	Benefits/Leave Employee Records Maintenance & processing	0.73	\$ 48,932
Benefits	031	Preparation of Annual Employee Benefit Booklet	0.16	\$ 10,552
Benefits	031	Fringe Benefit Overhead Calculation	0.09	\$ 6,076
Benefits	031	Year End Audit Working Preparation	0.03	\$ 2,239
GST	031	GST	0.15	\$ 9,914
Administration & other	031	General administration, staff management, team participation	0.19	\$ 12,952
			5	\$ 336,900

City of Richmond  
2002 Budget - Service Level Review Report

Department of Finance - Finance Administration  
Programs Total = \$634,200

Org Name	Org #	Program	FTE	Net Cost
Finance Admin	301	Management Support for the Department and Division	2.0	\$ 304,549
Finance Admin	301	Timekeeping for the Department/Division - 60 employees	0.3	\$ 27,583
Finance Admin	301	Sorting and distribution of payroll cheques	0.1	\$ 10,431
Finance Admin	301	Reception duties	0.1	\$ 4,514
Finance Admin	301	Office supplies custodian for the Finance Department - procurement	0.1	\$ 4,514
Finance Admin	301	Coordination/administrative assistance at meetings and minute preparation	0.2	\$ 17,553
Finance Admin	301	Purchase card administration for Finance & Corporate Services Division staff	0.0	\$ 3,761
Finance Admin	301	Tax receipt letters for donations	0.1	\$ 7,523
Finance Admin	301	General administrative duties for the Finance Department/Division	0.5	\$ 40,873
Finance Admin	301	Extract and adjust Lieu of Benefits for CUPE 718 auxiliary employees	0.3	\$ 25,075
Finance Admin	301	Administrative assistance to the Benefits Co-ordinator/ Payroll staff	0.4	\$ 36,008
Finance Admin	301	Word processing - Report to Council/Committee, tax exemption letters	0.8	\$ 70,211
		tenders, reports, correspondence, benefit booklet, benefit brochures & support		
Finance Admin	301	Records management - scanning of documents	0.2	\$ 13,591
Finance Admin	301	Training liaison/administration for the Finance Department	0.1	\$ 5,015
Finance Admin	301	Annual Audit as required by the Local Government Act		\$ 55,000
Finance Admin	301	Armoured Vehicle Pickup Service		\$ 8,000
			5.0	\$ 634,200

## ATTACHMENT 4

**Payroll and Benefits Section****DESCRIPTION OF PRIMARY SERVICE OR RESPONSIBILITY**

Administer pay and benefits for the City of Richmond and the Richmond Public Library in accordance with government legislation, the City's policies and the collective agreements.

Employer Group	Average # of Employees	Year 2001 Gross Pay
Council	9	\$ 294,220.77
CUPE 394	334	\$ 14,775,310.62
CUPE 718	941	\$ 24,009,173.02
CUPE Library	122	\$ 2,923,043.34
Exempt	111	\$ 7,307,436.18
Firefighters	245	\$ 16,456,479.65
Library Exempt	7	\$ 484,727.33

**STAFF****Payroll:**

Lorraine Bissett	Payroll Supervisor
Donna Chan	Payroll Clerk II
Liz White	Payroll Clerk II

**Benefits:**

Dianne Lewis	Benefits Co-ordinator
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<b>STATISTICS FOR 2001</b>		
	City of Richmond	
	Payroll and Benefits Statistics	
	Year 2001	
Action	#	Amount
T4s issued	1,870	
T4As issued	58	
Cheques issued	3,420	
Direct deposit advice issued	36,913	
Record of employment	232	
Annual Employee Benefit Booklets	866	
Hires	203	
Terminations	262	
Pay rate changes	2,268	
Transfers	512	
Data changes	283	
Position changes	210	
Promotion	201	
Rehire	45	
Leave of absence	39	
Job reclassification	13	
Retirements	3	
Retroactive pay issues		638,338.29
Adjustments - compressed day	2	1,703.83
Adjustments - deferred vacation	22	13,523.01
Adjustments - early retirement	7	26,165.59
Adjustments - gratuity leave	551	314,070.36
Adjustments - Lieu of statutory holiday	75	39,645.23
Adjustments - Regular vacation	384	208,493.62
Adjustments - Sick leave	75	292,643.71
Adjustments - Supplementary vacation	152	318,980.06
Payouts - Compressed day		27,393.31
Payouts - Deferred vacation		3,586.81
Payouts - Gratuity leave		19,514.71
Payouts - Lieu of statutory holiday		26,021.74
Payouts - Regular vacation		413,048.35
Payouts - Supplementary vacation		93,514.22
Banked overtime payouts		396,874.17
Maintenance of pay - WCB/Library sick	368	531,825.18
Salary advance		53,577.00
Prior period adjustments	21,644	
Deductions - charitable donation	208	23,313.00
Deductions - carpool	67	16,798.47
Deductions - Canada Savings Bonds	244	506,863.61
Deductions - Fitness dues	125	12,468.06
Deductions - Employee computer purchase	116	159,639.82
Vehicle taxable benefits	102	148,864.76
Employee Income tax/CPP/EI deductions		16,122,636.51

City of Richmond  
GST Statistics  
Year 2001 and Year 2000

Year 2001	Year 2000
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GST Collected	\$ 677,802	\$ 831,049
Input Tax Credits claimed	465,152	362,634
Municipal Rebates claimed	2,042,173	1,763,833
GST Assessed - real property	53,582	51,730

## **SERVICES**

### **Maintenance of Employee Payroll Records**

- Hires/Terminations/Records Maintenance & Update

### **Payroll Calculation**

- Lieu of Benefits calculation and adjustment
- Calculation and issue of retroactive salary payments
- Calculate and adjust earnings/deductions
- Calculate and issue payouts of leave/banked overtime
- Calculate and issue of vacation pay on acting pay
- Calculate and issue of retroactive pay – rate changes

### **Payroll Processing**

- Training and Co-ordination of timekeepers
- Edits/review/correction of timekeeping transactions
- Maintenance of WCB net pay & sick pool net pay
- Review/adjust/enter prior period time adjustments
- Issue of salary advances
- Development/running of queries
- Liases with HR and other departments
- Remittance of payroll deductions – CCRA, Pension Corp.
- Testing /implementation of PeopleSoft routine updates
- Liases with PeopleSoft user group to improve system
- Administration of Canada Savings Bonds program
- Administration of the United Way
- Administration of vehicle taxable benefits & carpool program
- Administration of all other employee programs including computer purchase, fitness and golf
- Reconciliation of all payroll liabilities/reserve accounts
- Employee and external party inquiries
- Monitor and adjust banked overtime and compressed day leave

**Annual Reporting to the Pension Corp., CCRA and T4/T4A issue**

- Reconciliation of pension accounts and reporting
- Reconciliation CIT/ CPP/EI and reporting
- Review, adjust and correct exceptions
- Balance and reconcile all accounts
- Issue of T4 and T4As
- Respond to PIER report from CCRA

**Year End Audit Working Paper Preparation and Payroll Reporting**

- Year end audit working papers & payroll reporting
- Development/running of queries
- Reporting to government agencies
- GVRD/employer requested – labour negotiations

**Benefits**

**Benefits/Leave Employee Records Maintenance and Processing**

- Maintenance of Employee Benefit Records
- Administer and adjust Employee Leave Entitlements
- Remittance of benefit premium deductions and reconciliation
- Answering Employee Inquiries
- Provision of data to ICBC/lawyers re MVA

**Preparation of Annual Employee Benefit Booklet**

**Fringe Benefit Overhead Calculation**

- Calculate and establish Fringe Benefit Overhead Rate
- Review benefit premiums/claims experience
- Monitoring Lieu of Benefit rate increases

**Year End Audit Working Paper Preparation**

**Goods and Services Taxes**

**Management of the GST Program**

- Reconciliation
- Filing of monthly returns to CCRA
- Preparation of Year End Audit Working Papers

**General**

General administration, staff management and team participation

## **FINANCE ADMINISTRATION**

### **DESCRIPTION OF PRIMARY SERVICE OR RESPONSIBILITY**

Management, planning, direction and guidance to the Finance Department and the Finance and Corporate Services Division staff.

Providing a wide variety of clerical and specialized support functions to the Managers and staff of the Finance Department.

### **STAFF**

Jim Bruce	General Manager, Finance & Corporate Services
Andrew Nazareth	Director of Finance
Nora Wright	Administrative Assistant
Gloria Nicholson	Clerk Typist II
Toni Morrison	Clerk Typist IIA

### **STATISTICS FOR 2001**

City of Richmond  
Finance Administration Support  
Year 2001 Statistics

Type of Work	#
Payroll cheques sorted & distributed	3,420
Pay statements sorted & distributed	36,913
Time reporting lines data entered	7,619
Donation letters	300
Purchase orders issued	50
Employee Computer Purchases	150
Annual employee benefit booklets printed	866

### **SERVICES**

#### **Finance Administration and Management**

- Management, planning, direction and guidance to the department and division staff in the overall operation.

**Administrative Support**

- Co-ordination and distribution of Mail/fax/courier requests.
- Reception duties which include answering and directing of all incoming phone calls.
- Procurement of office supplies and other purchases for the Finance Department and the Customer Services Section of the Finance & Corporate Services Division.
- Administration of the department's purchase cards for 16 employees.
- Co-ordination of Finance department meetings which includes the booking of all equipment and recording of minutes.
- Co-ordination and planning of department's workshop and meetings.
- Sorting and distribution of pay cheques and direct deposit statements on a biweekly basis.
- Performs timekeeping function which includes tracking time and data input for the department's 60 employees.
- Co-ordination of photocopying for the department.
- Disbursement of petty cash to the City's departments' petty cash custodians.
- Acts as petty cash custodian for the department.
- Issue of donation letters for tax purposes.
- Maintenance of department's central records including the updating of the department's phone directory.
- Word processing for the department's Report to Council and Committee.

**Payroll and Benefits Support**

- Administration of the City's Employee Computer Purchase Program.
- Preparation and co-ordination of employee retirement packages.
- Formatting, printing and distribution of the Annual Employee Benefit Booklets.
- Updating and maintaining a supply of Employer Group Benefits Coverage Booklets for distribution on request.
- Maintenance of personal use mileage on City owned vehicles for use in the calculation of taxable benefits.
- Extract data, calculate and data input Lieu of Benefits amounts pertaining to the City's auxiliary employees.
- Calculation and data input of Firefighters' gratuity leave entitlements.
- Data input on various items for the Payroll and Benefits section.
- Running various reports for distribution.
- Verification of MSP/EHB/Dental cards prior to distribution to employees.
- Recording of WCB assignment cheques for posting to the General Ledger.
- Answering routine payroll/benefit inquiries.

**Word Processing**

- Preparing tax exemption letters, purchasing tenders, presentation; formatting and forms design.
- Correspondence and report preparation for the General Manager, four Finance Managers, Customer Service Manager and the Strategic Planning Manager.
- Co-ordinate and distribute the City's Annual Report.

- Word processing support and resolution of issues for the department's staff.
- Preparation of letters and cheque vouchers for the City's Grant program.

**Other**

- Scanning of department's documents.
- Act as clerk for the Sister City Committee.
- Act as Training Liaison for the Finance Department which includes processing of all training requests, registration, making travel arrangements and reconciliation of all related accounts.
- Updating the Finance Department's information on the City's website.

**Annual Audit as required by the Local Government Act**

- Contract with KPMG for the annual audit.

**Armoured Vehicle Pickup Service**