

**BUDGET SUBMISSION**  
*Fiscal Years 2012/13 – 2014/15*

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**Presented  
to  
The Select Standing Committee on Finance and Government Services  
Legislative Assembly of British Columbia**

**Nov. 21, 2011**



## **Contents**

Overview .....	3
Priorities for Fiscal 2012/13 .....	4
Statement of Operations: Previous and Current Fiscal Years .....	5
Budget Request: By Standard Object of Expenditure (STOB).....	6
Operational Budget Request: Ombudsperson Operations & Shared Services.....	8
Proposed Budget Request by Business Area .....	9
Fiscal 2012/13 Operating Budget Request by Expenditure Type .....	10
Fiscal 2012/13 Proposed Space and Shared Service Budgets .....	11

## Overview

This budget submission sets out the resource requirement for the Office of the Ombudsperson for fiscal year 2012/13 (April 1, 2012 to March 31, 2013). It focuses on delivering the office's core services of timely, thorough investigations and fair resolutions. It also includes a proposed planning budget for fiscal years 2013/14 and 2014/15.

The Office of the Ombudsperson provides oversight of the administrative fairness of the policies and practices of public authorities and is an independent and impartial agency available to every person in British Columbia who is concerned that they have not been treated fairly and reasonably by a provincial public authority.

In 2010/11 the Office of the Ombudsperson received over 7,500 inquiries and complaints about the provincial public authorities that fall under its jurisdiction. These include provincial ministries; commissions (such as WorkSafeBC); Crown corporations (such as BC Hydro); health authorities; local governments; school boards; colleges and universities; and self-regulating professions. 300 early resolutions files and 1,700 investigative files were closed in 2010/11. Work continued on the office's systemic investigation into seniors' care in BC.

In addition to the 33 positions working on core Ombudsperson operations 13 shared services staff provided administrative, financial and IT support to four Offices of the Legislature.

As set out in the 2011/12 budget submission, this year's budget includes funding for two investigative positions to restore the equilibrium that was lost in 2009 when the Files Awaiting Assignment list was introduced as a temporary measure; the addition of one position to the systemic investigation team to allow for the timely completion and reporting of those investigations; and also funding for a Deputy Ombudsperson position to support proactive government and public agency legislative, policy and program review.

The Office of the Ombudsperson operating budget requirement for fiscal year 2012/13 is \$6,036,000 and for planning purposes, an operating budget of \$6,130,000 in fiscal year 2013/14 and \$6,242,000 in fiscal year 2014/15.

The fiscal year 2012/13 request includes \$130,000 to cover increments/adjustments to salaries and benefits; permanent funding of a second student position; and increases to building operating costs. In addition there is \$202,000 to fund the salary and benefits for a Deputy Ombudsperson and \$284,000 to fund the salary and benefits of three investigative positions. These investigative positions would allow for reduction and eventual termination of the Files Awaiting Assignment list and provide an additional investigator for the Systemic Investigation Team.

This budget reflects the reality that the Office of the Ombudsperson even with the proposed additional funding will continue to be a very lean organization for the foreseeable future. This budget is designed to ensure that the Office of the Ombudsperson remains a viable resource for people and public authorities in British Columbia.

## **Priorities for Fiscal 2012/13**

The Office of the Ombudsperson priorities for 2012/13 based on the proposed budget are:

1. Providing quality service by assigning all files where an issue of administrative unfairness has been identified in a timely manner for investigation.
2. Ensuring administrative fairness by engaging in proactive government and public agency legislative, policy and program review; increasing the range and timeliness of systemic investigations; and developing good governance materials for authorities.
3. Reaching out to underserved communities by conducting a service quality survey that includes a focus on accessibility for British Columbians whose first language is not English and building on the work completed by our systemic investigation into seniors care by highlighting services our office provides to seniors in areas such as health, housing, and transportation.
4. Supporting a workplace of excellence by committing to openness in hiring practices and by developing new information technology systems to improve corporate memory and information sharing.

# Statement of Operations

Previous and Current Fiscal Years

		Fiscal 2010/11 (previous)		Fiscal 2011/12 (current)
		Budget	Actual	Budget
<b>Funding</b>				
Voted Appropriation		4,945,000	4,803,265	5,372,000
	<b>Total</b>	<b>4,945,000</b>	<b>4,803,265</b>	<b>5,372,000</b>
<b>Expenses</b>				
Salaries		3,556,000	3,519,588	3,628,000
Employee Benefits		847,000	925,988	885,000
Travel		60,000	33,600	60,000
Centralized Management Support Services		0	0	0
Professional Services		135,000	105,546	135,000
Information Systems		186,000	166,985	186,000
Office and Business Expenses		205,000	154,178	205,000
Information, Advertising and Publications		60,000	11,727	60,000
Statutory Advertising and Publications		22,000	25,371	22,000
Utilities , Materials and Supplies		25,000	22,331	25,000
Amortization		150,000	94,535	233,000
Building Occupancy		459,000	488,234	662,000
Internal Recoveries		(610,000)	(610,000)	(614,000)
External Recoveries		(150,000)	(134,818)	(115,000)
	<b>Total Expenses</b>	<b>4,945,000</b>	<b>4,803,265</b>	<b>5,372,000</b>
<b>Capital Budget</b>				
Info. Systems, & Furniture & Equipment		20,000	27,922	75,000
Tenant Improvements		721,000	709,787	0
	<b>Total Capital</b>	<b>741,000</b>	<b>737,709</b>	<b>75,000</b>

## Budget Request

### By Standard Object of Expenditure (STOB)

Operating Budget		Fiscal 2011/12	Fiscal 2012/13		Fiscal	Fiscal
STOB	Expense Type	Current Budget	Proposed Estimates	Change	2013/14 Planned	2014/15 Planned
50	Salaries	3,324,000	3,907,000 <sup>1</sup>	583,000	3,969,000	4,031,000
51	Supplemental Salary	45,000	45,000	0	45,000	45,000
52	Employee Benefits	885,000	1,019,000 <sup>1</sup>	134,000	1,031,000	1,045,000
54	Officer of the Leg. salary	259,000	259,000 <sup>2</sup>	0	259,000	259,000
57	Travel	60,000	60,000	0	60,000	60,000
59	Centralized Mgmt Support Services	0	0	0	0	0
60	Professional Services	135,000	135,000	0	135,000	135,000
63	Information Systems	186,000	186,000 <sup>3</sup>	0	186,000	186,000
65	Office and Business Expenses	205,000	205,000	0	205,000	205,000
67	Info., Advertising and Publications	60,000	60,000 <sup>4</sup>	0	60,000	60,000
68	Statutory Advertising & Publications	22,000	22,000 <sup>5</sup>	0	22,000	22,000
69	Utilities , Materials and Supplies	25,000	25,000 <sup>6</sup>	0	25,000	25,000
73	Amortization Expense	233,000	233,000 <sup>7</sup>	0	233,000	233,000
75	Building Occupancy	662,000	685,000 <sup>8</sup>	23,000	717,000	753,000
88	Internal Recoveries	(614,000)	(690,000) <sup>9</sup>	(76,000)	(702,000)	(702,000)
90	External Recoveries	(115,000)	(115,000) <sup>10</sup>	0	(115,000)	(115,000)
	<b>Total</b>	<b>5,372,000</b>	<b>6,036,000</b>	<b>664,000</b>	<b>6,130,000</b>	<b>6,242,000</b>

### Capital Budget

Info. Systems, & Furniture & Equipment

	75,000	75,000 <sup>11</sup>	0	75,000	75,000
<b>Total</b>	<b>75,000</b>	<b>75,000</b>	<b>0</b>	<b>75,000</b>	<b>75,000</b>

### Full Time Equivalents

Ombudsperson Core Services	33	37 <sup>12</sup>	4	38	39
Shared Services	13	14.5 <sup>12</sup>	1.5	14.5	14.5
<b>Total</b>	<b>46</b>	<b>51.5</b>	<b>5.5</b>	<b>52.5</b>	<b>53.5</b>

**Notes:**

1. STOB 50 (Salaries) and STOB 52 (Employee Benefits) contains salary increments/adjustments, funding for 4 new positions, and funding for an additional 1.5 positions for Shared Services in fiscal 2012/13.
2. STOB 54 (Officer of the Legislature Salary) the salary for the Ombudsperson is tied by statute to the salary of the Chief Judge of the Provincial Court.
3. STOB 65 (Office and Business Expenses) includes costs for offsite storage, postal and courier charges, office supplies, printing and photocopying expenses (other than reports), and staff training (including mandated Pacific Leaders charges).
4. STOB 67 (Information, Advertising and Publications) includes costs for printing public reports other than the Annual Report.
5. STOB 68 (Statutory Advertising and Publications) includes costs for preparation and printing of the Annual Report to the Legislature.
6. STOB 69 (Utilities, Materials and Supplies) includes costs for utilities and for services such as shredding.
7. STOB 73 (Amortization Expense) is the cost of repaying the Capital Budget expenditures for Tenant Improvements, furniture and information systems hardware and software. Tenant improvements and furniture expenditures are amortized on a monthly basis over 5 years. Information systems expenditures are amortized on a monthly basis over 3 years.
8. STOB 75 (Building Occupancy) is the Ombudsperson's share of the consolidated office space for the four independent offices at 947 Fort Street.
9. STOB 88 (Internal Recoveries) represents the costs reimbursed by the offices participating in the shared services arrangement. The recovery will increase in Fiscal 2012/13 in an amount reflective of these offices' proportionate share of shared services costs.
10. STOB 90 (External Recoveries) represents the reasonably anticipated recoveries from other offices that have contracted for purchase and support of the Case Tracker System.
11. CAPITAL BUDGET is for IT equipment and furniture. These capital amounts are repaid through amortization in STOB 73.
12. FULL TIME EQUIVALENTS (FTEs). These figures do not include the position of Ombudsperson because the position is not filled under the Public Service Act. The Fiscal 2012/13 budget includes an increase in the number of positions for the Office of the Ombudsperson (4 FTEs) and for Shared Services (1.5 FTEs).

The 1.5 Shared Services positions will address increased finance/administration/IT workloads anticipated as a result of an increase of 10.3 supported positions over a 2-year time frame in the four Independent Offices that are supported by Shared Services. The additional costs will be offset by an increase in Internal Recoveries, and as a result the Office of the Ombudsperson will pay only the Office's proportionate share of these costs.

# Operational Budget Request

## Ombudsperson Operations and Shared Services

STOB	Ombudsperson Operations			Shared Services			Total		
	Fiscal 2011/12 Budget (Current Year)	Fiscal 2012/13 Budget Request	Change	Fiscal 2011/12 Budget (Current Year)	Fiscal 2012/13 Budget Request	Change	Fiscal 2011/12 Budget (Current Year)	Fiscal 2012/13 Budget Request	Change
50	2,554,000	<b>3,030,000</b>	476,000	770,000	<b>877,000</b>	107,000	3,324,000	<b>3,907,000</b>	583,000
51	45,000	<b>45,000</b>	0	0	<b>0</b>	0	45,000	<b>45,000</b>	0
52	700,000	<b>817,000</b>	117,000	185,000	<b>202,000</b>	17,000	885,000	<b>1,019,000</b>	134,000
54	259,000	<b>259,000</b>	0	0	<b>0</b>	0	259,000	<b>259,000</b>	0
57	60,000	<b>60,000</b>	0	0	<b>0</b>	0	60,000	<b>60,000</b>	0
59	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0
60	135,000	<b>135,000</b>	0	0	<b>0</b>	0	135,000	<b>135,000</b>	0
63	171,000	<b>171,000</b>	0	15,000	<b>15,000</b>	0	186,000	<b>186,000</b>	0
65	169,000	<b>169,000</b>	0	36,000	<b>36,000</b>	0	205,000	<b>205,000</b>	0
67	60,000	<b>60,000</b>	0	0	<b>0</b>	0	60,000	<b>60,000</b>	0
68	22,000	<b>22,000</b>	0	0	<b>0</b>	0	22,000	<b>22,000</b>	0
69	25,000	<b>25,000</b>	0	0	<b>0</b>	0	25,000	<b>25,000</b>	0
73	215,000	<b>215,000</b>	0	18,000	<b>18,000</b>	0	233,000	<b>233,000</b>	0
75	662,000	<b>685,000</b>	23,000	0	<b>0</b>	0	662,000	<b>685,000</b>	23,000
<b>Subtotal</b>	<b>5,077,000</b>	<b>5,693,000</b>	<b>616,000</b>	<b>1,024,000</b>	<b>1,148,000</b>	<b>124,000</b>	<b>6,101,000</b>	<b>6,841,000</b>	<b>740,000</b>
88	0	<b>0</b>	0	(614,000)	<b>(690,000)</b>	(76,000)	(614,000)	<b>(690,000)</b>	(76,000)
90	(115,000)	<b>(115,000)</b>	0	0	<b>0</b>	0	(115,000)	<b>(115,000)</b>	0
<b>Total</b>	<b>4,962,000</b>	<b>5,578,000</b>	<b>616,000</b>	<b>410,000</b>	<b>458,000</b>	<b>48,000</b>	<b>5,372,000</b>	<b>6,036,000</b>	<b>664,000</b>



# Proposed Budget Request

## By Business Area

	Current Year	Plan		
Business Area	2011/12	2012/13	2013/14	2014/15

### Operating Expenses (\$000)

Ombudsperson Operations				
- Intake/Referrals	546	572	576	580
- Early Resolution	496	518	521	585
- Investigations	3,126	3,462	3,507	3,533
- Systemic Investigations	794	1,026	1,056	1,062
<b>Total Ombudsperson Operations</b>	<b>4,962</b>	<b>5,578</b>	<b>5,660</b>	<b>5,760</b>
Total Cost of Shared Services	1,024	1,148	1,172	1,184
Less Recovery from Other Offices	(614)	(690)	(702)	(702)
Ombudsperson Contribution	<b>410</b>	<b>458</b>	<b>470</b>	<b>482</b>
<b>Total Budget</b>	<b>5,372</b>	<b>6,036</b>	<b>6,130</b>	<b>6,242</b>

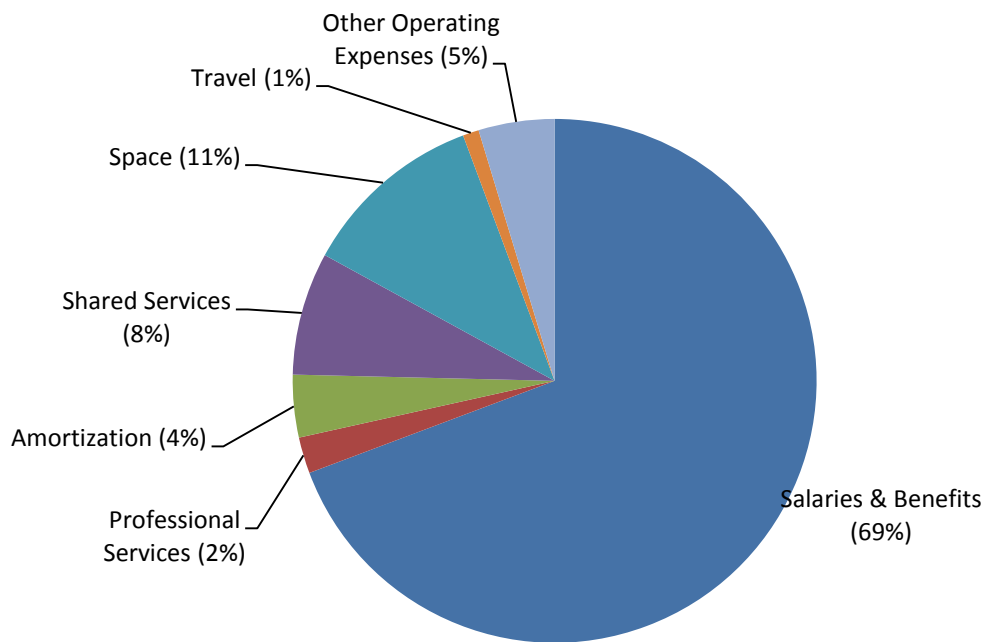
### Full Time Equivalents (FTE's)

Ombudsperson Operations	33	37	38	39
Shared Services	13	14.5	14.5	14.5
<b>Total</b>	<b>46</b>	<b>51.5</b>	<b>52.5</b>	<b>53.5</b>

### Capital Expenditures (Consolidated Revenue Fund) (\$000)

Info. Systems, furniture & equipment	75	75	75	75
<b>Total</b>	<b>75</b>	<b>75</b>	<b>75</b>	<b>75</b>

**Fiscal 2012/13 Operating Budget Request  
by Expenditure Type  
Office of the Ombudsperson**

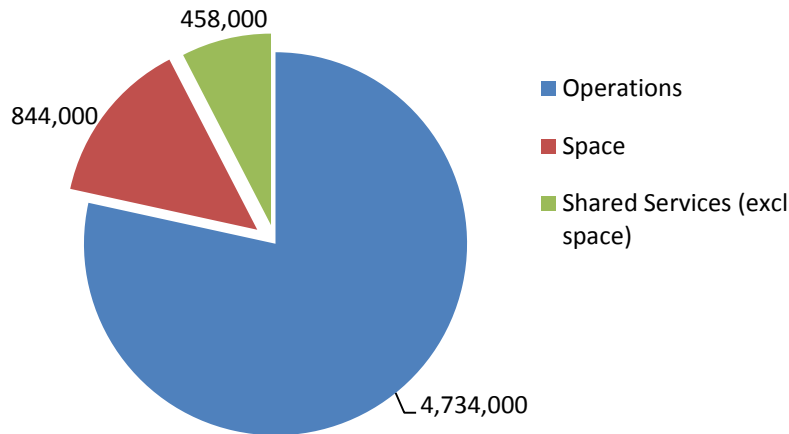


# Fiscal 2012/13 Proposed Space and Shared Services Budgets

## Operating Budget Request

### Office of the Ombudsperson

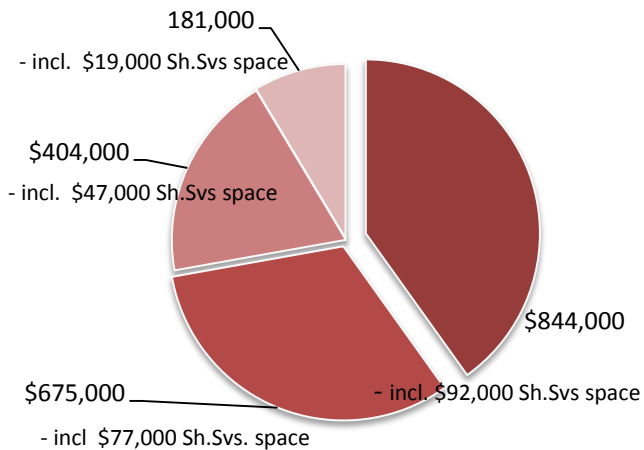
Total: \$6,036,000



## Space Budget, All Offices

(incl. Amortization of Tenant Improvement Capital Costs)

Total: \$2,104,000

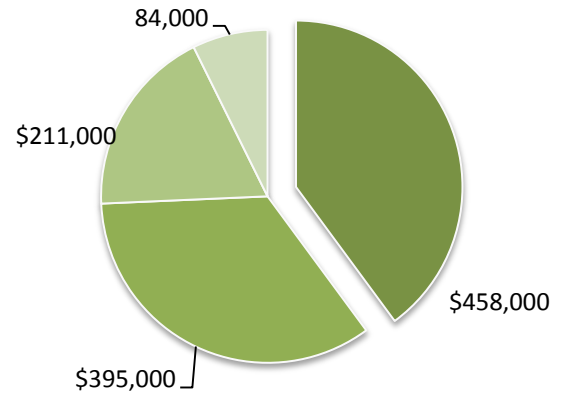


- Ombudsperson
- Info & Privacy Comm.
- Police Complaint Comm.
- Merit Commissioner

## Shared Services Budget, All Offices

(excl. Space for Shared Services)

Total: \$1,148,000



- Ombudsperson
- Info & Privacy Comm.
- Police Complaint Comm.
- Merit Commissioner