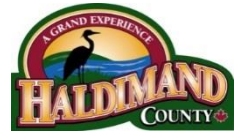

HALDIMAND COUNTY

Report FDS-01-2019 Financial and Data Services 2018 Annual Report For Consideration by Council in Committee on May 28, 2019



OBJECTIVE:

To update Council on the initiatives and activities of the divisions of the Financial and Data Services for the calendar year 2018 (formerly included as part of the Corporate Services Department).

RECOMMENDATIONS:

1. THAT FDS-01-2019 Financial and Data Services 2018 Annual Report be received as information.

Respectfully submitted: Mark Merritt, CPA, CA, General Manager of Financial & Data Services

Approved: Donald G. Boyle, Chief Administrative Officer

EXECUTIVE SUMMARY:

The attached 2018 Annual Report has been prepared to provide Council with a high level overview of the activities of each of the Divisions of the Financial and Data Services, as well as to identify 2019 priorities. The intent is to enhance communication regarding the achievements and initiatives from the staff of the Financial and Data Services Department.

The report also outlines the impacts of Departmental efforts for 2018 including performance metrics related to service delivery, efficiency and customer service.

BACKGROUND:

On an annual basis, Financial and Data Services will present a Departmental Profile to Council which is intended to communicate a summary of the activities and initiatives of staff, via selected annual performance measures and statistics. The Financial and Data Services Annual Report (Attachment 1) presents an overview of the Department, followed by selected highlights from Administration and each of the two Divisions – Finance and Information Systems.

ANALYSIS:

Council has adopted three pillars with respect to the Corporate Strategic Priorities. The following provides a few key highlights from the attached Annual Report, illustrating how each supports the County's strategic priorities.

Growing our Local Economy by Creating Economic Opportunity

Making expenditures and taking action to support the strengthening of the economic base of the County. Examples: new infrastructure investment to allow growth, urban re-development which generates assessment growth, retains existing business/industry, tourism enhancement.

- Implementation of the approved Hydro Legacy Fund Policy; including prudent investment practices, sustaining the purchasing power of the sale proceeds, plus supporting initiatives that create opportunities for Haldimand County in the future.
- Annual Credit Rating affirmed at AA “stable” based on strong budgetary performance and exceptional liquidity. This is a continued testament to the prudent financial strategies which create a stable, yet financially resilient local government that has the flexibility to support impacts arising from the local economy.
- Expanded the toolkit of financing policies related to large scale, economically strong developments, including alternative financial security instruments (subdivision bonds).

Community Vibrancy & Healthy Community

Investing in high quality sustainable services that promote the well being of communities and contribute to the betterment of the quality of our natural environment or the health of residents.

- Independently proven fiscal management results which are mainly superior to our peers, as illustrated in BMA Consulting Inc.’s annual comparison report.
- Continued expansion of capital financing allocation to maintain affordability of increased investment in public assets.
- Assessed the impact and implemented new legislative tax policy decisions (vacancy rebates, vacant lands), making the taxation system fairer for all County taxpayers.

Corporate Image & Efficient Government

Making change and investments that will result in a visible, positive image for the County by providing a more accessible, more efficient or more cost effective local government for our residents.

- The Business Application Software (BAS) project entails an extensive participation from both Finance and Information Services division staff given the impact of these initiatives.
- Central Administration Project includes Information Systems Division involvement in functional design, and planning of the building.
- Improved electronic tools and access to information for staff and the public:
 - Launched the newly redesigned County website, which is AODA compliant, and is responsive for tablets, computers, and mobile phones
 - Improved automated monthly variance reports for managers, including transaction details
 - Expanded the direct deposit (EFT) for selected vendor payments, resulting in reduced cheque payment and reduced vendor payment costs
 - Increased number of taxpayers utilizing Pre-Authorized payments (PAP)
 - Upgraded and migrated to CityView Workspace, which went live Fall 2018, migration of corporate databases to new version of SQL (HRMS, CityView)
 - Deployment of the “portable device strategy” which includes the roll out of the 2-in-1 devices (1st year of the 5 year plan)
 - Significant involvement in the technology design/implications of new construction/major renovations of facilities, particularly the new County Administration Building

Although the highlights may seem small or difficult to measure in terms of impact, Council can be assured that the Financial and Data Services staff worked diligently in 2018 to meet or exceed the services expected from Council, the public and fellow staff. So far, the year 2019 has proven equally

challenging in terms of the resources available to accomplish many new initiatives, while adhering to sound business processes that are the backbone of this Department.

FINANCIAL/LEGAL IMPLICATIONS:

Not applicable.

STAKEHOLDER IMPACTS:

Not applicable.

REPORT IMPACTS:

Agreement: No

By-law: No

Budget Amendment: No

Policy: No

ATTACHMENTS:

1. Financial and Data Services Department 2018 Annual Report