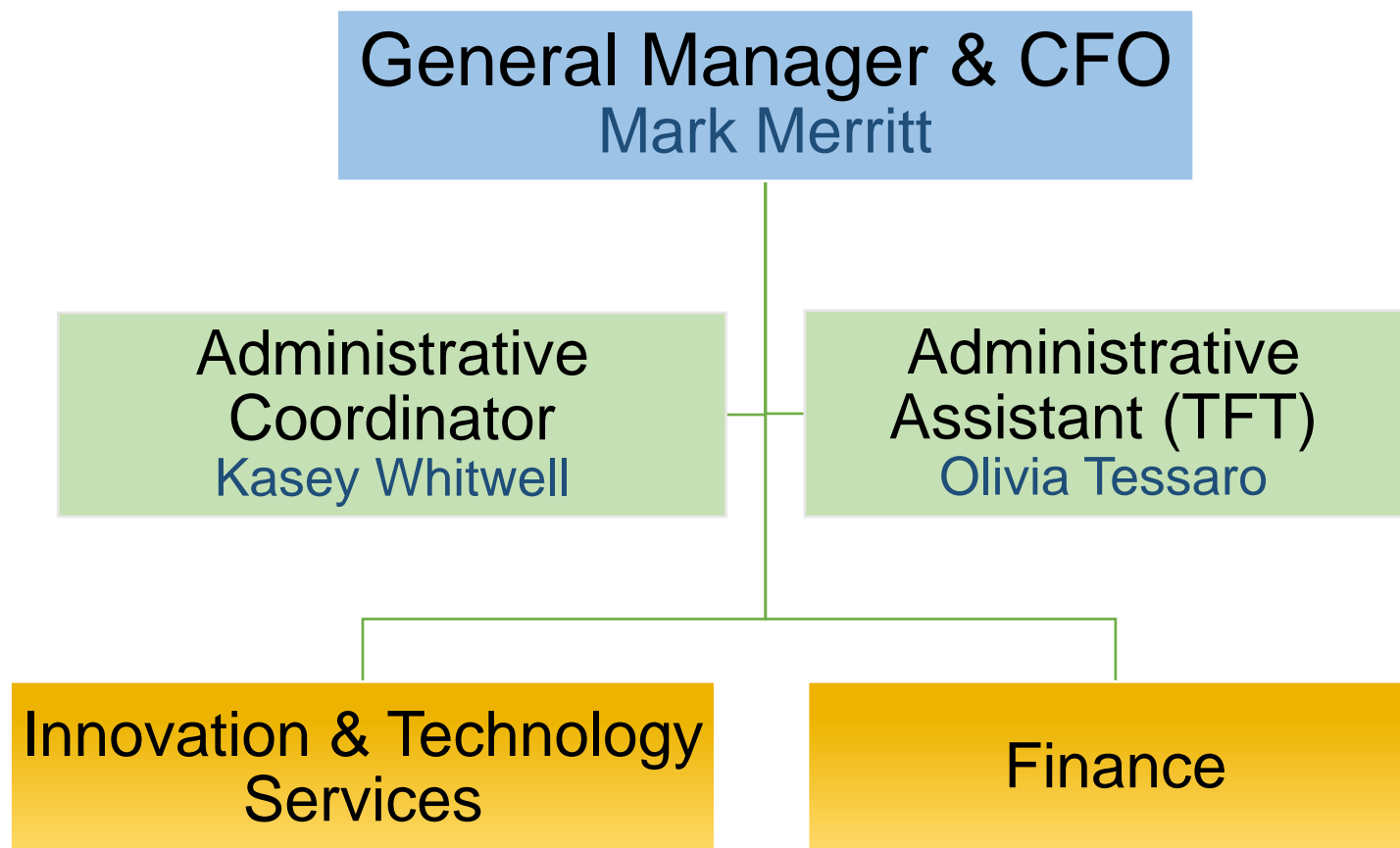


Financial & Data Services 2022 Annual Presentation

Mark Merritt, CPA, CA,
General Manager & Chief Financial Officer

Financial & Data Services



2022 FDS Highlights

IT Governance

Operationalized the IT Governance Framework.

Implemented the ongoing ITS Re-Organization

Initiated Finance Realignment

Oversee financial analysis/review for Corporate Priority Initiatives

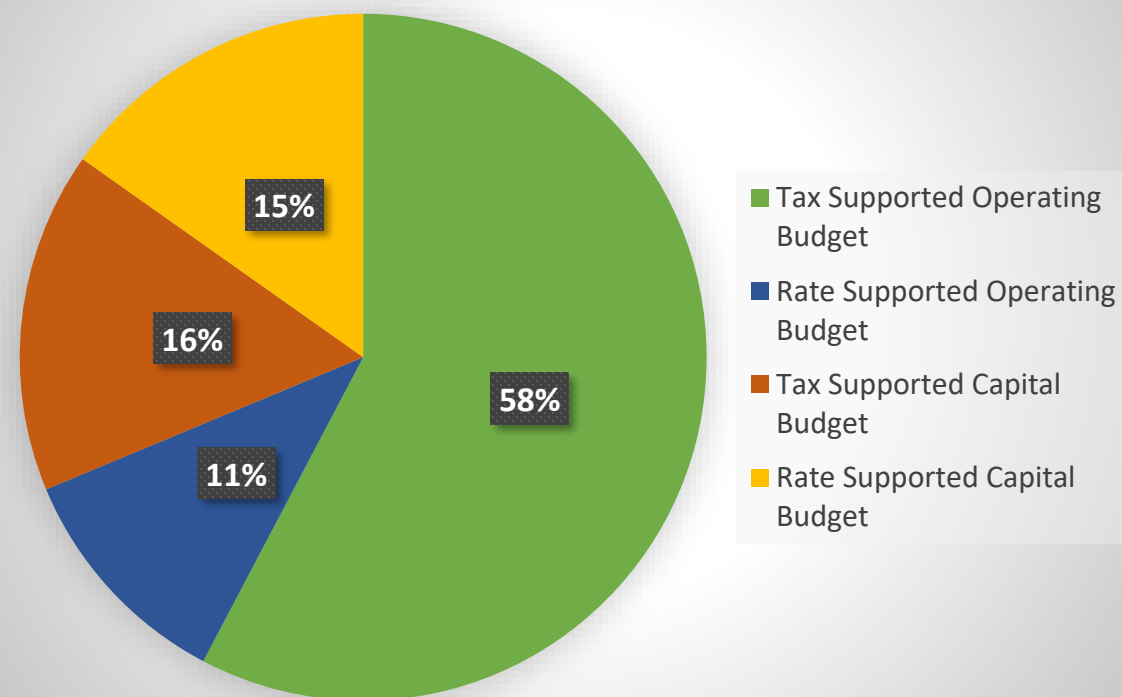
- Norfolk Water Supply
- Community & Recreation Facilities Strategy

Completed Virtual City Hall Project Implementation

2022 Budget Figures

\$ millions	Operating Budget			Capital Budget			TOTAL Expenditures
	Tax	Rate	Total	Tax	Rate	Total	
2020	\$117.3	\$21.9	\$139.2	\$37.1	\$13.3	\$50.4	\$189.6
2021	\$122.4	\$22.2	\$144.6	\$40.1	\$7.1	\$47.2	\$191.8
2022	\$129	\$24.6	\$153.6	\$35.9	\$34	\$69.9	\$223.5

223.5M Budget Allocation for 2022



Financial & Data Services Administration Budget 2023

	Admin	Finance	ITS	Total
Total Expenditures	356,680	1,595,090	2,917,080	4,868,850
Less: Interdepartmental Charges	-	(309,650)	(900,510)	(1,210,160)
Net Expenditures	-	1,285,440	2,016,570	3,302,010
Less: Revenue	(69,410)	413,890	165,000	509,480
NET IMPACT	287,270	871,550	1,851,570	3,010,390

Division Staff	2020	2021	2022	2023
FDS Administration	2	2	3	3
Finance	16	16	17	17
Innovation & Technology Services	10	12	13	14
Total FTE	28	30	33	34

FDS 2023 Priorities

“Money Stream”
of the ERP
Implementation

Initiate IT Strategic
Plan

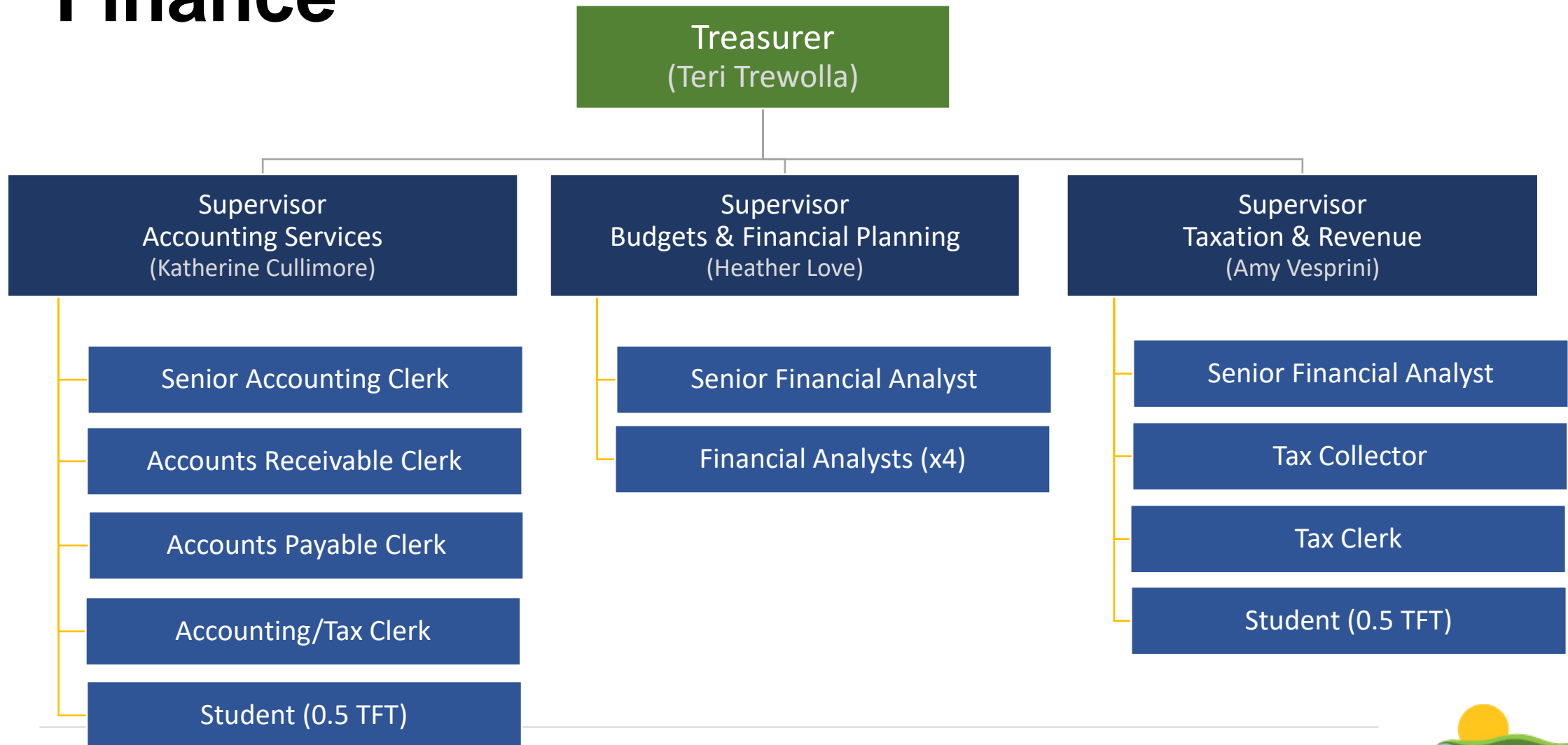
CIO Recruitment

Development
Charges update as a
result of legislated
changes

Finance Division

Corporate Purpose: To administer the financial operations of the County, ensuring effective internal controls, fiscal planning, and management reporting.

Finance



Finance 2022 Highlights

Implemented VCH and eBilling for final tax billing

Finalized recruitment of leadership team with the hiring of Treasurer and Supervisor of Revenue & Taxation

Continued work on implementing software, refining processes and reporting

Annual Credit Rating
(affirmed at AA-Stable)

Focus on team building and communication improvements

Established payment parameters and funding to comply with Development Charges front ending agreements

2022 Property Taxes



Property Tax Levy **\$76,221,100**

- in 2021 was \$72,553,300

3,215 or 13.3%

Payments made by Mortgage Company

- was 3,517 or 14.9% in 2021

5,385 or 22.3%

Tax payments made by pre-authorized payments (PAP)

- was 5,142 or 21.8% in 2021

24,109 Total Tax Accounts

- was 23,551 in 2021 (increase of 558)

9.8% Taxes Owing (\$) in Arrears

- was 12.7% in 2021

\$3,434

Average residential property tax

- was \$3,354 in 2021 (\$80 increase)

Accounting

Accounts Payable (per year)	2021	2022
Invoices Processed	17,987	19,617
Cheques Issued	1,767	1,684
Electronic Payments (EFT's & Wire)	5,952	6,707
Accounts Receivable (per year)		
Invoices	5,299	5,827

\$13,823,090

Water & Wastewater (WWW) Metered User Rates Revenue

- was \$12,572,700 in 2021

10,550 Average Number WWW of Accounts

- was 10,200 in 2021

Finance – 2023 Priorities

Development Charges
Background Study and
Bylaw Update

Financial Analysis
Support for Corporate
Initiatives

Enhanced Standard
Operating Procedure
Documentation

Review Financial
Policies incl. Hydro
Legacy Fund

Front End Financing
Agreements

Innovation & Technology Services

Corporate Purpose: Plan, build and sustain the technology and information environments that support municipal service delivery. Collaborate with leadership team and staff to develop portfolios of initiatives in alignment with the overall strategic goals of the County.

Innovation & Technology Services

Chief Information Officer (CIO)
(Vacant)

Supervisor, Infrastructure, Cloud & Security
(Dave Allaby)

Senior Network & Technology
Analyst (x2)

Network & Technology Analyst

Senior Service Desk Analyst

Service Desk Analyst

Students (1 FTE)

Supervisor, Business Solutions, GIS and Data
(Cheryl Judson)

Project Manager/
Business Analyst (x2)

DBA & Solutions Analyst

Solutions Analyst

Solutions Analyst

New Position in 2023 as per Perry Group

2022 Highlights

Microsoft Office and
Email systems
Upgrade

Developed &
Implemented an IT
Governance
Framework

2022 Municipal
Election

Implementation of
CityView Portal

Print Server
Upgrade

External Penetration
Testing

Multifactor
Authentication for
External access

Cyber Security
awareness training
for staff

2022 Service Desk Statistics



Processed 5,900 IT Helpdesk Tickets

...of those 740 were
Staff Change Notifications
tickets

IT Helpdesk	2022
Tickets Submitted	5,900
Tickets Closed/Resolved at Initial Support Level	5,037
Average Tickets per month	492
Tickets per 1 FTE per month	246
Phone Interactions	9,528



2022 Infrastructure Statistics



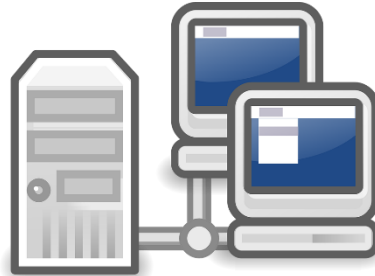
75

Unique Sites
Monitored and
Maintained
(Including Water &
Wastewater)



560

Endpoint
Computing
(2-n-1's & desktops)



133

Servers Managed



Over
1,000,000
Emails
Processed

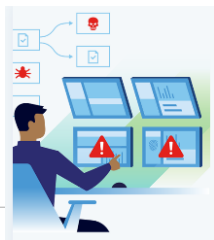


Over
180,000
Blocked
Emails



86 TB

of **DATA**
Stored and
protected



Over 1,000

Anti-Virus Alerts Investigated

This
equates to
approx. 22
million
songs!



Haldimand
17 County

ITS 2023 Priorities

CityView Change
Orders

Cyber Security
Plan

GIS Strategy

Software
Inventory

GVL Tech
Upgrades

Operationalize IT
Governance

Questions?