Financial & Data Services 2023-2024 Biennial Presentation
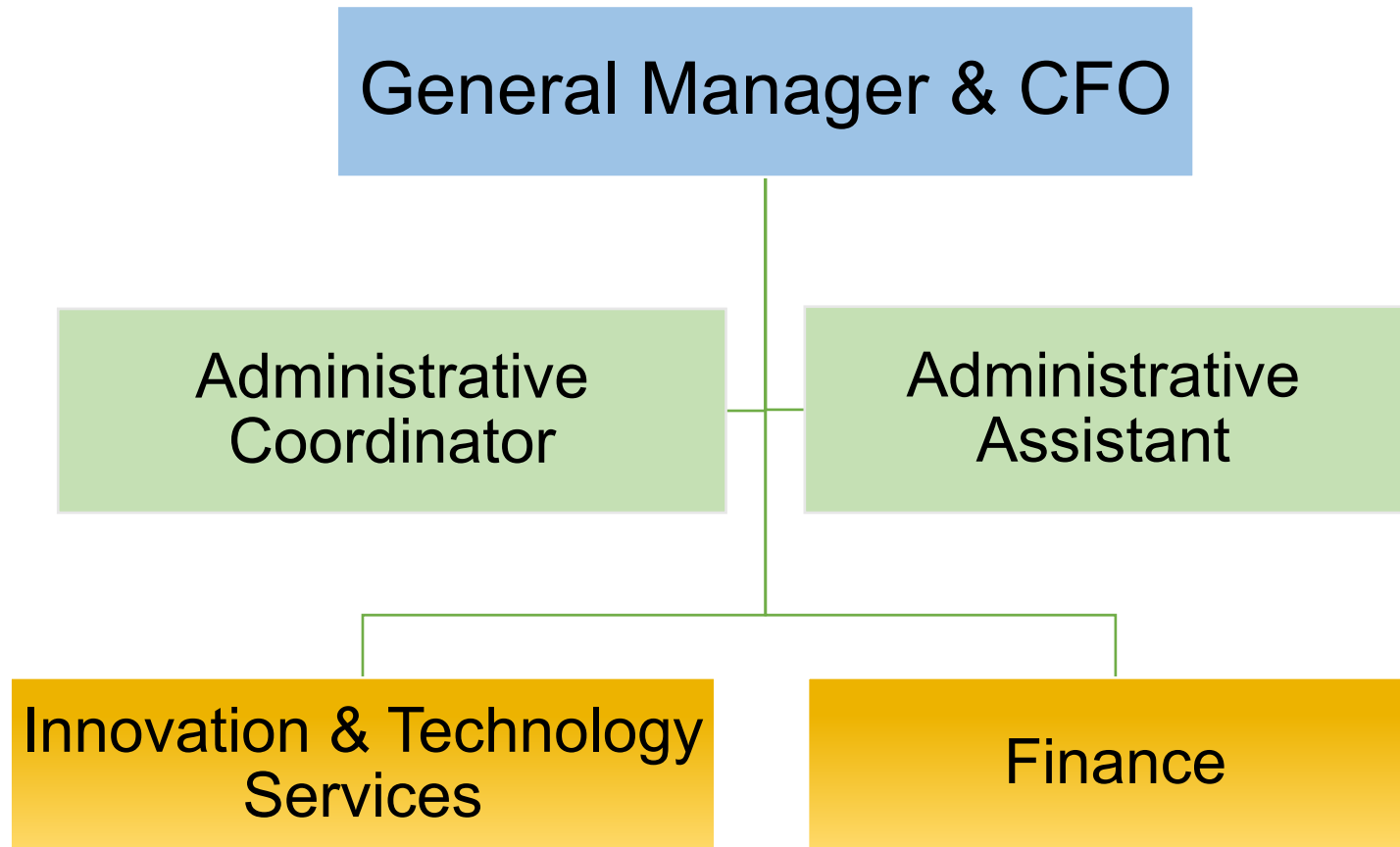
Mark Merritt, CPA, CA

General Manager & Chief Financial Officer

Haldimand County

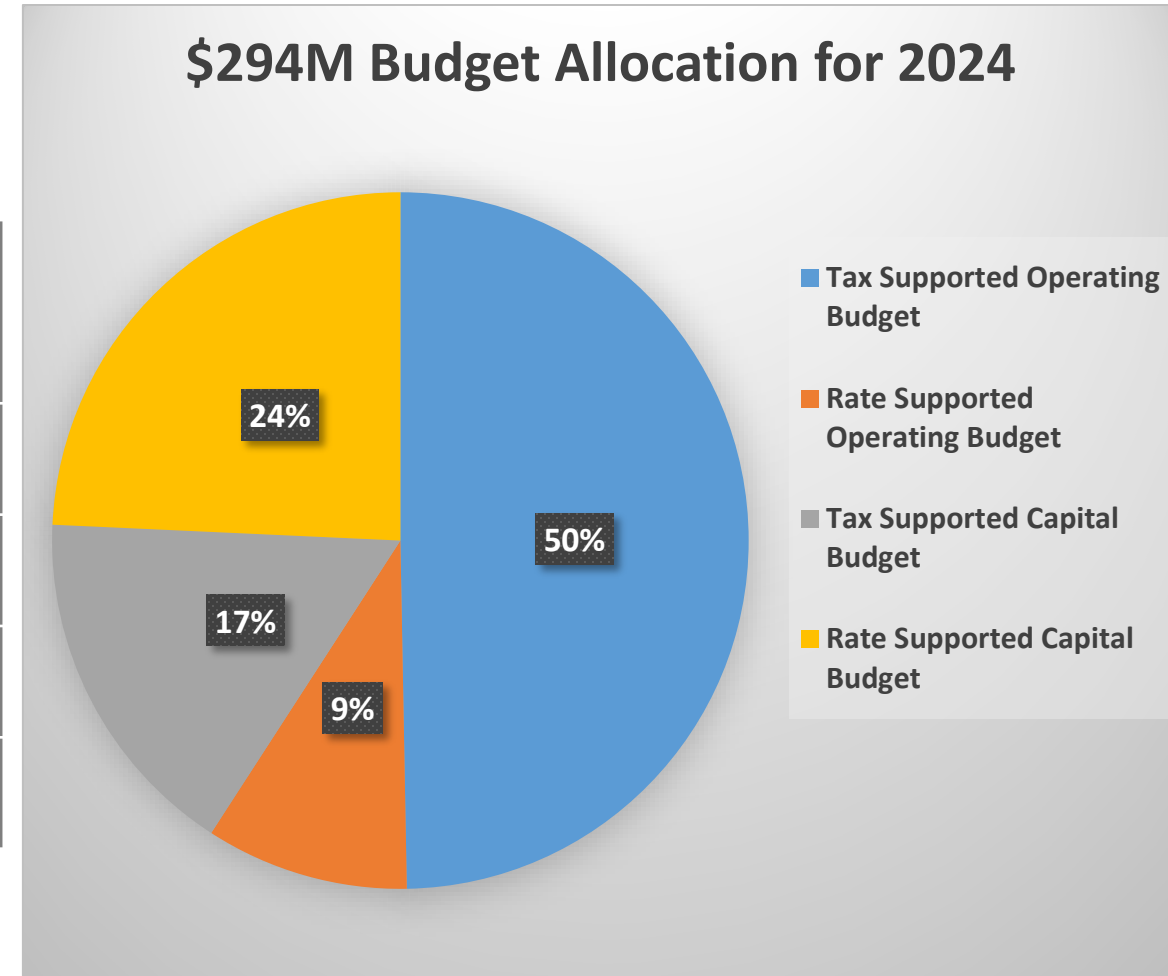# Financial & Data Services - Current

2023-2024 FDS Highlights

TSR Stream 3

M365

Money Project

Haldimand County

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2023 & 2024 Budget Figures

$ millions	Operating Budget			Capital Budget			TOTAL Expenditures
	Tax	Rate	Total	Tax	Rate	Total	
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
2023	$138.2	$27.7	$165.9	$32.6	$22.8	$55.4	$221.3
2024	$146.2	$27.7	$173.9	$48.8	$71.3	$120.1	$294.0

$294M Budget Allocation for 2024

- 50% — Tax Supported Operating Budget
- 9% — Rate Supported Operating Budget
- 17% — Tax Supported Capital Budget
- 24% — Rate Supported Capital Budget

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Financial & Data Services Administration Budget 2025

	Admin	Finance	ITS	Total
Total Expenditures	460,820	27,633,760	4,254,880	32,349,460
Less: Interdepartmental Charges	-	(494,490)	(1,282,550)	(1,777,040
Net Expenditures	-	27,139,270	2,972,330	30,111,600
Less: Revenue	-	28,714,580	120,330	28,832,910
NET IMPACT	**460,820**	**(1,575,310)**	**2,852,000**	**1,278,690**

Division Staff	2022	2023	2024	2025
FDS Administration	3	3	3	3
Finance	17	17	17	17
Innovation & Technology Services	13	14	16	16
Total FTE	33	34	36	36

Haldimand County

FDS 2025 Priorities

Comprehensive Financial Strategy

Haldimand County Corporate Digital Innovation Strategy

Development Charges Update

Finance Division

Accounting Services

- Corporate Accounting and Financial Systems Operation

- Collaborative Financial Processes
  - Reconciliations, internal controls, AP/AR, audit working papers, record retention
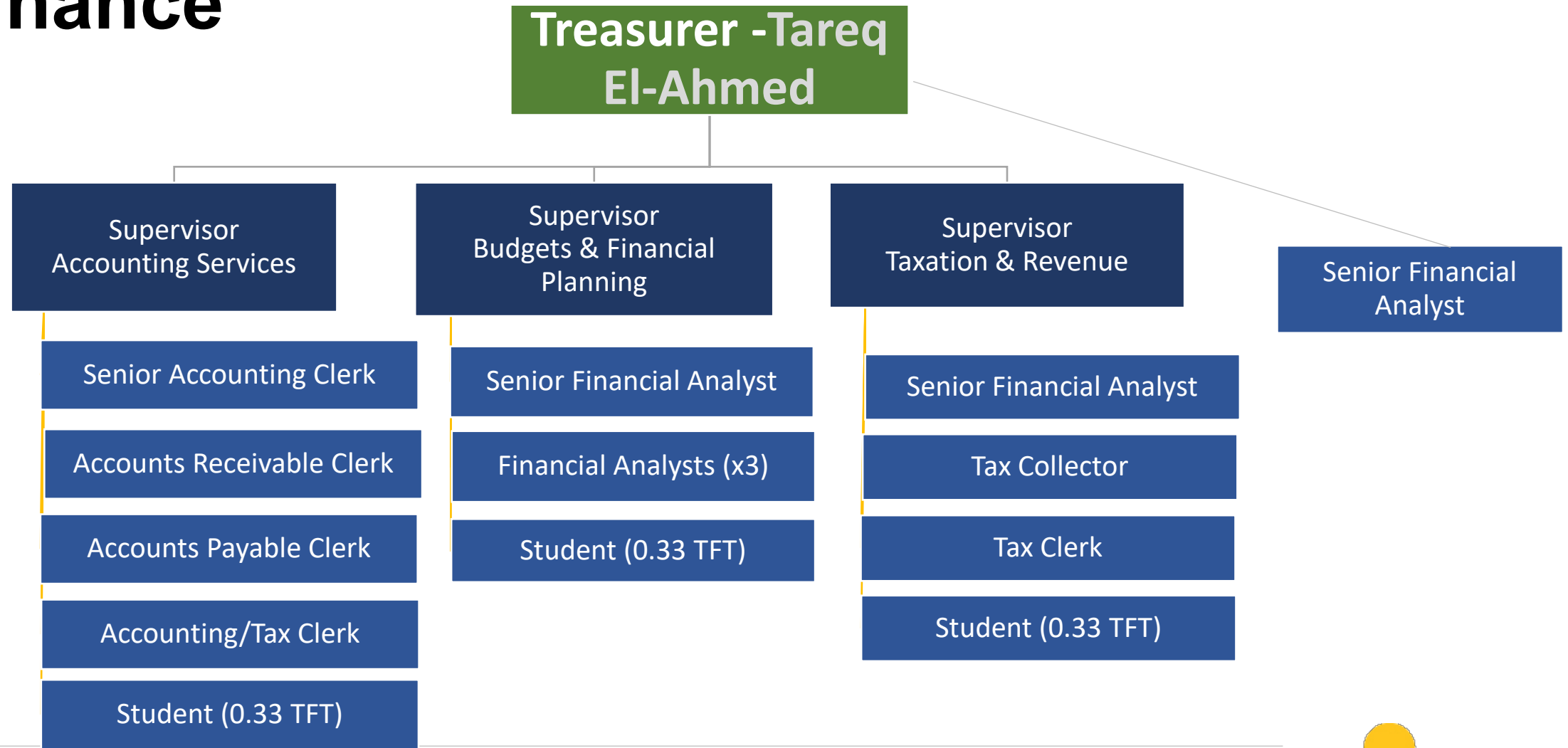
Budgets & Financial Planning

- Financial Policy and Program Support

- Financial Reporting

- Collaborative Financial Planning Processes
  - Budget development, variance reporting, cost forecasting, funding advice, grant reporting

Taxation & Revenue

- Financial Modeling and Complex Calculations

- Policy and Legislative Compliance

- Collaborative Revenue Processes
  - User fees, WWW fees, Development Charges, Property Taxes, Municipal Drains

Haldimand County

Finance 2023-2024 Highlights

Annual Credit Rating (affirmed at AA-Stable)

Development and implementation of new Chart of Accounts structure across corporate systems

Recruitment of leadership team with the hiring Supervisor of Revenue & Taxation (2023) and of Treasurer (2024)

Continued professional growth within the Finance Team

Complete revamp, modernization, and standardization taxation forms.

Haldimand County

2023-2024 Property Taxes

	2022	2023	2024
Property Tax Levy	$76,221,100	$80,305,850	$86,097,640
Payments made by Mortgage Company	3,215 or 13.3%	3,107 or 13.1%	3,128 or 12.9%
Tax Payments made by pre-authorized payments (PAP)	5,385 or 22.3%	5,608 or 22.8%	5,813 or 23.9%
Total Tax Accounts	23,610	23,655	24,324
Tax Accounts in Arrears	12.3%	13.2%	15.2%
Average Residential Property Tax	$3,434	$3,560	$3,720

Accounting

Accounts Payable (per year)	2022	2023	2024
Invoices Processed	19,617	20,055	19,528
Cheques Issued	1,684	1,616	1,424
Electronic Payments (EFT's & Wire)	6,707	7,223	7,102
Accounts Receivable (per year)			
Invoices	5,827	5,303	5,688
Water & Wastewater			
WWW Metered User Rates Revenue	$13,823,090	$15,208,660	$16,040,640
Number of WWW Accounts Billed	10,550	10,925	11,200

Finance – 2025 Priorities

Finance Policy Review and Updates	Development Charges Background Study	Water & Wastewater Rate Study
Water/Wastewater E-Billing	Front End Financing Agreements	Post-Money Project Enhancements

Haldimand County

Innovation & Technology Services

Infrastructure, Cloud and Security

- First line of support of internal customers
- Administer and maintain 250+ mobile devices
- 560 endpoint computing devices
- Servers, security, updates, data storage, security

Business Solutions, GIS & Data

- 2nd and 3rd level of tech support
- Solutions planning and evolution
- Capital projects & prioritization
- Application security
- Enterprise applications
- Solutions development
- Project management
- Data integrity, standards and quality
- Technology architecture

Haldimand County

Innovation & Technology Services

Chief Information Officer (CIO) – Mike Brousseau

Supervisor, Infrastructure, Cloud & Security

- Senior Network & Technology Analyst (x2)
- Network & Technology Analyst
- Senior Service Desk Analyst
- Service Desk Analyst (x2)
- Student (0.5 FTE)

Supervisor, Business Solutions, GIS and Data

- Project Manager/ Business Analyst (x2)
- DBA & Solutions Analyst
- GIS & Solutions Analyst
- Solutions Analyst (x2)
- Integrations Developer (TFT)
- Student (0.5 FTE)

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2023-2024 ITS Highlights

Strategic Staffing of the IT Division by Hiring of the Chief Information Officer and New Staffing

Enhancing Cyber Security Posture through External Auditing, AI Enabled Security, MFA and Single Sign-On

Money, Assets, & People Project Modernizing Enterprise Resource Planning Solutions

Cloud First Solutions Strategy &

Migrating Core Solutions to the Cloud

Deployment of Online Services such including Permitting, Licensing, and Updated Website

Haldimand County

2023-2024 Service Desk Statistics

Processed 12,800 IT Helpdesk Tickets

...of those 1,536 were Staff Change Notifications tickets

IT Helpdesk	2023	2024
Tickets Submitted	6,914	5,969
Tickets Closed/Resolved at Initial Support Level	6,051	5,112
Average Tickets per month	576	497
Phone Interactions	1,923	3,094
Staff Change Notifications	758	778

252 mobile devices

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ITS 2025 Priorities

M365 Transition	IT Policy Review and Updates	TSR Process Review and Updates
Continued Software Inventory & Migration to Cloud	GIS Strategy	Product Management Groups

Haldimand County

Questions?