

Town of Riverview
FINANCE AND IT DEPARTMENT MONTHLY REPORT



To: Colin Smith, CAO

Prepared by: Shannon Parlee, CPA (Director of Finance & Information Technology)

Date: March 25th, 2024

Month & Year: March 2024

Section 1: Operational Dashboard

| Metric | Current Period | Prior Period | Annual Result | Trend |
|---|-------------------------------------|-------------------------------------|---|---|
| Debt Ratio | {Budget} 2024 8.18% | {Actual} 2023 8.42% | Stable | Healthy Position |
| Accounts Receivable (Significantly past due accounts only, i.e., 270 days+) | \$241,125 February '24 | \$269,558 January '24 | <p>The balance is down compared to the previously reported month.</p> <p>The department continues to see the total A/R balance consistently decline each month; the total balance is at its lowest since the Town resumed collection efforts post-Covid. The balance as of writing this report (3/20/2024) is \$223,925 therefore showing further decline.</p> <p>Director Parlee monitors the aging categories, but also the overall balance to see true change, which has been consistently declining showing collections are improving.</p> | <p>The balance has decreased.</p> <p>Collection efforts have shown progress with the balance declining in total significantly since collections efforts have resumed and new ways have ways introduced in monitoring and managing collections.</p> |
| Accounts Payable Processed (February vs. January 2024) | \$2,502,156 (414 Cheques) | \$3,169,375 (339 Cheques) | <p>Results are as expected.</p> <p>Large, planned settlements for both months related to capital projects and normal operations per budget.</p> | Consistent with our understanding of billing trends and schedules of payments. |

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| <p>% Of Residential Water & Sewer bills sent electronically (February '24 vs. November '23)</p> | <p>21.30% (1,320 of 6,296)</p> | <p>21.02% (1,320 of 6,279)</p> | <p>Improving over time. Residential bills are sent out quarterly in February, May, August, and November.</p> | <p>Update from most recent February quarterly billing. Slight increase from previous quarter. Continually showing improvement however, still plenty of progress to be made.</p> |
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Section 2: Status of Department's Operational Priorities for 2024

| Priority | Status |
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| <p>Oversight and Management of the Finance & IT functions to align with the Service Excellence expectations of the Town's Strategic Plan</p> | <p><u>Budget vs Actuals</u></p> <p>The largest task Director Parlee has been focused on in Q1 is the YE audit including all requirements and review. As part of this review, Council will see a YE Financial Summary Report for 2023 which is a detailed recap of the Town's financials for the year including variance analysis of key accounts. Please refer to the document included with the audit deliverables titled "2023 YE Financial Summary".</p> <p><u>Debt Ratio</u></p> <p>The 2023 debt ratio landed at 8.42% (compared to budget of 8.97%), which equates to a healthier more manageable debt load. 2024 is budgeting for an 8.18% debt ratio. Refer to the 2023 YE Financial Summary Report for more information related to the ratio.</p> |
| <p>Asset Management (Capital & Inventory)</p> | <p>Director Parlee continues to work on plans to develop stronger controls and maintenance around asset management by working with relevant staff, such as the Supervisor of Municipal Facilities & Assets and the Accounting Supervisor.</p> <p>There was a successful launch of the AM committee in 2023, which will continue into 2024. Director Parlee also attended several meetings and webinars on the topic throughout 2023 and has more planned for 2024 (one already having been attended in Q1). Objectives for 2024 will include goals related to asset management. A particular focus will be on inventory management including exploring possible solutions for an improved tracking system.</p> <p>These objectives align with the Strategic Plan of strong financial management of the Town's Assets and in creating a sustainable plan for the long term.</p> |

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| <p>Operational Process Improvements & Internal Controls</p> | <p>There are several items on Director Parlee’s objectives for 2024 related to process improvements and internal controls. Some exciting items being looked at is a Transparency Dashboard for the Town, Budget Software, revamping/updates to policies that are outdated, a Chart of Accounts deep dive, and working with Tri-Community staff on updating the Codiac Transpo billing formula. Council can look forward to updates throughout the year on these objectives.</p> <p>Director Parlee along with staff - Pam LeBlanc (AR Clerk) and Ashly Barron (Communications Manager) – had a successful launch of a new e-billing campaign in Q1. The group is currently planning further communication to continue the campaign roll out over the year aimed at encouraging residents to sign up for e-billing to reduce paper and increase efficiencies for both residents and Town staff. There will be an incentive for those that sign up.</p> |
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Section 3: Other Notable Developments & Highlights for Council's Attention

2023 Financial Statements and External Audit

The big focus for the Finance team have been the audit and reporting requirements. March is a busy month to get the Town’s audit report, report on YE results, and preparing reports for external parties, such as for the Canada Community Building Fund and satisfying deliverables for government funding that aligns with their March 31 fiscal YE.

The primary focus for 2024 thus far for the finance team has been preparing for the year-end financial statements and thus the annual external audit. As council is aware, there is a presentation at this meeting with audit partner, Andrew Boudreau, from Baker Tilly GMA. As reported on previously, the YE results include a small surplus in each of the General and Utility Funds. The debt ratio came in at 8.42%, a very positive result and below the budget of 8.97%.

The auditors completed their field work on site at Town Hall the last week of February and there have been several follow up since leading up to completing the draft statements. As part of the YE financial package to council, Director Parlee has completed a 2023 YE Financial Summary.

Department Staffing

As part of a structural reorganization, the replacement for the records management person will now report to the Finance & IT Department. The role will see an expansion to include skills for process improvement and IT related functions, thereby reporting directly to the IT Manager. Director Parlee along with the IT Manager have been working with HR to fill this role. There were some great resumes received for the position. The hiring process will carry out over April.

Business Continuity

The department has been spearheading the completion of a document to help protect the Town in any cyber attack via a Business Continuity Plan. This is essentially a back-up and communication plan including contacts should we ever have a breach. There have been more frequent cyber attacks, particularly on municipalities that have been in the news recently. The department has and will continue to take a very proactive approach to safeguard the Town and its information, which is a responsibility that falls on all staff and council. More cyber training will be rolled out this year and both Director Parlee and the IT Manager are looking forward to making strides towards enhanced operations.

GIC Renewal

Director Parlee completed the Town's GIC renewal (Letter of Direction to RBC) to re-invest the reserve funds into redeemable and non-redeemable funds for a 269-day term. GIC's boast a higher return than the general operating bank account, therefore a wise choice to make to capitalize on the more favorable rates. These funds are the operating and capital reserve funds which are invested to capitalize on interest fund growth until the monies will be utilized. The Town had been accumulating money towards the Riverview Recreation Complex build therefore will utilize most of these funds over that project build duration.