

The following provides an update on recent work completed by the Finance Department:

- 2025 Budget
 - This has been the primary focus over the past month. Ongoing meetings with managers have been occurring. These meetings entail the following:
 - Line by line review where we question each budget amount by analyzing year to date spend along with historical trends.
 - Salaries and wages budget by reviewing each employee in the model.
 - Capital projects and associated funding.
 - 2025 User Fees
- Current Projects
 - Online Payments – This project is nearing completion, and we are hopeful that we will be up and running for January. As a reminder, the following are the payments which will have their own form on our website, property taxes, dog tags, entrance permits, planning fees and we will have a miscellaneous form.

On the last Committee of the Whole update we reported that Building and Planning fees would be collected through CloudPermit but upon further review we will also be collecting these fees through our website instead.

For Facility Bookings, payments will be made through BookKing. In addition to payments, residents will now be able to view facility availability and request bookings through the website. We are hoping this is a better service for renters but also will reduce the amount of administrative work required to create a booking.

- Bank Reconciliation Module – The Finance Department worked on implementing this module in our accounting system. Ultimately, we determined that the module would not be as effective as we had originally thought. However, we updated the process to be completed entirely through Excel rather than the prior paper-based process. We estimate this updated process saves approximately one day a month of work for our staff.
- Accounts Receivable Module – We do not issue a significant volume of invoices but the invoices we do issue are created through Microsoft Word. This is another manual process that does not allow us to report on current receivables. We are transitioning to issuing all invoices through our financial system which will allow us to track and report on outstanding invoices easily.

- Phone System – I have been working with Mike Garside to research and plan for a replacement to our current phone system. There are a lot of Voice over Internet Protocol (VOIP) companies that offer this service. We expect to ultimately save operating costs while having a much more robust phone system that will allow us to manage our own network and get many more features. We expect an implementation date in first quarter of 2025. Any up front costs will be paid for through the 2024 IT allocation.
- 2023 Audit
 - Continuing to work on a few outstanding items for the auditors. This is being worked on in between budget items.
- Canada Post Strike
 - We have posted notifications on our website regarding the Canada Post strike. We have also been constantly monitoring how this may affect our operations and payments. For example, we do send some cheques through the mail still, so we have been following up with those companies for alternative payment methods.
- Onboarding/Offboarding
 - This is an ongoing task, but it is worthwhile noting that this time of year can be busier for payroll due to outgoing summer seasonal staff and incoming winter staff. Offboarding includes reconciling the final pay, issuing Record of Employment (ROE), and removing from benefits. Onboarding requires even more steps with setting up the employee in our financial system and time management system, signing up for benefits and OMERS, and training the new employee on our payroll processes and systems.

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This report and all of its attachments were approved and signed as outlined below:

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