



City of Richmond

Report to Committee

To: Finance Select Committee
From: Gavin Julius
Manager, Treasury Services
Re: **Treasury Services & Accounts Receivable**

Date: August 6, 2002
File: 1095-01

Staff Recommendation

That the report (dated August 06, 2002 from the Manager, Treasury Services) on service levels pertaining to the Accounts Receivable and Treasury Services departments be received for information.

Gavin Julius
Manager, Treasury Services

Att. 4

FOR ORIGINATING DIVISION USE ONLY

CONCURRENCE OF GENERAL MANAGER



Staff Report

Origin

At the February 25, 2002 Council Meeting, it was resolved:

"That each General Manager review with the appropriate Committee of Council, departmental programs and service levels prior to the start of the 2002 budget review process."

This report responds to that resolution in relation to the Finance and Corporate Services Division, specifically the Treasury Services and Accounts Receivable sections of the Finance Department.

Analysis

The services provided by the above mentioned sections and expenditures contained in the operating budget are driven by the needs and requirements of the organization. The volume of services provided are driven by the demands of the rest of the organization and its external facilities as well as the corporate direction for ensuring effective customer service. Opportunities for improvement are constantly being sought to ensure a cost efficient section which is very customer focused.

Attached for information are the following documents:

ATTACHMENT 1 – Organization Chart

ATTACHMENT 2 – Comparative between Municipalities for similar services

ATTACHMENT 3 – Service level summary including costs

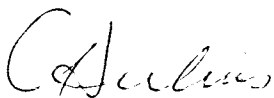
ATTACHMENT 4 – Staff, Statistics, Services & Initiatives by sections

Financial Impact

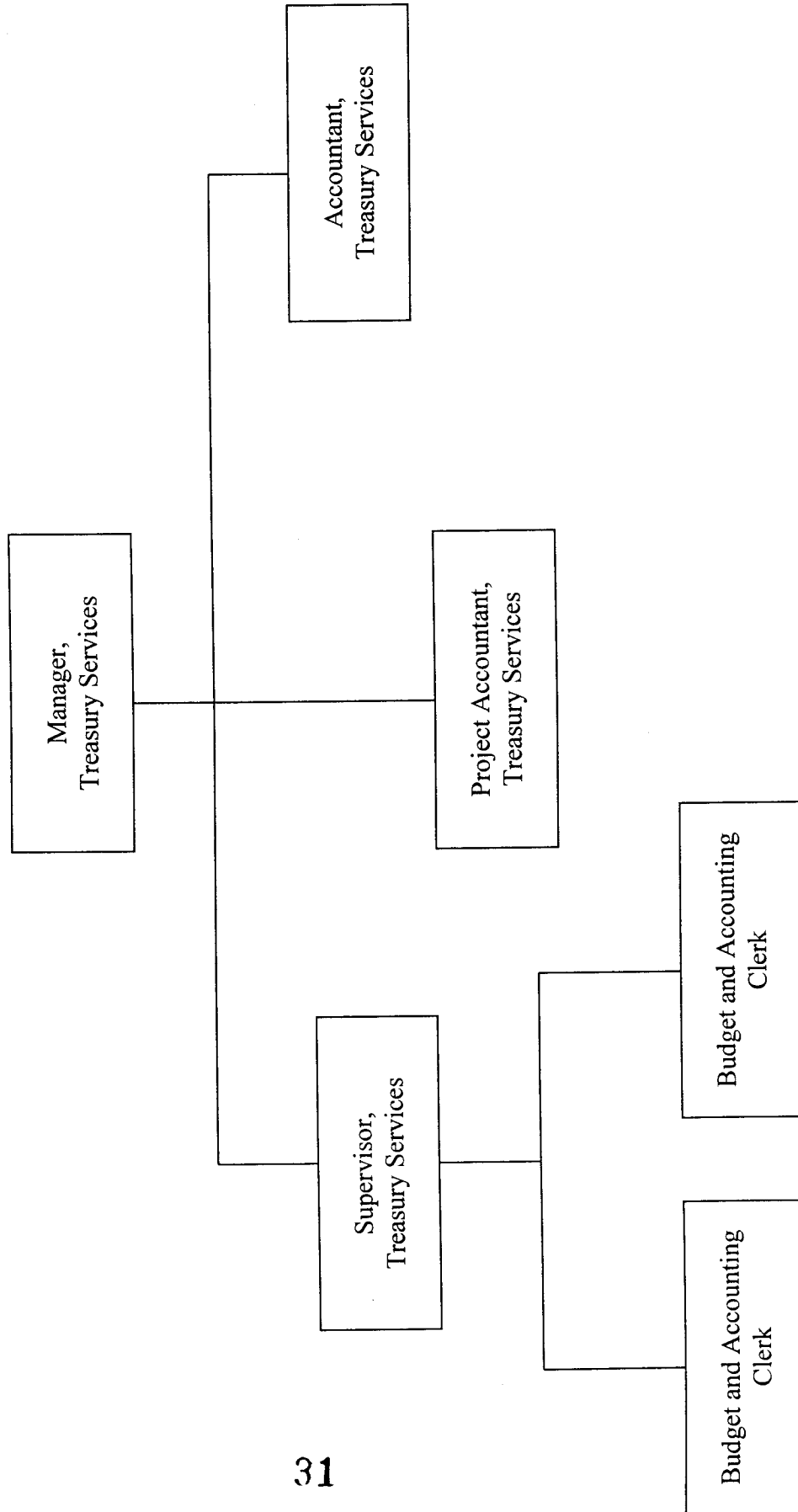
This review will form a basis for the 2003 budget preparations. There are no other financial implications at this point.

Conclusion

The Treasury Services and Accounts Receivable sections of the Finance Department provide an adequate level of service in order to meet the requirements of the City of Richmond.



Gavin A Julius
Manager, Treasury Services
GAJ:gj



ATTACHMENT 2

COMPARATIVE BETWEEN MUNICIPALITIES FOR SIMILAR SERVICES

	<u>RICHMOND</u>	<u>BURNABY</u>	<u>DELTA</u>	<u>COQUITLAM</u>	<u>SURREY</u>
Number of Staff	6	6.5	6	6	7
Services					
Accounts Receivable	3	~ 4	^ 3	* 3	" 4
Treasury Services	3	2.5	3	3	3
~ Accounts Receivable function in Budgets and Accounting ^ Accounts Receivable function in Budgets and Taxation * Accounts Receivable function in Budgets and Accounting " Accounts Receivable function in Property Taxes					

ATTACHMENT 3

SERVICE LEVEL SUMMARY INCLUDING COSTS

<u>ACCOUNTS RECEIVABLE</u>	<u>LEVEL OF SERVICE</u>	<u>FTE</u>	<u>COST OF SERVICE</u>	
<u>Billings</u>	<u>DAILY</u>			
Engineering & Public Works		0.2	8,794	
Water works, Sanitary Sewers, Curbcrossing Street lighting		0.2	8,794	
Facility Maintenance, Break & Entry, Motor Vehicle Accidents		0.2	8,794	
City Hall, CUPE, Noxious Weed Control, School Board,		0.2	8,794	
RCMP, Fire, YVR, Leases, False Alarms, ICBC, Filming		0.2	8,794	
Metered Water Billings, Firm Price Receivables, Refunds		0.1	4,397	
<u>SUB - TOTAL</u>		1.1		<u>48,368</u>
<u>Reconciliations</u>	<u>DAILY</u>			
NSF Cheques		0.2	8,794	
DCC's		0.2	8,794	
Permits / Deposits / Licences		0.2	8,794	
Letters of Credit		0.1	4,397	
Security Deposits		0.1	4,397	
School Board Acquisition Program		0.1	4,397	
Arenas, Facility's and Library Revenues		0.3	13,191	
RCMP, Fire & YVR		0.3	13,191	
All Banking Accounts		0.5	21,985	
All high \$ value revenue accounts		0.3	13,191	
Gas Boy		0.1	4,397	
School Board Billings		0.1	4,397	
<u>SUB - TOTAL</u>		2.5		<u>109,926</u>
<u>TREASURY SERVICES</u>				
<u>Investment & Cash Management</u>	<u>DAILY</u>			
Manage Banking Relationship		0.2	8,794	
Manage Investment Portfolio		0.2	8,794	
Cash Management and Daily Banking Services		0.2	8,794	
Manage Long & Short Term Debt Portfolio		0.1	4,397	
Research, Development & Reconciliation of Bookit & POS Systems		0.5	21,985	
Management and Administration of all Revenues		0.2	8,794	
<u>SUB - TOTAL</u>		1.4		<u>61,559</u>
<u>Treasury Services</u>	<u>DAILY</u>			
General Billings		0.1	4,397	
Investment Income		0.1	4,397	
Investment Allocation		0.1	4,397	
Short & Long Term Investments (And related confirmations & Schedules)		0.1	4,397	
Long Term Debt (And related confirmations and schedules)		0.1	4,397	
Bookit and POS Project		0.4	17,588	
Virtual City Hall Applications		0.1	4,397	
Contribution to Financial Year End Audit				
<u>SUB - TOTAL</u>		1		<u>43,971</u>
<u>TOTAL</u>		6	<u>263,823</u>	<u>263,823</u>

ATTACHMENT 4**STAFF, STATISTICS, SERVICES & INITIATIVES BY SECTIONS****ACCOUNTS RECEIVABLE****DESCRIPTION OF PRIMARY SERVICE OR RESPONSIBILITY**

Process billings to invoice customers for services provided by the City and manage the Accounts Receivable Sub ledger. Manage databases for DCC's, Letters of Credit and False Alarms.

STAFF

Carolyn Railton	Supervisor, Accounts Receivable
Julietta Nguyen	Budget and Accounting Clerk
Karen Leong	Budget and Accounting Clerk

ACCOUNTS RECEIVABLE STATISTICS - 2001

Total number of invoices billed	
Includes Leases, General, Public Works, Fire, RCMP, Other and Damage Deposits	1,258

Total Value of Invoices:	\$ 8,400,542.26
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Total number of Damage Deposit Refunds	302
Total value of Damage Deposit Refunds	\$ 404,757.02

Total number of Accounts Receivable Payments	409
Total value of Accounts Receivable Payments	\$11,394,744.90

Total of New DCC s processed	22
Total value of all DCC s on hand	\$ 3,802,544.12

Total value of payments received for DCC s	\$ 2,481,981.45
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Total Number of False Alarms includes 1 st , 2 nd & 3 rd Offence	4223
Total value of False Alarms Billed	\$ 96,000.00

Total number of General Security Deposits	22
Total value of General Security Deposits	\$ 497,716.30

SERVICES

- Management of Accounts Receivable subledger and all accounts receivable queries
- Reconcile all bank accounts associated with external facilities.
- Reconciliation of General banking account, US Bank account.

- Manage False Alarm program in relation to all financial transactions.
- Set of new program codes from the Hansen work order system
- Provide invoicing and billing services for RCMP and Fire and Rescue services to Vancouver Airport Authority (YVR)
- Collections of all overdue accounts.
- Recording and collection of all NSF cheques and security deposits.

TREASURY SERVICES

DESCRIPTION OF PRIMARY SERVICE OR RESPONSIBILITY

Provide financial accounting for all revenue received and cash management services for the daily investing of surplus City funds.

STAFF

Robert Forsyth	Accountant, Treasury Services
Adam Brady	Project Accountant, Treasury Services

TREASURY SERVICES STATISTICS - 2001

BOOKIT INTERNET REGISTRATION

The system has been developed as an Internet based registration and facility reservation system for the City of Richmond that allows people to search for recreation programs on the City's web site, register and pay for the programs.

- In 2001 12,866 programs were offered Richmond-wide.
- 71,000 registrations in 2001
- Staff in 23 facility operations uses Bookit
- 312 Internal (Staff) Users,
- 8,000 public registrations since March 2, 2002 used either the Internet or Touch Tone Phone module of Bookit

	1998	1999	2000	2001
Number of transactions	736	49649	118734	127768
Year-over-year change	-	6645.79%	139.15%	7.61%
Value of transactions	14,208.11	1,346,426.59	3,777,072.59	4,022,709.08
Year-over-year change	-	9376.47%	180.53%	6.50%

Number of clients who have used Bookit since January 1, 2001

38,580

INVESTMENTS

Purchases	62
Total value of transactions	\$ 304,923,999

SERVICES

- Assist in the design, development, testing and implementation of “one stop shopping” for payments of City applications and Community Association programs.
- Design, document and implement procedures, processes and flow of funds for reconciliations and cash reporting for City Hall and all external Associations.
- Liaise with product developers (SRI Telus) regarding development and design of reporting systems for Bookit and POS.
- Responsible for all administrative functions of Bookit and POS financial transactions.
- Provide investment services for several Community Associations.
- Reconcile all revenue accounts associated with the Amanda System for Permits and Business Licences.
- Manage Long Term Debt portfolio
- Manage Investment Portfolio and provide “mark to market” comparatives monthly.
- Provide all reconciliations and working papers for Year End Audit.
- Manage and reconcile all revenues received from Federal and Provincial Ministries.
- Manage banking relationship and all related treasury functions.