



TOWN OF TILLSONBURG

2018 Business Plan

Finance

Monday February 12 , 2018

**Tillsonburg**
CONNECTED. ENRICHED. INSPIRED.

2018 Business Objectives

Item	Owner	Project Value	Target Date
Customer Service Delivery Model Review of current activity Customer consultation Final Report	Director of Finance	\$0	Q1 Q2 Q3
Monthly Reporting to Management	Manager of Finance	\$0	Q1
Increase customer transactions on website through new customer online registration	Director of Finance & Revenue/ Customer Service Manager	\$0	Q2
Improve alignment of budget and actuals to reduce timing variances	Manager of Finance	\$0	Q1
Implement County AMANDA software	Director of Finance	\$0	Q3

2018 Business Objectives

Item	Owner	Project Value	Target Date
Audit of HST by Recovery Specialist	Manager of Finance	% of recovery	Q2
Audit of MPAC and Assessment by Recovery Specialist	Revenue/ Customer Service Manager	% of recovery	Q2
Local Government Week	Clerk	\$2,500	Q4
Election	Clerk	\$57,700	Q4
Transit	CAO	\$28,850	Q2
New Town Hall	CAO	\$25,000	Q3
Physician Recruitment	CAO	\$70,000	Q4

2018 Capital Summary

Item	Department	Project Value	Target Date
Work Order Management System	IT	50,000 Tab 11 page 2	Q2
Virtual Town hall	IT	13,500 Tab 11 page 3	Q1
IT Reserves	IT	55,000 Tab 11 page 4	Q1
IT Annual Replacements	IT	95,000 Tab 11 page 5	Q2
Asset Management Implementation	Fin, Ops, RCP	150,000 Tab 11 page 6	Q2

Risks

- Finance
 - Insufficient Asset Management planning could result in higher maintenance/replacement costs
- IT
 - Currently uses a manual work order management system; more difficult to track priority items
- Clerks
 - Records storage at multiple locations and incomplete record logs could put the municipality at risk

Opportunities

- Finance

- Asset management policy will provide guidance on priority projects and allow the Town to develop a multi-year capital plan
- Virtual Town Hall will allow citizens to pay for multiple bills online, reducing the volume of in-person customers

- IT

- Continue to implement IT strategy to avoid duplication of software across departments

- Clerks

- Records management policies would ensure complete records are available when required

Future Departmental Directions: 3 year outlook

- 2019
 - Continue to manage cash flows and investments to maximize interest revenue
- 2020/2021
 - Continue to replace computers