



GFOABC ANNUAL CONFERENCE

STRATEGY + INNOVATION

VICTORIA, BRITISH COLUMBIA • MAY 29–31, 2019



CONTENTS

Message from the Premier	4
Message from the GFOABC President	5
General Conference Information.....	6
Social Events.....	7
Exhibitors	8
Sponsors	9
Conference Sessions	10
Thank You Volunteers	16
Thank You Board & Staff	16
Save the Date Victoria 2019	17
Mobile Event Guide	18
30th Anniversary Timeline	18
Venue Floor Plan.....	19



DAY 1 WEDNESDAY, MAY 29

7:30 BREAKFAST		
8:30 OPENING REMARKS Rick Danyluk, President & Kala Harris, Executive Director		
9:00 OPENING KEYNOTE YOU GET WHAT YOU PAY FOR: How Should We Finance Urban Infrastructure Enid Slack		
9:45 NETWORKING BREAK		
10:30 PANEL FINANCE & THE SMART CITY		
11:30 GFOABC ANNUAL GENERAL MEETING		
12:00 LUNCH		
13:00 PSAB UPDATE		
13:30 PSAB Roundtable	13:30 Sidney Disruptive Technologies and the Public Sector's Role	13:30 Colwood How Analytics Can Reshape the Infrastructure Industry
14:15 Municipal Price Index (MPI) overview	14:15 Sidney Smart Cities: Not just for the Large Metropolis	14:15 Colwood Cannabis in the Community
15:00 NETWORKING BREAK		
15:30 COLLECTORS' FORUM	15:30 Sidney PROCUREMENT FORUM	15:30 Colwood INVESTING & BANKING FORUM
NETWORKING EVENTS		

SCHEDULE AT-A-GLANCE

* All sessions are in Carson Hall Salon A, except where noted.

DAY 2 THURSDAY, MAY 30

7:00 FOCUS GROUP GOVERNMENT RELATIONS		
7:30 BREAKFAST		
8:30 PRESIDENTS INTRODUCTION MEMBER AWARDS		
9:00 KEYNOTE BUILDING A CULTURE THAT SUPPORTS ETHICS Chris Morrill, GFOA US & Canada		
9:45 NETWORKING BREAK		
10:15 EMBRACING BOTS The Next Wave of Business Transformation		
11:15 Tale of a Tax Sale: From Economic Drain to Economic Driver	11:15 Sidney Big Data, Smarter Spending: The Coming Revolution in Fiscal Impact Analysis	11:15 Colwood Local Service Tax
12:00 LUNCH		
13:00 ECONOMIC UPDATE		
13:45 PANEL: FINANCE OFFICER FORUM BEYOND SUPER AVERAGE: IMPROVING FINANCIAL SERVICES THROUGH STRATEGIC PLANNING		
14:45 NETWORKING BREAK		
15:15 Excel to Excellence: Corporate Performance Management (CPM) for Local Government	15:15 Sidney Tale of Two Cities: Financing Water & Wastewater Systems	15:15 Colwood Asset Management: A Focus on the Funding
16:00 "But we're different": Benchmarking and your Chart of Accounts	16:00 Sidney Robots in the Finance Department: Freedom from Drudgery	16:00 Colwood From Legacy to the Cloud: Modernizing HR & Payroll Systems
GALA DINNER		

DAY 3 FRIDAY, MAY 31

8:00 BREAKFAST	
9:00 MUNICIPAL PENSION PLAN UPDATE	
9:15 PANEL SUCCESSFULLY COLLABORATING ON SOCIAL HOUSING: ADDRESSING KEY CHALLENGES	
10:15 NATURE BREAK	
10:30 KEYNOTE CULTURE OF INNOVATION: RELENTLESS ADAPTATION Amber Mac	
11:45 WRAP-UP	





A MESSAGE FROM PREMIER JOHN HORGAN

As Premier of the Province of British Columbia, it's my pleasure to welcome everyone attending the Government Finance Officers Association of BC's 2019 annual conference in beautiful Victoria.

Congratulations on taking this opportunity to grow your network and share the latest in advances that are helping government finance professionals meet new challenges. Tackling the problems people face every day is a tough job for all levels of government, and strategy, innovation and collaboration at every step is crucial to creating strong, vibrant communities. Our government is excited about BC Budget 2019 – Making Life Better – and the benefits to people, families and communities that come from taking action and investing in our future. We know that smart finance gets results, and we're committed to continued partnership with local governments in building a better BC for everyone who lives and works across all corners of our province.

Thank you for working together to create healthy, sustainable local government finance strategy that serves the people of British Columbia. Through this and other opportunities for professional development, GFOABC and its members help ensure we are prepared for whatever tomorrow may bring.

Please accept my best wishes for an invigorating conference and successful fiscal year!


HONOURABLE JOHN HORGAN
PREMIER OF BRITISH COLUMBIA

MESSAGE FROM THE GFOABC PRESIDENT

Welcome everyone!

On behalf of the Government Finance Officers Association of BC, I am excited to welcome our members, honoured guests, sponsors, exhibitors and presenters to our Annual Conference at the Victoria Conference Centre from May 29th to 31st, 2019.

In support of our strategy and innovation theme we've added some new panel sessions and have some fantastic keynote speakers lined up to tackle current issues you've told us are important to you!

We're creating more opportunities for deliberate dialogue to help turn your innovative ideas into actions that strengthen our communities. The enthusiasm of our staff, board and committees and engagement with you led to a number of improvements this past year including a new education framework, partnerships, strategic plan and the introduction of a government relations framework at this year's conference Focus Group.

Now more than ever, local government needs strong finance officers that work inside and outside the local government walls to help solve the challenges of today, including how we leverage development to become more sustainable, partner on housing to address rental and affordability issues, build capacity for asset management and capital planning, value and protect our natural assets, and use technology to become smarter cities and more transparent and effective in our accounting and reporting.

Putting together a successful conference requires the efforts of a team so a huge thank you goes out to the surrounding local governments and businesses who supplied ideas and staff time.

GFOABC's success depends on your participation and we're happy to confirm activity is up over the past year in our training, webinars and this year's conference. These opportunities provide a chance to grow and share your skills and knowledge and build a network of colleagues to collaborate with.

Enjoy this year's conference on *strategy and innovation*, be a finance superhero and share your ideas, and thank you for supporting GFOABC!

Rick Danyluk
President, GFOABC

GENERAL CONFERENCE INFORMATION

CONFERENCE REGISTRATION

The registration and information desk will be located on the second floor of the Victoria Conference Centre in the foyer outside of Carson Hall.

Hours of operation:

- ▶ **Tuesday May 28** 3:00pm – 5:30pm
(Fairmont Lower Lobby following Pre-Conference workshops); 6:00pm – 9:00pm (Steamship Grill & Bar during the welcome reception)
- ▶ **Wednesday May 29** 7:30am – 3:30pm
- ▶ **Thursday May 30** 7:30am – 3:30pm
- ▶ **Friday May 31** 7:30am – 12:00pm

MOBILE APP

Plan, network, or participate with the GFOABC2019 mobile app. You can download the GFOABC2019 app from the App Store or Google Play OR visit <https://eventmobi.com/gfoabc2019/> from your browser. Please visit the Registration Desk for assistance.

NAME TAGS

Name tags are available at the registration desk and must be worn at all times to gain admission to sessions and meal breaks. The name tags provided this year are bio-degradable, however we request they be returned at the end of the conference as they will be reused for future events.

DELEGATE BAGS

GFOABC is thrilled to have purchased our delegate bags from Common Thread for the fourth year in a row. Common Thread is a non-profit cooperative that enables social enterprise sewers to re-purpose street banners and other fabric into beautiful and useful products. Common Thread provides sewing training

and production coaching for newcomers to Canada, people living with mental illness and others who have barriers to employment.

CONFERENCE FACILITY

All conference sessions will be held on the second floor of the Victoria Conference Centre with plenary sessions being held in Carson Hall A.

There is a venue floor plan on page 19 of this guide.

TRADE SHOW

The Trade Show is held in Carson Hall B/C of the Victoria Conference Centre. A list of the exhibitors can be found on page 8.

Trade Show Hours of Operation

- ▶ **Wednesday, May 29** 10:00am - 4:30pm
- ▶ **Thursday, May 30** 8:30am - 3:30pm

MEALS

- ▶ Breakfast will be served from 7:30 – 8:30am in the Palm Court/Crystal Ballroom on Wednesday and Thursday and in Carson Hall B/C on Friday morning from 8:00 – 9:00am.
- ▶ Nutritional Breaks: Coffee/tea and refreshments will be served in the Exhibit Hall.
- ▶ Lunch will be served buffet style in the Exhibit Hall from 12:00 – 1:00pm.

DELEGATES WITH DIETARY RESTRICTIONS

If you have identified yourself as having a specific dietary requirement, it is your responsibility to identify yourself to the serving staff at the beginning of each meal. Depending on your specific requirements, an alternative meal may be arranged for you.

PARTNER MEAL PROGRAM

Tickets are available for purchase at the registration desk. Cheque or credit card will be accepted.

- ▶ Includes Breakfasts, and Lunches: \$150 + GST
- ▶ Extra Gala Tickets: \$100 + GST

PRIZE DRAWS

Thanks to our generous sponsors and exhibitors we have plenty of prizes to be awarded Thursday evening at the Gala.

- ▶ **Passport Draw** You can purchase your passport at the registration desk. Each exhibitor will mark your passport when you stop to view their display. When you collect every stamp on your passport, you can drop off your completed passport at the registration desk for your chance to win great prizes. A minimum \$5.00 donation to the Boot Camp travel scholarship fund is required for each passport. You may purchase multiple passports. Prizes are awarded at the Thursday Night’s Gala; you must be in attendance to win.
- ▶ **Social Media Contest** Follow us on Twitter and Facebook. Share or like a photo/video for a chance to win great prizes.

Facebook: @GFOABCVictoria

Twitter: @GFOABC

SOCIAL EVENTS

WELCOME RECEPTION

GFOABC welcomes all guests to kick-off the 2019 Annual Conference at *Steamship Grill & Bar* to celebrate GFOABC’s 30th anniversary with harbour views, refreshments and networking with friends old and new.

- ▶ **Tuesday May 28** 6:00 – 9:00pm
Steamship Grill & Bar, 470 Belleville St, Victoria, BC
A 4 minute walk from the Fairmont Empress Hotel

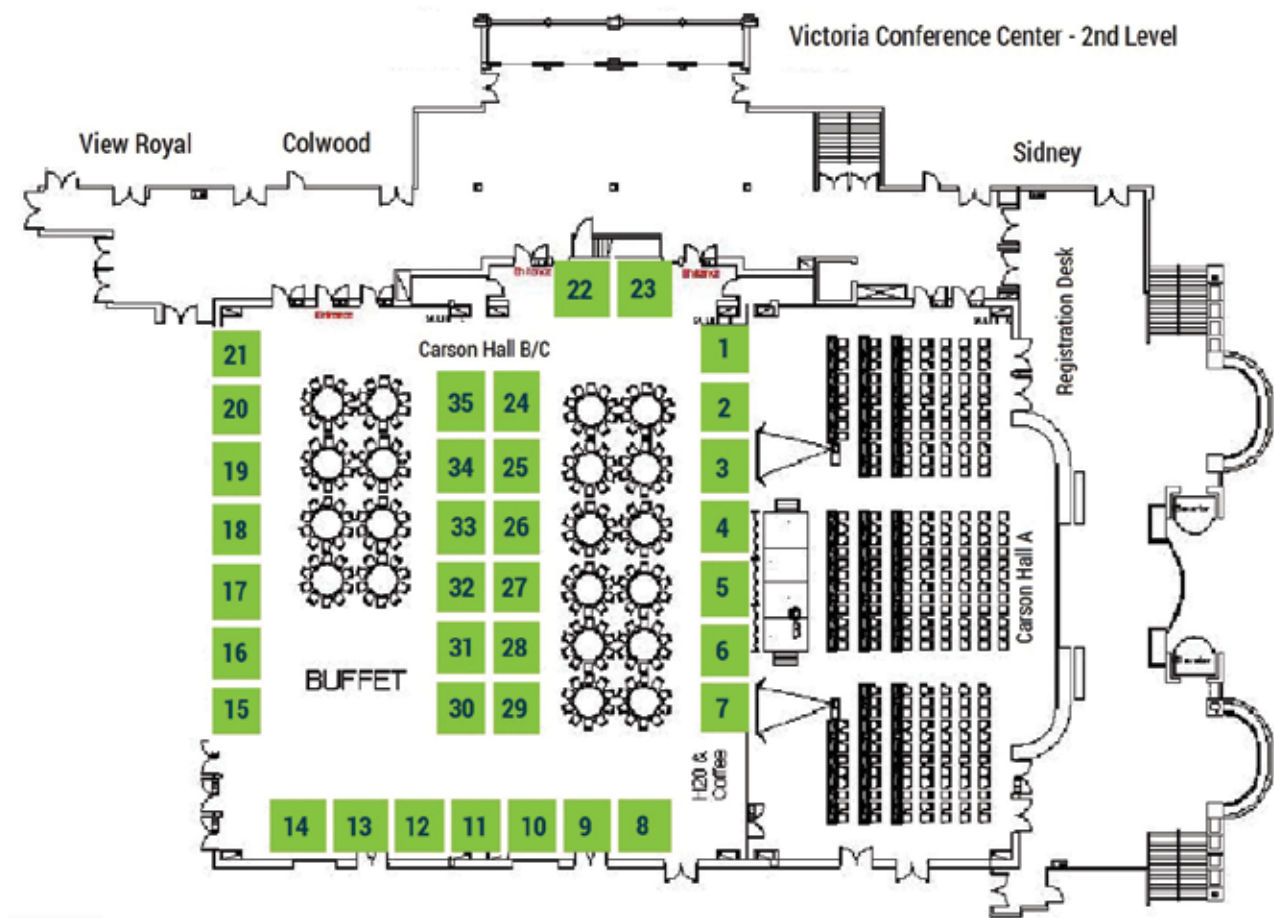
GALA DINNER

GFOABC delegates are invited to the Thursday night Gala Dinner held in the Crystal Ballroom at the Fairmont Empress Hotel May 30th. Dinner and wine are provided and a cash bar will be available.

- ▶ Cocktails at 6:30pm in the Palm Court
- ▶ Dinner will be served at 7:30pm in the Crystal Ballroom
- ▶ Live musical performance by Timebenders, Victoria’s own premier dance band. 50 years of music, 15 costume changes, 1 great show!

Additional Gala Dinner tickets are available for sale for \$100+gst online before May 27th, and at the registration desk during the conference.

EXHIBITORS



A-Mais Technologies.....	11	Hobson Chahal Advisory Group,	
BC Assessment	1	CIBC Wood Gundy.....	25
Benchcube Analytics.....	5	Land Title and Survey Authority	
Canadian Western Bank	18	of British Columbia.....	29
CapriCMW.....	19	Marsh Canada.....	32
CaseWare.....	35	Municipal Finance Authority of BC	22
Cash Management Group Canaccord Genuity ..	33	Municipal Insurance Association of BC	23
CentralSquare Technologies.....	15	MuniWare	8
Ceridian	3	Navy and Sage Benefits.....	26
Chartered Professional Accountants		Office of the Auditor General for	
of British Columbia.....	34	Local Government.....	16
CivicInfo.....	10	Pacific Blue Cross / Union of BC Municipalities...	13
CMC Credit Management Corporation.....	6	Paytm Canada.....	7
Coast Capital Savings.....	21	PSD Corvée.....	20
Econics Waterworth	24	Scotiabank.....	31
ENCOMPASS Benefits & HR Solutions.....	4	Sea to Sky Network Solutions.....	28
First West Credit Union	27	TD Bank.....	12
Freundlich Consulting, CPA	9	TownSuite Municipal Software	2
Ginco.....	14	Unit4	17
		YourCity.....	30

SPONSORS

PLATINUM

- ▶ Municipal Finance Authority of BC
- ▶ Hobson Chahal Advisory Group, CIBC Wood Gundy

GOLD

- ▶ BC Assessment
- ▶ BDO Canada
- ▶ CaseWare
- ▶ KPMG
- ▶ PwC

SILVER

- ▶ Aon
- ▶ CapriCMW Insurance Services Ltd.
- ▶ Cash Management Group | Canaccord Genuity
- ▶ Chartered Professional Accountants of British Columbia
- ▶ PSD | Corvée
- ▶ Lidstone & Company Law Corporation
- ▶ Municipal Insurance Association of BC
- ▶ Young Anderson

BRONZE

- ▶ Ceridian
- ▶ Coast Capital Savings
- ▶ Econics | Waterworth
- ▶ First West Credit Union
- ▶ George & Bell Consulting
- ▶ Hemson Consulting Ltd.
- ▶ MNP
- ▶ Phillips, Hager & North Investment Management
- ▶ Royal Bank of Canada
- ▶ Stewart McDannold Stuart
- ▶ TD Bank
- ▶ Urban Systems

CONFERENCE SESSIONS

TUESDAY, MAY 28

18:00 – 21:00 Welcome Reception *Steamship Grill & Bar, 470 Belleville St, Victoria, BC*
GFOABC welcomes all guests to kick-off the 2019 Annual Conference at Steamship Grill & Bar (A 4 minute walk from the Fairmont Empress Hotel) to celebrate GFOABC’s 30th anniversary with harbour views, refreshments and networking with friends old and new.

WEDNESDAY, MAY 29

7:30 Breakfast *will be served in the Palm Court and Crystal Ballroom. Enjoy!*
8:30 Opening Remarks *Carson Hall, Salon A*

9:00 Keynote: You Get What You Pay For: How Should We Finance Urban Infrastructure *Carson Hall, Salon A*
The poor state of municipal infrastructure in Canada is the subject of frequent news stories. Every day, we read about roads that are congested, transit systems that are in need of major investments, bridges that are crumbling, water treatment plants that need to be replaced, and more. How should cities pay for repairing, replacing, or building new infrastructure? This presentation will look at a number of possible methods, including user fees, property and other taxes, land value capture, development charges, borrowing, and public-private partnerships. The choice of funding mechanism will depend on the characteristics of the infrastructure we need. For example, is the infrastructure growth-related? Can we identify the beneficiaries? Are the assets large in scale? To raise the needed revenues from any of the possible sources will also require building public fiscal trust and convincing taxpayers that you get what you pay for

9:45 Networking Break *Refreshments will be served in the Exhibition Hall.*

10:30 Panel | Finance & the Smart City *Carson Hall, Salon A*
Local governments around the globe are undergoing a digital transformation as data and technology is increasingly used to analyze, monitor and optimize the systems that underpin the environmental, economic and social sustainability of their communities. To support this transformation, the Government of Canada launched the ‘Smart Cities Challenge’ in 2017, committing in excess of \$75 million dollars of funding to selected community projects that use data and connected technology to improve the lives of their citizens. The Government of British Columbia followed suit in 2018 launching the ‘Smart Communities’ pilot program providing in excess of \$100 thousand dollars to encourage communities across BC to adopt smart community technologies and innovation. In this session, panelists from the City of Nelson, City of Surrey, and South Island Prosperity Project will each explore the smart cities projects submitted under these funding schemes and how they propose to leverage this funding for their respective communities. This panel session will be highly interactive, delegates will have the opportunity to join the conversation

11:30 GFOABC Annual General Meeting *Carson Hall, Salon A*
12:00 Lunch *will be served in the Exhibit Hall. Enjoy!*

13:00 PSAB Update *Carson Hall, Salon A*

13:30 Disruptive Technologies and the Public Sector’s Role *Sidney*
his session will serve as a survey of how IT, big data, and other technology trends that make up the broader scope of smart cities will change your municipality’s risks. We will review what technologies are being implemented, how they impact risk, and the ways the municipalities are reacting to these emerging risk exposures.

13:30 How Analytics Can Reshape the Infrastructure Industry *Colwood*
Rapid technological advancements are reshaping the infrastructure industry. Application of advanced data analytics can help facilities owners optimize existing assets and make better capital-planning decisions. Let us show you how advanced analytics is creating an ecosystem for better facility management of government buildings, hospitals, roads, and water treatment facilities.

13:30 PSAB Round Table *Carson Hall, Salon A*

14:15 Cannabis in the Community *Colwood*
Now a reality, what do Local Governments need to know from Human Resources and Risk Management perspectives? This session will provide insight and recommendations to assist with amending your Human Resources Manual to include dealing with the use of medical and recreational marijuana and workplace safety. Also information on how the Extended Health Care providers are dealing with Medical Marijuana as a prescribed medication. Risk Management of legal grow operations and licenced retailers poses some new challenges.

We will provide information on resources available to municipalities, and discussion around many of factors to be considered in decision making on this emerging topic.

14:15 Smart Cities – Not just for the Large Metropolis *Sidney*
We have heard a lot about Smart Cities and how it can dramatically help a municipality manage its assets and resources effectively; however, the vast majority of the resources out there is focused on the larger municipality. This session will focus on how rural, smaller and medium sized municipalities can apply the concepts of Smart Cities on a scale relevant to their communities.

14:15 Municipal Price Index (MPI) Overview *Carson Hall, Salon A*
A five-year financial plan reflects the best information available at the time the financial plan is developed. This session provides a detailed overview of how the City of Abbotsford has been setting its inflationary factor to inform its financial mandate for the last several years, which may inform attendees’ future approach to budgeting for inflation. The Municipal Price Index (MPI) is a key component of the financial plan framework introduced in the City of Abbotsford in 2014, and is based on the model used by Statistics Canada to calculate the Consumer Price Index (CPI). Annually, staff have recommended a financial mandate for the five year financial plan that relies on MPI to guide tax rate setting. MPI is a calculation of inflation using a ‘basket of goods’ purchased by local governments, which differ significantly from those used by consumers; so while the CPI represents the purchasing patterns of the average Canadian consumer, the MPI reflects purchasing patterns by local government. Adoption of a mandate that includes inflation is important to protect local governments’ ability to operate existing programs and services; the use of MPI is superior to CPI as a tool to incorporate inflation as it is calculated using a specific local government’s budget data, and uses sources both specific to that government and external data sources such as CPI for some ‘basket’ items. This specificity makes MPI a more transparent and defensible approach.

15:00 Networking Break *Carson Hall, Salon A*

15:30 Collectors’ Forum *Carson Hall, Salon A*
The Collectors’ Forum is an informal session that will provide an opportunity to discuss issues of common concern related to property taxation, including home owner grants, tax deferrals, school tax and assessments. There will be subject matter experts in attendance to participate in the panel and round table discussions. This session will open with introductions followed by presentations from guest speaker panelists regarding Permissive Tax Exemptions, assessments and local government property taxation. The session will also include an open mic round table discussion and Q&A.

CONFERENCE SESSIONS (CONTINUED)

15:30 Investment & Banking Forum Colwood
Investment Forum

This session will examine the lifecycle of municipal investment management, from the development of a foundational framework to the implementation and maintenance stages. The speakers will examine the elements of an investment framework, including investment objectives, risk parameters and constraints typical of a local government investment policy. In addition, they will examine other topics such as practical steps in building and maintaining an investment portfolio, on going cash flow management, governance and public communication.

Banking Forum

The banking industry is evolving. Innovation and competition are driving a new banking landscape. What does this mean for your local government? What does it mean when a credit union becomes federally regulated? Join our panel of banking experts who will discuss trends in innovation and introduce fraud risks and prevention techniques. Bring your questions.

15:30 Procurement Forum Sidney
Coastal Communities Social Procurement Initiative: An Initiative to Advance Social Procurement

Communities from Victoria to Haida Gwaii have an opportunity to participate in the Coastal Communities Social Procurement Initiative. This session will describe the initiative, why social procurement is a critical approach for communities of all sizes to adopt and an overview of key social procurement strategies, tools and resources available. The presentation will showcase local examples to demonstrate what is possible and how to advance social procurement within local government and institutional purchasing.

THURSDAY, MAY 30

- 7:00 Focus Group Breakfast RSVP only.
- 7:30 Breakfast will be served in the Palm Court and Crystal Ballroom. Enjoy!
- 8:30 Presidents Introduction Carson Hall, Salon A

9:00 Keynote: Building a Culture that Supports Ethics Carson Hall, Salon A

Over the past year, GFOA has sought to reinvent our decades old code of ethics. Instead of a list of do’s and don’t’s, the new code is values based. Chris will present the new code of ethics which is founded on the value of “trustworthiness.” It was informed by extensive research into what has been proven to work for encouraging and maintaining ethical behavior. It is also based on an underlying assumption that most GFOA members already know right from wrong – and where GFOA can help most is assisting its members to stand up for their values when they face pressure to the contrary. This presentation will provide you with tools, tips, and techniques you can use to build a culture that is supportive of ethical behavior and living your values.

9:45 Networking Break Refreshments will be served in the Exhibition Hall.

10:15 Embracing Bots: The Next Wave of Business Transformation Carson Hall, Salon A

For many, Robotic Process Automation (RPA) is an unknown, an opportunity or a threat. Let’s work through what RPA is, what it isn’t and where this new wave of transformation can help build resiliency in your organization. We’ll present examples of how Bots are being used today and how this aligns with the tasks and objectives of the Finance organization.

11:15 Big Data, Smarter Spending: The Coming Revolution in Fiscal Impact Analysis Sidney

Financial executives face the constant challenge of accessing disparate data sources in order to calculate projected

fiscal impacts of decisions, with data sources fragmented across government departments and between jurisdictions. With the emergence of big data and the growing phenomenon of the Internet of Things, there are both opportunities and challenges in integrated unconventional data sources to improve the accuracy, reduce cost and speed deployment of fiscal impact analysis. UrbanLogiq will demonstrate how a common operating platform that breaks down data silos within and between government, and marries public and private sector data powered by machine and deep learning artificial intelligence can power a new wave of innovation in fiscal impact analysis

11:15 Tale of a Tax Sale: From Economic Drain to Economic Driver Carson Hall, Salon A

Opened in 1955, the Skeena Cellulose pulp mill was the source of roughly 20% of the City of Prince Rupert’s tax revenues and the City’s main employer. In 2001, the mill owners filed for bankruptcy and the site was eventually acquired unwillingly by the City of Prince Rupert at tax sale in 2009. Subsequent to litigation challenging the tax sale, City staff began overseeing the dismantlement of the derelict site in 2015, along with the redevelopment of the island to layout a brighter economic future for the community.

11:15 Local Service Tax Colwood

One of the most important functions of a local government is to provide services to its citizens such as roads, water supply, fire protection and sewage collection and disposal. The Community Charter grants municipalities the power to deliver these services by way of a local area service. The principle behind local area services is that while those services which benefit the municipality as a whole should be paid for by the municipality out of its general revenues, those services which benefit only a minority of property owners should be paid by them. The local area service is paid for by way of a local service tax. This tax can take the form of property value tax, a parcel tax or both. In most cases the responsibility for setting up local area services rests with the Engineering department but the Finance department also has a critical role in determining the type of tax to charge and in administering the tax. As such, it is important the finance officers understand what local area services taxes.

12:00 Lunch will be served in the Exhibit Hall. Enjoy!

13:00 Economic Update Carson Hall, Salon A
Presented by CIBC Capital Markets

13:45 Panel | Finance Officer Forum: Beyond Super Average: Improving Financial Services Through Strategic Planning Carson Hall, Salon A

Today, more than ever before, the local government Finance Officer faces many challenges as the role itself continues to evolve. Last year’s forum theme was ‘What Keeps You Up at Night?’. This year the forum will explore the strategic role of the finance officer through the lens of the Finance Strategic Planning Framework Project. The session will open with an overview of the project followed by project proponent presentations and moderated panel discussion with Q&A. Genelle Davidson, Divisional Director Financial Services for the City of Kelowna and Board Member of GFOABC, will lead out the panel presentations. Genelle will be joined by Rick Danyluk, Manager of Financial Planning for the District of North Vancouver and Board Member along with Kathy Humphrey, Director of Corporate Services for the City of Kamloops. This panel session will be highly interactive, delegates will have the opportunity to join the conversation.

14:45 Networking Break Refreshments will be served in the Exhibition Hall.

15:15 Asset Management: A Focus on the Funding Colwood

You do not have an infrastructure deficit, you have an infrastructure funding deficit. Using the City of Colwood as a recent case study. this session will demonstrate why solving the funding piece of the asset management equation is essential. Local governments do not always have robust asset management software, policies, or detailed capital spending plans to rely on. Indecisiveness can create an escalating and compounding funding deficit. You owe it to your Engineering colleagues to properly fund infrastructure replacement in a fiscally sustainable manner.

CONFERENCE SESSIONS (CONTINUED)

15:15 A Tale of Two Cities: Financing Water and Wastewater Systems Sidney

While financing water systems and setting rates is always tricky, the issues vary from town to town. This presentation will look at how two different BC communities have faced this challenge in recent years and their plans for the future. Powell River is grappling with funding a new wastewater treatment plant and finding the right balance between borrowing, seeking grants and short term rate increases. They must address this in addition to the ever-present challenge of dealing with ageing infrastructure. In recent years, Gibsons has taken a history of system underfunding head-on through a series of fairly steep rate increases. To do this has required extensive communications efforts and improvements to asset management planning.Their experiences will inform a discussion about how water and wastewater rates both drive and set community policy. We will explore themes including revenue sufficiency, revenue stability, affordability, and communications with rate payers and elected officials.

15:15 Moving from Excel to Excellence: Corporate Performance Management (CPM) for Local Government Carson Hall, Salon A

After years of budgeting and financial planning in Excel, The City of Port Moody was looking for a better approach. Join us to learn how the City found and implemented a new integrated CPM solution, future-proofing the back-office and making plans to incorporate business intelligence and AI capabilities in the finance office roadmap. The new solution allows the City’s finance team to gain visibility into city -wide budget data, and record details that had previously been kept in inconsistent, siloed formats - including budget managers’ heads! Plans are already underway for improved reporting and analytics, and easy visual dashboarding for performance monitoring and increased transparency.

16:00 Robots in the Finance Department: Freedom from Drudgery Sidney

Robotic Process Automation (RPA) is being used today to reduce finance department workload/cost and increase productivity. This presentation will examine the processes, benefits, and challenges of implementing RPA for the finance department. To demonstrate the immediate opportunity for finance improvement, the presenters will analyse the AP entry process and assemble a functioning robot to automate this task.

16:00 “But we’re different”: Benchmarking and your Chart of Accounts Carson Hall, Salon A

The benefits of financial benchmarking in local government are clear: you can tell at a glance whether your costs of providing services to your community are high, low, or in line with those of your peer group. Such comparative measures are extremely valuable when your organization establishes and defends its spending priorities. Unfortunately, benchmarking is difficult in practice due to a lack of standardization. Even communities that are similar in size, service delivery, and complexity often differ significantly in their approach to organizing financial information. This makes apples-to-apples comparisons so labor intensive and error prone that few communities have the time or resources to do it. In this session, we discuss how a well-designed chart of accounts can facilitate both statutory reporting and emerging modes of decision support, including benchmarking. We also discuss workarounds when redesigning your chart of accounts is not practical.

16:00 From Legacy to the Cloud: Modernizing HR & Payroll Systems Colwood

There have been many human resources and payroll implementation disasters when outdated legacy systems are replaced, a most notable example here in Canada is the Federal Government’s Phoenix Project and Australia’s Queensland Health implementation. Modern payroll and HR systems today are utilizing the digital, software-as-a-service (SaaS), cloud-based platforms which has resulted in a shift to standardizing legacy processes to a more simplified best practice process structure. This in turn is having a significant positive effect on the financial management, HR, payroll and, time/scheduling processes that organizations utilize in today’s modern digital age! This session will address ‘how to mitigate your risks with today’s modern HR and payroll systems; gain better benefits realizations and avoid disastrous implementations’. effect on the financial management, payroll and HR processes organizations are utilizing in this modern digital age, and empowering employees to own their destiny.

19:30 Gala Dinner Crystal Ballroom

GFOABC delegates are invited to the Thursday night Gala Dinner at the Fairmont Empress Hotel. Dinner and wine are provided and a cash bar will be available. Cocktails at 6:30pm in the Palm Court. Dinner will be served at 7:30pm in the Crystal Ballroom. Live musical performance by Timebenders, Victoria’s own premier dance band. 50 years of music, 15 costume changes, 1 great show! Additional Gala Dinner tickets are available for sale for \$100+gst online before May 27th, and at the registration desk during the conference.

FRIDAY, MAY 31

8:00 Breakfast will be served in Carson Hall B/C. Enjoy!

9:00 Municipal Pension Plan Update Carson Hall, Salon A

9:15 PANEL: Successfully Collaborating on Social Housing: Addressing Key Challenges Carson Hall, Salon A

One of the top priorities in the Province of BC today is addressing the supply of affordable housing and ensuring appropriate social housing along with the necessary supportive services. Given the recent elections, and many changes in municipal governments, priorities are being reconfirmed, execution strategies are being developed and the approaches are being heavily debated. There are many communities where the issue is relatively new, while others have had many years of experience. This provides an opportunity to discuss some key pitfalls from three different perspectives – Elected Officials, Non-Profit Service Provider, and Local Government Staff. The panel will moderated by Kristine Simpson, Partner with BDO who will push the panelists to address some key challenges to overcome.

10:15 Networking Break Refreshments will be served in Carson Hall, Salon B/C

10:30 Keynote: Culture of Innovation: Relentless Adaptation Carson Hall, Salon A

The year 2020 is a tipping point for the future of work. Whether it’s the promise of a self-driving car getting us to our next job, augmented reality re-shaping how we learn, voice technology automating tedious tasks, artificial intelligence leading our next job interview, or computer vision turning the office green, Amber Mac will take audiences on a journey to understand how today’s technology trends will shape tomorrow’s workforce. She will also go one step further to share strategic lessons to survive this future, lessons that will make it easy for organizations and individuals to practice relentless adaptation – smart mindset changes that will have a significant long-term impact.

11: 45 Closing Remarks Carson Hall, Salon A

THANK YOU VOLUNTEERS

Alison McGuire District of Saanich
DJ Bridgewood Capital Regional District
Erin Booth District of Saanich
Kerry Hall City of Colwood
Melody Wehner
Wendy Idema
Sharon Moss
Alex Bovell KPMG
Sahana Sharma KPMG
JP Brennan KPMG
Laura Aylett Coast Capital Savings
Grant Bachand Coast Capital Savings
BC Assessment

THANK YOU BOARD & STAFF

2018-2019 BOARD OF DIRECTORS

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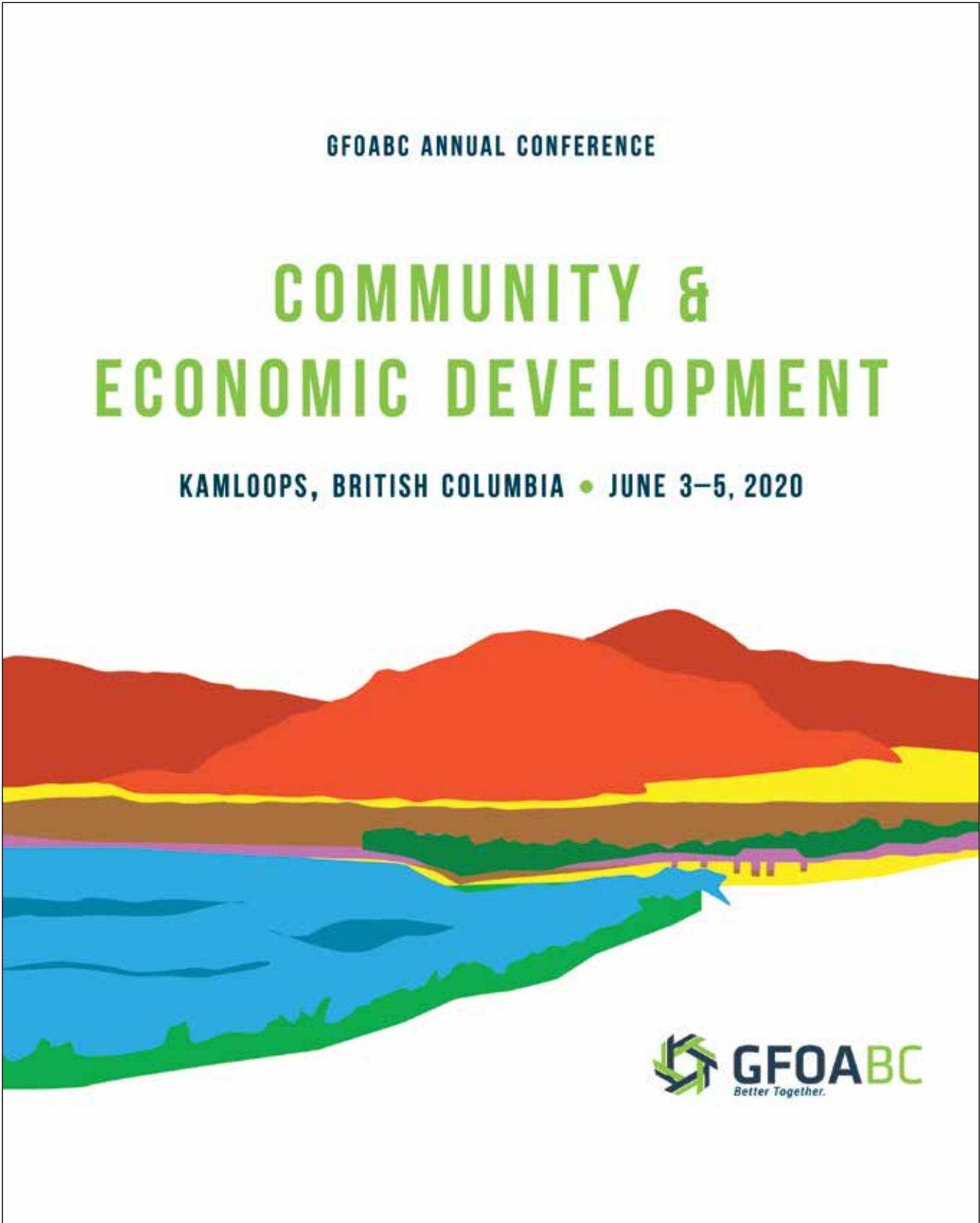
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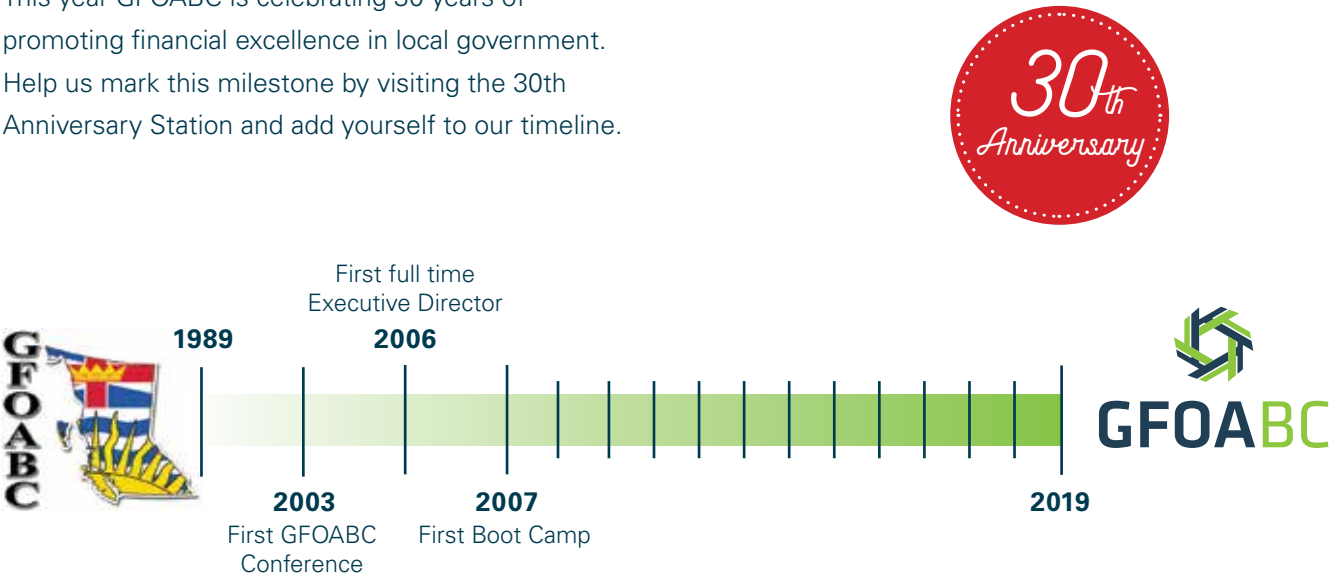
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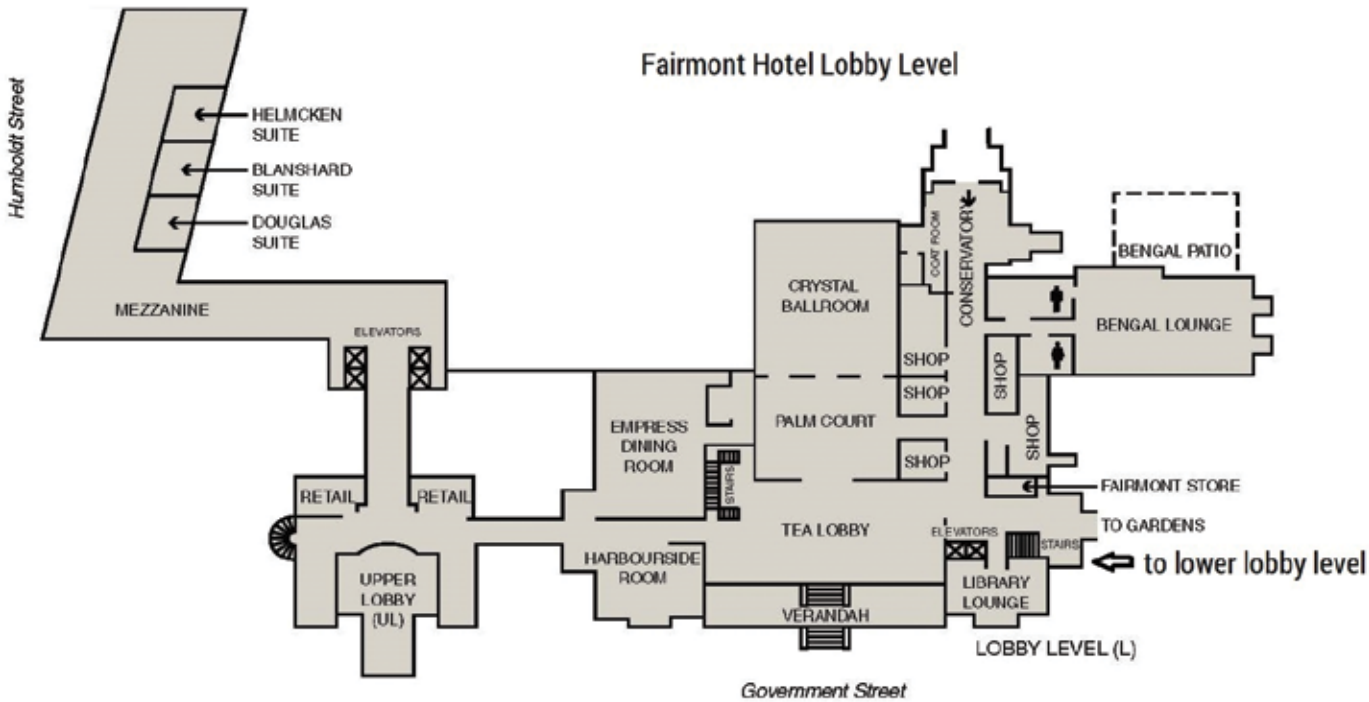
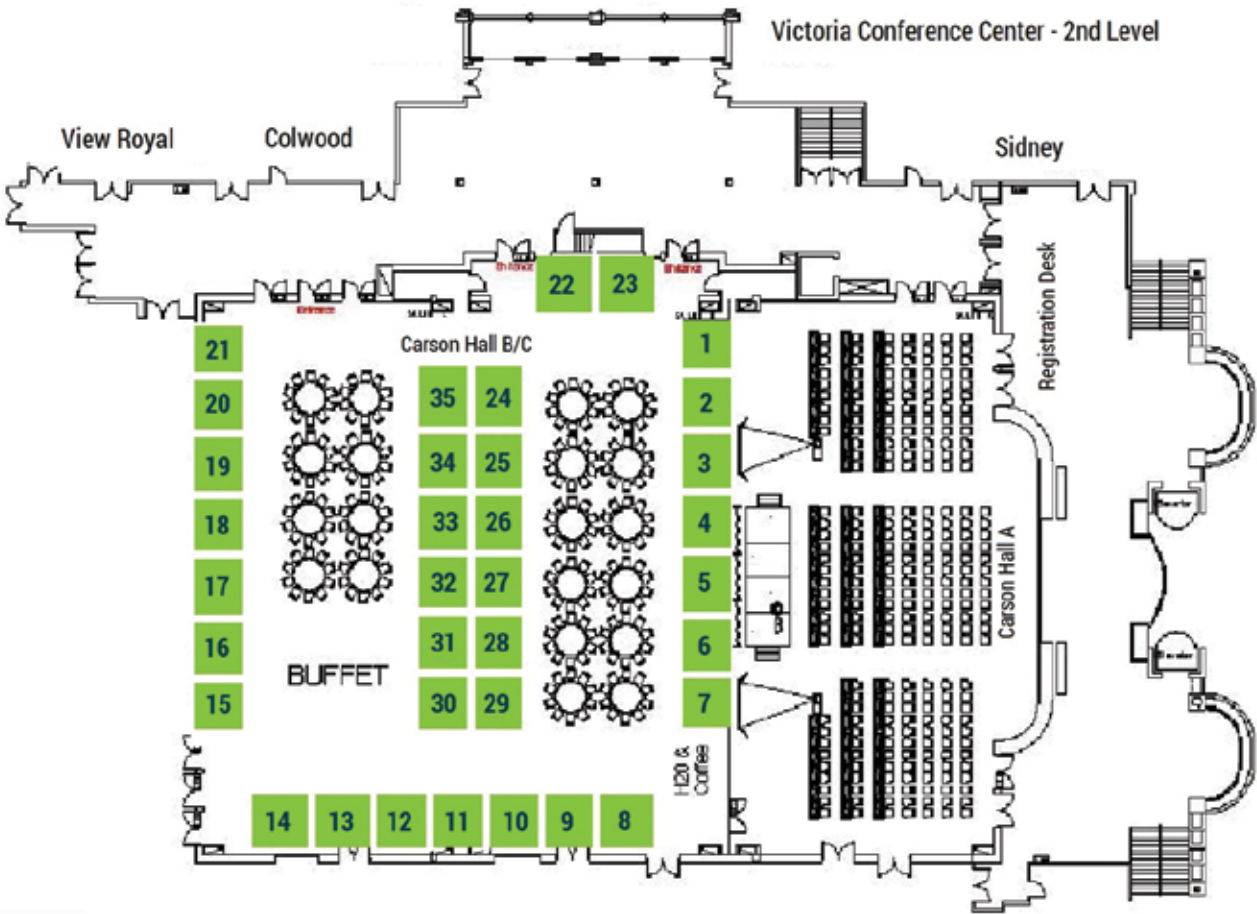


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