

<b>Policy Title:</b> Revenue Management Services		<b>Policy Number:</b> P57
<b>Policy Category:</b> Finance		
<b>Approval Date:</b> June 28, 2016		<b>Policy Owner:</b> Deputy Chief Administrative Officer
<b>Approved by:</b> Board		<b>File Reference:</b> 0340-50

### Purpose and Scope

1. The purpose of the Revenue Management Services Policy is to set out the responsibilities and accountability associated with the management and administration relating to the sale of services. This policy applies to all Comox Valley Regional District (CVRD) services (functions) and includes all licences of use, leases and the sale of services of the CVRD.

### Guiding Principle

2. The Revenue Management Services Policy is guided by the principle of cost recovery and the provision of internal control mechanisms to separate the signing of agreements from the accounting processes.

### Policy Statement

3. It is the policy of the CVRD to make available facilities for use by the public pursuant to either a licence of use or lease agreement, and to offer the sale of services to other persons or organizations subject to applicable provincial legislation and other policies of the CVRD.

### Roles and Responsibilities

4.
  - (1) Revenue management activities involving the sale of services to the public is a responsibility of each department.
  - (2) The CVRD officer responsible for financial administration is the Chief Financial Officer who is responsible and accountable for the management and safe keeping of all revenue and for the administration of the Revenue Management Services Policy.
  - (3) The Chief Financial Officer is responsible for the implementation of the day-to-day administration of the Revenue Management Services Policy, and will establish and employ such practices, processes, procedures or methods as are determined appropriate to the efficient and effective operation of revenue management services.
  - (4) Agreements for the licence of use, lease and sale of services are to be executed in accordance with the delegation of authority to enter into agreements for services bylaw for those fees, charges and recovery of amounts for services of the CVRD as adopted by the CVRD Board and, in the case of leases, subsequent to any legislative notice requirements.

### Policy Provisions

5. Rates charged for sale of services, lease and/or licence of use shall be according to the specific regulation and fees and charges bylaw applicable to the specific service or facility being provided and in accordance with the financial plan.

**Contract Administration**

6. A database of all contractual documents shall be maintained by the office of the CVRD officer responsible for corporate administration. Such database to include information from the contract summary sheet accompanying revenue contracts.

Contract administration process is in accordance with Table 1 with the exception of recreation facility licence of use agreements which will be administered by recreation administration staff onsite at the applicable recreation facility for audit purposes and in accordance with the records management policy and practices.

**Table 1: Contract administration process**

Department/Branch	Staff Responsible	Process
Comox Valley recreation complexes Comox Valley track Comox Valley exhibition grounds	Recreation administration staff	<ul style="list-style-type: none"> <li>Ensure all documentation, insurance and signatures are in order as well as other applicable mandatory requirements per the licence or agreement.</li> </ul>
Corporate Services Community Services Deputy Chief Administrative Officer Engineering Services Planning and Development Services	Branch assistants	<ul style="list-style-type: none"> <li>Minimum two signed documents, one for each party to the agreement.</li> </ul> <p><b>Distribution:</b></p> <ul style="list-style-type: none"> <li>One signed agreement to licensee or lessee.</li> <li>One signed agreement to financial services assistant for 'vault' filing, accompanied by a completed contract summary sheet.</li> <li>Financial services assistant will file the contract in the CVRD electronic records management system and update the contract database</li> <li>Copy to financial accounting technician, accounts receivable or recreation administration staff, as applicable, for billing purposes.</li> </ul>

**Collection of outstanding accounts**

7. Collection of outstanding accounts will be in accordance with the collections procedures as updated from time to time by the corporate financial officer.

An account that remains outstanding despite all collection efforts may be designated as uncollectible and written off under the following authority:

- |                              |  |
|------------------------------|--|
| Chief Financial Officer      | Accounts equal to or less than \$5,000 |
| Chief Administrative Officer | Accounts greater than \$5,000          |

When an account greater than \$100,000 is designated as uncollectible, the Board will be advised of the circumstances and the collection activities undertaken.

**Revision History**

<b>Approval Date</b>	<b>Approved By</b>	<b>Description of Change</b>
August 11, 2020	Board	Housekeeping