



**REPORT TO: CITY MANAGER
TO BE REFERRED BY THE OFFICIAL TO MAYCO VIA THE FINANCE PORTFOLIO
SECTION 79 COMMITTEE [AFTER CONSIDERATION BY CITY MANAGER]**

- 1. ITEM NUMBER**
- 2. SUBJECT**

FEEDBACK ON THE INTERNATIONAL TRIP UNDERTAKEN FROM 7 TO 12 JUNE 2024 TO ATTEND THE ORLANDO MUNICIPAL STUDY TOUR AND GOVERNMENT FINANCE OFFICERS ASSOCIATION CONFERENCE IN THE UNITED STATES OF AMERICA

ONDERWERP

TERUGVOERING OOR DIE INTERNASIONALE REIS ONDERNEEM VAN 7 TOT 12 JUNIE 2024 OM DIE ORLANDO- MUNISIPALE STUDIEREIS EN DIE “GOVERNMENT FINANCE OFFICERS ASSOCIATION”- KONFERENSIE IN DIE VERENIGDE STATE VAN AMERIKA BY TE WOON

ISIHLOKO

INGXELO YASEMVA KOHAMBO KUMAZWE APHESHEYA EQHUTYWE UKUSUSELA NGOWE7 UKUYA KOWE12 KWEYESILIMELA 2024 UKUZIMASA UKHENKETHO OLUNGESIFUNDO KUMASIPALA WASEPORTLAND NENKOMFA ENGOMBUTHO WAMAGOSA ANGEZEMALI ZIKARHULUMENTE ESEUNITED STATES OF AMERICA

[LSU R0199]

- 3. EVENT SUMMARY**

EVENT DETAILS	
CONFERENCE	Government Finance Officer Association of America and Canada (GFOA)
OTHER	Study tour of Orlando Municipality Water Treatment Works
DATE	Study Tour – Friday 7 June 2024 Conference – Sunday 9 June to Wednesday 12 June 2024 inclusive
VENUE	Study Tour – Orlando Waste Water Treatment Works and Wetlands Conference – Orange County Convention Centre
TOTAL COST TO THE CITY	R474-00
CITY	Orlando
COUNTRY	United States of America

ATTENDEE DETAILS	
NAME: Louise Muller	DESIGNATION: DIRECTOR: VALUATIONS Noting that this was a sponsored trip; Louise Muller attended in her role as a Board Member of CIGFARO, the Chartered Institute of Government Finance, Audit and Risk Officers.
PROVIDE SUMMARY OF HOST ORGANISATION / CITY	
<p>Host City:</p> <p>Orlando, a city in central Florida, is home to more than a dozen theme parks and appears to exist more on tourism to these theme parks. There are approximately 350 000 permanent residents in the municipal jurisdictional area. Water management - including reticulation, wastewater treatment and natural recycling of water – is a major consideration in this area and hence the focus of the Study Tour.</p> <p>The Iron Bridge Water Pollution Control Facility is a regional wastewater treatment plant that is operated and primarily owned by the City of Orlando. The Iron Bridge Facility has two effluent release locations: the Little Econ River, and the man-made wetlands. Both of these discharges are governed under the Environmental Protection Agency (EPA) and the Department of Environmental Protection (DEP) permits.</p> <p>The wetlands effluent flows by gravity to a portion of the St. John's River. The benefit of the Iron Bridge plant, as well as each of the City of Orlando's Water Reclamation facilities, is equal to its goal to preserve the environment and to protect public health. This is also in harmony with the City of Orlando's mission, "Serving Orlando with Innovation, Responsiveness, Knowledge, Professionalism and Courtesy."</p> <p>Host Organisation:</p> <p>Founded in 1906, the Government Finance Officers Association (GFOA) represents public finance officials throughout the United States and Canada. The association's more than 22,000 members are federal, state/provincial, and local finance officials deeply involved in planning, financing, and implementing thousands of governmental operations in each of their jurisdictions.</p> <p>The mission of GFOA is to advance excellence in government finance to build thriving communities.</p> <p>GFOA is a sister organization to CIGFARO, the Chartered Institute of Government Finance, Audit and Risk Officers, in South Africa.</p>	

4. OBJECTIVE

The objective of attending the GFOA Conference was to glean the latest information on various subject areas and bring back to South Africa the lessons learned. Sessions in the Conference dealt mainly with: accounting and financial reporting, budgeting, capital planning, debt, economic development, leadership, process improvement, procurement, risk, technology, and treasury functions. The municipal study tour related to the effective processing and efficient use of wastewater.

5. OUTCOMES

The report of the Study Tour and Conference attendance is attached as Annexure A.

Some major lessons learned

- It was clear that in order for local government – whether in USA or in SA – to remain financially viable and sustainable, conversations across all areas of service delivery and responsibilities must take place. Silo's or “keeping heads down in the swim lanes” do not bode well for the financial sustainability of local government anywhere in the world.
 - Management needs to have a clear understanding of the tasks at hand and ensure consequential repercussions on other services or portions of the organisation are understood.
 - Leaders need to truly LEAD the organisation as a collective, managing the impact on citizens through their collective actions and understanding of consequences of certain trade-offs made transparently and with the input of the citizenry.
 - True administrators, such as Office Managers, should get to deal with all daily administrative task deadlines, read e-mails, attend to all staff queries, etc. allowing those in the Strategic Positions time to do the work that provides the most positive influence across the municipality.

Significant lessons for the City CAR programme can be gleaned from the sessions:

- [Staying Afloat During an ERP Implementation](#)
- [ERP and Billing Implementation](#)
- [Utility Finance Forum: Lessons Learned in Modernizing Billing systems.](#)

The Conference was a wonderful opportunity to engage on a number of different topics not always considered on a daily basis.

The City strives for ongoing cutting edge solutions and staying ahead of the curve when implementing solutions. The networking opportunities in this kind of environment are invaluable and create new opportunities for sharing practical challenges with different solutions – even outside of the formal training and conference sessions. Exposure of staff to other opportunities, as well as the provision of a report on return, allows for the learning opportunities to be shared across the City long after the event.

This was a really memorable learning experience, with significant lessons that I can apply in my role as Chairperson of the CAR CORE Steering Committee. I can only express my sincere appreciation to the City of Cape Town for allowing me to attend this Conference and the Study Tour in my role as a member of the Board of CIGFARO. I trust that that others will also learn something useful from the information in either this high level overview or the more comprehensive report attached.

6. ACTIONS REQUIRED

No further actions are expected at this time. The report will be available to the Finance Directorate staff members.

7. IMPLICATIONS

- 7.1 **Constitutional and Policy Implications** No Yes
- 7.2 **Environmental implications** No Yes
- 7.3 **Financial Implications** No Yes
- 7.4 **Legal Implications** No Yes
- 7.5 **Staff Implications** No Yes
- 7.6 **Risk Implications** No Yes
- 7.7 **POPIA Compliance**

It is confirmed that this report has been checked and considered for POPIA Compliance.

8. RECOMMENDATIONS

It is recommended that the feedback report on the trip to the USA to attend the Orlando Municipal Study Tour and the Government Finance Officers Association Conference in Orlando, Florida, USA undertaken by Louise Muller from 7 to 12 June 2024 inclusive, and her appreciation of being able to attend this event, **be considered and noted.**

AANBEVELING

Daar word aanbeveel dat **daar kennis geneem word** van die terugvoerverslag oor die reis na die VSA om die Orlando- munisipale studiereis en die "Government Finance Officers Association"-konferensie in Orlando, Florida, VSA onderneem deur Louise Muller van 7 tot 12 Junie 2024, en haar dankbaarheid om die geleentheid te kon bywoon, **en dit oorweeg word.**

ISINDULULO

Kundululwe ukuba **makuthathelwe ingqalelo kwaye kuqwalaselwe** ingxelo yasemva kohambo olwalujolise eUSA olungokuzimasa uKhenketho olungeSifundo kuMasipala waseOrlando neNkomfa engoMbutho wamaGosa angeziMali zikaRhulumente, eseOrlando, eFlorida, eUSA, eqhutywe nguLouise Muller ukususela ngowe7 ukuya kowe12 kweyeSilimela 2024, kuquka nokwamkela kwakhe ukuba abenakho ukuzimasa lo msitho.

- **FOR OFFICIALS TRAVELLING OVERSEAS FOR COUNCIL RELATED ACTIVITIES, A REPORT TO BE SUBMITTED TO THE CITY MANAGER FOR CONSIDERATION, AND FOR CONSIDERATION OF REFERRAL TO MAYCO VIA THE RELEVANT SECTION 79 PORTFOLIO COMMITTEE.**

9. GENERAL DISCUSSION

The Government Finance Officers Association (GFOA), founded in 1906, is a professional association of approximately 19 000 state, provincial, and local government finance officers in the United States and Canada. The GFOA Conference is an annual event, with the Orlando Conference being the 118th Annual Conference of the Association.

The conference focused on skills enhancement, sharing of best practices and practical examples, the creation of risk awareness and the development of soft skills. Plenary sessions were held at the start of each of the first three days, and thereafter, the delegates attended various break-away sessions. Over 70 different sessions took place covering various different focus streams. Some, such a school districts or Pension Fund Management, are not relevant to the South African context while the accounting is also slightly different as Generally Accepted Accounting Practice (GAAP) is used in the USA as opposed to GRAP (Generally Recognised Accounting Practice) in South Africa. This did not impact on my learning experience.

A brief summary of each of the presentations that I attended and the main lessons learnt are included in the attached document.

I wish to express my sincere appreciation to the leadership of the City of Cape Town for their ongoing support of the role I have been playing in CIGFARO and for allowing me to undertake this sponsored trip. I trust that the benefits of me expanding my general public finance knowledge will be evident through all my work. Further, I trust the attached report will add to the body of knowledge in the City of Cape Town and be for the greater good of South Africa when the combined report is published on the CIGFARO website.

I apologise for the late submission of this report. It is something that has been set aside a number of times due to various other urgent items on my agenda, and I had limited opportunity to format and edit the work done while in conference. Besides being the Director of Valuations, without any support office staff (i.e. no PA post), I also handle the following major projects:

- CAR Finance and Operating CORE – Chair of the Steering Committee and Chair of the Bid Specifications Committee

- Property Value Chain Super Users Group (PVSC SUG) – Chair and convener
- Women in Leadership (Finance Chapter) – Convener
- CFO’s representative on the Bid Adjudication Committee on a rotational basis and
- CFO’s representative for the SALGA Finance Working Group.

To encourage my staff to better themselves I am also undertaking some studies (post graduate diploma in local government law) and assisting, where possible, with bettering the public sector finance function (through my role in CIGFARO and various articles written) and the valuation profession (part of an international collaboration that drafted a White Paper on the Future-Proofing of the Valuation Profession through the attraction, development and retention of property valuers, a scarce resource across the world).

A portion of the information in the attached report has been published in the CIGFARO Journal.

10. ANNEXURES

Annexure A – GFOA Conference Report - 2024

FOR FURTHER DETAILS, CONTACT:

DATE	16 July 2024		
NAME	Louise Muller	CONTACT NUMBER	084 376 7169
E-MAIL ADDRESS	Louise.Muller@capetown.gov.za		
DIRECTORATE	Finance	FILE REF NO	
SIGNATURE :			

CHIEF FINANCIAL OFFICER

KEVIN JACOBY

COMMENT:

The ED's signature represents support for report content and confirms POPIA compliance.

SIGNATURE:

DATE

MANAGER: INTERNATIONAL RELATIONS

COMMENT:

DR. DENVER VAN SCHALKWYK

SIGNATURE:

DATE

REPORT COMPLIANT WITH THE PROVISIONS OF COUNCIL'S DELEGATIONS, POLICIES, BY-LAWS AND ALL LEGISLATION RELATING TO THE MATTER UNDER CONSIDERATION.

LEGAL COMPLIANCE

NON-COMPLIANT

COMMENT:

NAME

TEL

DATE

Certified as legally compliant based on the contents of the report.

CITY MANAGER

NOTED

REFER TO THE MAYORAL COMMITTEE VIA THE RELEVANT SECTION 79 COMMITTEE

DATE

COMMENT:

