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**TO:** CITY MANAGER **DATE:** 2007 November 21

**FROM:** DIRECTOR PARKS, RECREATION AND  
CULTURAL SERVICES  
DIRECTOR FINANCE

**SUBJECT:** **REPLACEMENT OF CASH REGISTERS FOR CITY HALL AND PARKS,  
RECREATION AND CULTURAL SERVICES**

**PURPOSE:** To request approval and funding to purchase replacement cash register units for Parks, Recreation and Cultural Services and City Hall (Main Cashier).

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**RECOMMENDATIONS:**

1. **THAT** authorization be given for the acquisition and set-up of replacement cash register units and,
2. **THAT** a Capital Reserves bylaw be brought down to appropriate \$508,000 (inclusive of GST/PST) from Capital Reserves as provided for in the 2007 Capital Budget.

**REPORT****BACKGROUND**

In 1990, the City of Burnaby installed a single type of electronic cash registers throughout the municipal facilities in Parks, Recreation & Cultural Services, Golf Course Operations and City Hall. This single type of cash register for multiple departments and locations has simplified training, cash handling, reporting, maintenance, administration, and audit procedures.

The City is now seeking to acquire replacement cash registers to meet its evolving needs for cash and revenue management. Significant changes have taken place over the last 17 years not only in cash registers but also with respect to the business environment, customer expectations, staff productivity and technological advancements. The current cash registers are over 17 years old and have come to the end of their useful lives. Support for the aging equipment is proving to be challenging and reliability is increasingly becoming an issue for front line staff.

Active Network Ltd. is the successful vendor for the proposed replacement equipment.

To: City Manager  
From: Director Parks, Recreation and Cultural Services  
Director Finance  
Re: REPLACEMENT OF CASH REGISTERS FOR CITY  
HALL AND PARKS, RECREATION AND  
CULTURAL SERVICES  
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**SUMMARY**

The current City cash registers have fulfilled their useful life since installation in 1990. The aging equipment is proving to be a challenge to maintain as the original vendor is no longer available.

With the installation of the Active Network cash register system, the City will improve its service delivery for both citizens and staff. The replacement cash registers will tie directly into our Parks operations and will support the City's requirement for direct links to department receivables creating opportunities for improvements in the City/customer relationship. Increased growth in Burnaby and the Lower Mainland has created increased volume demands at existing facilities resulting in increased pressure on staff to not only deliver service at a faster rate, but also more efficiently. This cash register solution will improve the effectiveness and efficiency in City wide services to the public.

**FINANCING**

Sufficient Capital Reserves are available and this project is included in the 2007 Capital Budget.



Kate Friars, Director  
**PARKS, RECREATION  
AND CULTURAL SERVICES**



Rick Earle, Director  
**FINANCE**

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