



## THE CORPORATION OF THE MUNICIPALITY OF KINCARDINE

### QUARTERLY UPDATE REPORT

**Department:** Corporate Services Quarterly Update Report

**Update Report Number:** Corporate Services-2023-14

**Meeting Date:** Monday, April 3, 2023

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#### Financial Services & IT

1. E-Procurement Implementation: A kickoff meeting was held with the bids & tenders vendor, and a testing environment has been created. Staff will begin to perform testing in Q2/Q3
2. Asset Retirement Obligations (ARO): An ARO Working Group was formed comprised of finance staff within the County and lower-tiers. A draft ARO Policy has been developed and will be brought forward for Council's approval shortly.
3. Financial Reporting: A number of financial reports have been developed for legislative or other purposes, including
  - a. 2022 Public Sector Salary Disclosure
  - b. 2022 Council Remuneration Statement
  - c. 2022 Bereavement Authority Cemetery Licensing
  - d. Grant Reporting (OCIF, CCBF, ICIP)
4. 2022 Year End Audit: The 2022 financial statement audit is currently underway, and staff have been busy preparing all of the required documentation for the audit. KPMG auditors have performed the majority of their field work and audit testing between March 13 – 24th. Consistent with prior years, the final Consolidated Financial Statements will be presented to Council in June.
5. IT Phishing Campaign: A phishing campaign was launched in February 2023 to test our users' ability to identify phishing schemes. A total of 96 email messages were delivered to both members of staff and Council. 41 messages were opened, and 4 links were clicked within the emails. While opening an email does not immediately compromise the user or organization, it is possible to gather data which can be used to create more targeted cyber-attacks in the future. Follow-up action items include annual cybersecurity training for all staff to learn more about cybersecurity risks and how to better identify phishing messages.
6. IT Web Help Desk: A new Web Help Desk was launched to track and log IT support requests and resolution. In Q1 2023, a total of 179 support requests were

received. Of these requests, 24% relate to cybersecurity (largely in correlation with the phishing campaign), 16% relate to account access, 13% relate to software errors, and 12% for email support. Collecting this data will be useful in identifying trends in the IT environment.

7. Procurement: With the adoption of the 2023 budget, municipal staff have been busy proceeding with procurement of goods/services for operations and capital projects. For all procurements > \$25,000, department heads must submit a Procurement Strategy Approval Form for approval by the Treasurer, in order to ensure compliance with the Procurement Policy. In Q1, Treasury has reviewed and approved 14 procurements.

#### Other Stats:

- 7,269 interim property tax bills issued.
- 1,753 accounts payable invoices processed (Jan 1 – March 17)
- 873 vendor payments (84% EFT or PAP; 16% cheques)
- 14,236 bag tags sold in one week, between February 28 – March 6th, prior to price increase

#### **Legislative Services**

1. Governance Review Status: Staff have been working with the successful proponent of this project, Strategy Corp, following the required RFP process. Staff have worked together with the consultant and have provided all relevant background information (i.e. terms of reference for each committee, minutes and agendas for committees, Council and COW, policies, procedures, and other documents required) for review. Staff have received weekly updates from Strategy Corp., held regular meetings to discuss the project and participated in the staff workshop. There have also been individual meetings with staff and arranging for individual meetings with Council and other stakeholders.

The Current State Assessment was presented to Council on March 20, 2023 with the recommendations and final report to come to Council early in Q2.

2. Municipal Modernization Grant - Laserfiche Project Status and Update: With the grant extension, the two contract staff positions have continued to scan the Municipality's Roll Files and have also reviewed historic files. The historic files that have exceeded their retention period are destroyed and others are scanned into Laserfiche.

The majority of municipal staff now have access to Laserfiche. Staff continue to work within the Laserfiche Environment to develop the templates necessary to implement the full records management module which will capture the full lifecycle of a record from creation to disposition.

Records Management staff are doing continuous education on Laserfiche and training new staff on TOMRMS and Laserfiche. The Information and Privacy Commissioner's (IPC) office provided training to management and administrative

staff on the Freedom of Information and Protection of Privacy Act and the IPC's role.

3. Electronic Ticketing: Electronic ticketing for fees and fines (i.e. parking infractions) has been implemented, which now provides staff with the ability to track outstanding tickets online and allows users to pay tickets conveniently online. During Q1, a combination of paper and electronic tickets were issued until such a time that the system was operating properly and users were trained.

#### Other Stats:

##### Council & Committees:

- 237 motions/resolutions
- 42 by-laws created
- 62 reports processed
- 46 agendas and minutes created

##### Vital Statistics (up to March 23, 2023):

- 8 marriage licenses
- 33 burial permits

##### By-law Enforcement (up to February 28, 2023):

- 41 tickets issued
- 80 calls received
- 41 investigations ongoing

##### Laserfiche:

- 12,780 documents scanned into Laserfiche as of March 27, 2023

#### **Human Resources**

1. Recruitment & Selection: We have posted 13 different seasonal job opportunities and are still in the process of completing the recruitment. It is expected that the Municipality will successfully recruit 48 people into these positions in order to reach full complement. For each of these positions, interviews are scheduled and conducted (in-person or online), offer of employments are generated and HR paperwork is provided for processing.
2. Job Fair Participation: Involved in the planning and execution of the Job Fair & Career Expo hosted by the Municipality and the Kincardine Chamber of Commerce on March 2, 2023. It was an opportunity to connect with potential candidates to promote our available seasonal positions and the organization as a great place to work.
3. HR Policy Manual Review: A complete review of the HR Policy Manual has been completed and updates to policies and procedures are in progress in order to align with legislation and best practices. Council can expect to see updated HR policies come to Council for approval in the near future.

4. Retirement Planning Sessions: We have arranged for two retirement planning sessions to educate employees on the OMERS Pension Plan and the Municipal Retirees Organization of Ontario (MROO). We strive to deliver presentations as needed to provide valuable information for employees to make retirement decisions.
5. Health & Safety Update: The JHSC continues to meet monthly to discuss and address incident reports, workplace inspection results, any worker concerns, updated procedures, or legislation changes. There have been four (4) reported safety incidents in the first quarter with minor injuries; two (2) of which were lost time injuries. Safety Talks, which provide safety awareness related to job hazards (at work and at home), continue to be sent out to all staff bi-weekly and are discussed in team meetings.
6. Year-End Processes: The payroll department in collaboration with the HR department completes year-end processes to ensure employee entitlements are balanced and carried over as necessary. The T4 and OMERS reporting processes were completed prior to the February 28, 2023 deadline. There were 313 T4's generated for 2022.

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