

Quarterly Update Report

Title: Corporate Services Q3 Update Report

Report Number: Corporate Services Quarterly Report-2023-02

Meeting Date: Wednesday, October 11, 2023

Financial Services & IT:

1. **E-Procurement:** Implementation progress on the bids&tenders online platform is continuing. The Payroll System RFP has been completed as a trial and the outcome was successful. The online system allowed staff to see the number of companies that registered and downloaded the RFP documents, allowed for automatic emails for addenda and award notifications, and ensured compliance with the procurement policy (i.e. sealed pricing). Next steps include continuing with template creation and gradually rolling this system out to departments. As the procurement process is decentralized, training is expected to take some time.
2. **Asset Retirement Obligations (ARO):** Staff have engaged EXP Services Inc. to obtain site-specific asbestos containing material information for our municipal facilities. This will provide the municipality with cost estimates for each building by performing a visual assessment for purposes of calculating the ARO. Field work is anticipated to take 4-5 days and the final report will be issued after 3 weeks.
3. **2024 Budget:** The 2024 budget process is well underway. The Budget Plan report has been presented to Council in September which included preliminary budget information as well as the results of the budget survey. A staff report on the progress of the Asset Management Plan will be provided to Council in October. The Consolidated Rates & Fees By-law will also be brought forward. The annual Budget Guide, which provides a high level overview of municipal budgeting to the public, has been updated and posted on our website and social media. Departmental operating budgets are in progress and are to be submitted to Finance by mid-October, with capital budgets due in early November. The first budget meeting is scheduled for December 18, 2023.
4. **Customer Service Training:** On September 21, 2023, municipal staff attended a workshop held by AMCTO for Managing Challenging Customer Service and Resolving Conflict. The session included information on respecting and responding to various types of customers, gaining confidence in dealing with challenging situations, and

improving communication and conflict management tools, all within the context of the public sector environment. Staff feedback on the session has been positive.

5. **2023 Audit:** The 2023 interim audit is scheduled for the week of November 6th. The auditors will be reviewing our internal processes and controls, including payroll testing, property tax revenues, and a review of the ARO methodology and related documentation. The year-end audit has been scheduled for March 2024.
6. **Payroll System:** The contract with our new payroll system provider, UKG, has been executed. UKG has advised that our implementation start date has been scheduled for Spring 2024. A kick-off meeting will be held within the next few weeks which will provide further information on tasks, preparation and training.
7. **IT Shared Services:** Municipal and Bruce County staff have been working together to develop an agreement and Memorandum of Understanding (MOU) for the provision of Information Technology Services from the County to the Municipality. A staff report will be brought to Council at the October 25, 2023 meeting, which will include the draft agreement and MOU and 2024 budgetary implications.

Legislative Services:

1. **Laserfiche Project:** The new records management module has been implemented in Laserfiche and the new repository has been designed. Staff are working on transferring records from the old repository to the new, and identifying records that are ready for disposition. All Staff are receiving training on how to use the new repository, including how to save, find, and send records, the records retention schedule and on the Ontario Municipal Records Management System. An inventory has been completed of records stored in off-site storage locations. All historic treasury roll files have been scanned. Staff have completed digitizing cemetery records and continue digitizing current treasury rolls files. Between June 20 and September 25, 14,668 documents were scanned into Laserfiche.
2. **Governance Review:** Council received the Governance Review Final Report in June and the recommendations are 74% complete. Council has approved key procedures for governance including the Municipality of Kincardine Procedural By-law, the Recruitment and Appointment of Advisory Committees of Council and Local Boards Policy, and the Advisory Committees of Council and Local Boards – Administration Policy. Council has also begun to discuss what advisory ad-hoc committees they may need to establish to advance their Strategic Objectives. Currently there are four (4) Statutory Committees and two (2) ad hoc committees.
3. **By-law Enforcement:** In July and August an additional By-law Officer was brought in to patrol Station Beach and McPherson Park beach specifically educating members of the public regarding by-law requirements and looking for parking infractions and Public Nuisance infractions. The regular by-law enforcement officer continued to patrol their 40 hours per week with the majority of time spent on Clean and Clear Yard, Property Standards complaints and canine control calls. Staff are working to update the Taxi By-law and Canine Control By-law.

Our online payment system is now fully operational. This allows for payments online with a credit card without having to visit the Municipal Administration Centre or by mailing in a cheque.

Human Resources:

- 1. Recruitment & Selection:** The Municipality saw the voluntary exit of several employees in Q3 which initiated the recruitment and selection process for 9 different roles - both internal and external positions. Some of the positions have been filled successfully while others have been more difficult to recruit quality candidates and remain open for applications.
- 2. Health & Safety:** The JHSC continues to meet monthly to discuss and address incident reports, workplace inspection results, any worker concerns, updated procedures, or legislation changes. There were four (4) reported safety incidents in the Q3 including a lost time injury for a sprained ankle. Incidents were related to employee falls, vehicle damage and negative interaction with members of the public. There also continues to be a focus on updating health & safety procedures which will be communicated to staff when approved by Management.
- 3. Payroll:** In order to evaluate the Payroll System RFP, several meetings were facilitated with both vendors and references in order for the Municipality to collect the necessary information to make a decision. The HR Manager also participated in a Payroll Essentials for HR Professionals training course which provided a refresher and overview of payroll standards and compliance.
- 4. HR Policies & Procedures:** The updated Employment Policy and Compensation & Benefits Policy were approved by Council in August 2023. Communication with staff has been ongoing regarding the move from a Tripartite Agreement to stand alone HR Policies and HR procedures. There continues to be work completed to update HR procedures that will align with legislation and best practices and communicated to staff in the fall.

Prepared by: Roxana Baumann, Shelby Clancy, Leanne Gowing, Jennifer Lawrie

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