

Quarterly Update Report

Title: Corporate Services Q2 Update Report

Report Number: [Report Number]

Meeting Date: Wednesday, July 24, 2024

Financial Services & IT:

- 1) 2023 Financial Statements:** The Municipality's external auditors (KPMG) have completed the 2023 year end audit and the Consolidated Financial Statements have been finalized. The auditor presented the Audit Findings Report on June 12th.

The 5-year term with KPMG LLP has now ended and an RFP process for audit services will be undertaken in July/August for the 2024 audit.
- 2) Reporting Requirements:** The 2023 Financial Information Return (FIR) has been submitted to the Ministry of Municipal Affairs by the May 31st deadline. As of June 30th, 80 out of 444 (18%) municipalities have submitted their FIR.

Staff have also completed the Annual Investment Report, Development Charges Statement, and Parkland Trust Statement as required by legislation.
- 3) IT Services:** The IT Service Delivery Agreement with Bruce County is well underway and an update report from County ITS has been provided to Council in May 2024. Further to this, a comprehensive system integrity and security audit is being conducted by a third party in July 2024. This audit aims to identify any potential vulnerabilities within our systems and ensure that our security measures are robust and effective. Once this testing has been completed, County ITS will provide further information to Council on the findings.
- 4) Staffing:** The Finance department has continued to experience unplanned staffing shortages in Q2, resulting in the continued closure of the Underwood Office location from Tuesdays - Thursdays. Contract staff has been hired to temporarily address the vacancy. A permanent position has now been posted to fill the vacancy.

Human Resources:

- 1) Recruitment & Selection** - The Municipality completed the recruitment and selection process for eight (8) positions in Q2 which included full-time, casual and seasonal positions. This consisted of creating job postings and reviewing candidates, scheduling interviews, creating interview guides, conducting interviews, creating job offers and

completing the onboarding and corporate orientation process. All budgeted seasonal positions were filled this year.

The Municipality of Kincardine facilitated the orientation process with 25 seasonal students who will work in parks, operations, cemetery, horticulture and environmental services on May 6, 2024. The half-day session, which was complemented with departmental specific training, was focused on corporate policies, health & safety requirements, AODA standards and fire prevention and fire extinguisher training.

Our Day Camp leaders, approx. 22 staff, have also been participating in a variety of training sessions to prepare for the summer program.

- 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. Our updated workplace inspection process has been working well and action items are being addressed in a timely manner. Safety Talks continue to be sent to staff on a regular basis to provide information and resources about hazards at home or at work.

There were three (3) reported safety incidents in Q2. All incidents were employee trips, slips or falls where one (1) resulted in a loss time injury within the aquatics department.

- 3) **Employee Relations** - A considerable amount of time has been dedicated to preparations and negotiation meetings with the International Union of Operating Engineers (IUOE) as well as preparations and ongoing discussions regarding compensation with the fire department.
- 4) **Staff Training** - Employees who are responsible for providing customer service, were provided refresher training on *Customer Service Excellence* and *Defusing Hostile Customers*. Based on a number of challenging interactions with members of the public in Q2, the Municipality wanted to be sure that our staff were well-equipped with training and resources to be able to navigate these types of conversations. All employees were also provided with a copy of our Health & Safety procedure on Handling Threatening or Abusive Members of the Public as a refresher.
- 5) **Market Study** - In compliance with the Compensation & Benefits Policy, the Municipality is committed to completing a Market Review every 4 years to benchmark compensation with municipal comparators. The Market Review process has been initiated and the Municipality will work with Consultants from Ward & Uptigrove to complete the work with a final report to be presented to Council in the fall of 2024.
- 6) **Payroll System Implementation** - In the 2023 Budget, Council approved the implementation of a new payroll and time & attendance system. Finance and Human Resources staff have been working with UKG, a leader in HR and workforce management, on the system setup configuration, training, and data imports. The set-up and testing of the system will continue throughout the summer months with an anticipated launch in the Fall of 2024.

Legislative Services:

1) **Laserfiche Project:** All new staff have been trained. A review training session was held upon departmental request. Best practices review forwarded to all staff with individual follow-up to be completed as needed. Two workflows that help automate procedures – one for treasury and one for all departments currently in testing. Treasury roll files are continuing to be digitized. Building files are continuing to be digitized with more than 13,300 pages scanned to date. Laserfiche Public Portal has been implemented which allows users to browse and search by-laws from our MOK website.

2) **By-law Enforcement:** The highest number of complaints for this quarter are Clean and Clear Yards with (Number) of complaints. Although 6 orders have been issued, the majority of complaints can be resolved with education to the homeowner or a notice.

There are also high number of animal calls, including dogs running at large and continuous barking complaints. Staff continues to educate the public on the Dog Control By-law. This includes recent communications reminding people that dogs must be on a leash unless they are at the Dog Park and this includes at the beach.

Seasonal By-law officers will begin on July 1, 2024, and will be present for the months of July and August. These officers will be focused on patrolling our beaches but may assist in other areas when required.

Staff are focusing on drafting a new Dog Control and Taxi By-law.

3) **Council Support** – Legislation Services provided support for 6 Regular Council Meetings, 2 Special Council Meetings and 7 Closed Session Meetings. This included completion of Agendas & Minutes for each meeting, plus drafting 52 By-laws.

4) **Committees** - Heritage Kincardine met 2 times and held a Heritage Workshop on May 7th. 17 Heritage Committee Members and Staff from Kincardine, Brockton and Saugeen Shores attended the Workshop.

The Accessibility Advisory Committee met 4 times in the second quarter. The Committee provided input on: plans for Locals and Grey Matter sidewalk patios; plans for the new Tiverton splash pad; plans for new bleacher design; a private Tiverton subdivision site plan; and set priorities for \$100,000 accessibility budget item. The AAC also set up a booth at the “All Welcome” event on June 1, to advocate for accessibility.

The South Bruce OPP Detachment Board met on April 26, 2024 with the just the Council appointees present. The Manager of Legislative Services/Clerk is assisting with the administration of the Board and has processed all the training and Police Record Checks for all members and does the Board communications. The two Community Representatives for the committee have been chosen with the Clerk coordinating the process for the five municipalities.

5) **Vital Statistics** – Legislation services issued paperwork for 30 Marriage Licences and 23 Burial Permits, including 15 document commissioning.

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