

Quarterly Update Report

Title: Q3 Corporate Services Update Report

Report Number: Corporate Services Quarterly Report-2024-05

Meeting Date: Wednesday, October 23, 2024

Financial Services & IT:

- 1) Audit Services RFP:** A Request for Proposals (RFP) process was conducted in August – September for the provision of external audit services. A 3-year contract was awarded to KPMG LLP for a total cost of \$165,180. The interim audit has been scheduled for November 2024.
- 2) Payroll System Implementation:** Finance and Human Resources staff have continued to work with UKG on the payroll system setup configuration, training, and data imports. This implementation has required extensive staff time and resources in order to migrate to this new payroll system. Employees across the organization have received training on the system including timecard entry. The launch date will “Go Live” on October 6th with the first pay date being October 25, 2024.
- 3) Provincial Reporting:** As reported on the Q2 Update Report, the Municipality has submitted the 2023 FIR by the required May 31st deadline. In September, the Municipality was notified by the Ministry of Municipal Affairs and Housing that it is one of 21 recipients of the 2023 FIR Award for its timely, reliable and accurate submission of financial information.
- 4) New Water Meter Implementation:** Finance staff are involved in the implementation of the new water meter system in Tiverton, including training and integration with the existing accounting system software. There are approximately 550 meters installed and are currently working on the integration between Keystone and the new software system. Until the system integration is fully completed, all meter readings must be manually input by staff into the billing software. Additional contract staff resources would be required in order to complete the next phase of this project due to the time involved in the implementation and operation of maintaining 2 different systems.
- 5) IT Services:** A comprehensive system integrity and security audit has been conducted by a third party over July and August. The testing has been completed and the County ITS team will be providing further information to Council on the findings and recommendations in November. In addition, through the County ITS Agreement, a multi-year IT Strategic Plan is being developed by Blackline Consulting. This will be an

independent assessment of the Municipality's current state of technology and will include an implementation plan for consideration. The completion of this work is anticipated to be December 2024.

- 6) 2025 Budget:** The preparation of the 2025 budget is underway and municipal staff have been busy preparing the estimates in our FMW budgeting software. The 2025 Budget Plan Report has been presented to Council, as well as the 2025 Consolidated Rates & Fees by-law, in accordance with Budget Policy FIN.02.

Human Resources:

- 1) Recruitment & Selection:** The Municipality completed the recruitment and selection process for six (6) positions in Q3 which included full-time, part-time, contract and student 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.
- 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 five (5) reported safety incidents in Q3 which were minor injuries or equipment damage. One (1) employee did experience a lost time injury that would be classified as a critical injury as defined by the OHSA. The incident was investigated internally and with the MOL. Corrective actions were implemented and the Municipality did not receive any orders.

- 3) Employee Relations:** A considerable amount of time has been dedicated to preparations for collective bargaining dates with the International Union of Operating Engineers (IUOE) as well as preparations and ongoing discussions regarding compensation with the fire department.
- 4) Staff Training:** We offered employees the opportunity to attend a webinar on Offensive Customers & Comments to continue to support our customer-facing staff in building their customer service skills.

A significant amount of time has been spent training all employees on the new Payroll System in preparation for our "Go Live" date. Each work location was provided with a training session on how to login and use the system. Further training will also be provided closer to the first timecard submission date.

- 5) Market Study:** With the assistance of Ward & Uptigrove and in compliance with the Compensation & Benefits Policy, the Municipality completed a Market Review to benchmark compensation with municipal comparators. The Market Review process has been completed, the final report was approved by the Council, and the results have been communicated to all non-union employees.

Legislative Services:

- 1) Council Vacancy Appointment:** Creation of the Council Vacancy Policy and the paperwork and procedures required to accept applications for the vacant seat. Creation of communications to promote the Council Vacancy including webpage.

Worked with Executive Assistant – CAO to create a training plan for the new Councillor.

- 2) **Laserfiche Project:** Held a Laserfiche review training session that included follow-along tutorials and survey to gauge current expertise. As requested, holding individual and entire department meetings, including follow-ups to develop software skills. Continuing to digitize treasury roll files. Continuing to digitize building files with more than 23,660 pages scanned to date.
- 3) **By-Law Enforcement:** Seasonal By-law enforcement is done for the season, with their last weekend being the Labour Day long weekend. A total of 216 parking infractions were issued during our seasonal period. Clean & Clear By-law complaints remain the highest frequency of calls. Staff continue to educate the public on our by-law process, from the initial contact to when the case is closed. 16 Clean and Clear Yard orders were issued in the third quarter. These are mainly regarding grass & weeds and refuse & debris concerns. By-law is working closely with residents to close any open Clean & Clear Yards and Property Standards files before winter.
- 4) **South Bruce OPP Detachment Board** – Advocacy efforts to the Solicitor General occurred at AMO in August. The Board has obtained insurance and will now be able to proceed with regular meetings. Staff worked closely with the Ontario Association of Police Services Boards, member municipalities clerks and treasurers, the Municipal Insurance Broker and Detachment Boards across the Province to advocate for and obtain the insurance. As a requirement of the Insurance, the Manager of Legislatives Services/Clerk drafted a Violence, Harassment and Abuse Policy that will be presented to the Board for approval. Ongoing support for Board members as they finalize their required training.
- 5) **Council Support:** Legislation Services provided support for 6 Regular Council Meetings, 2 Special Council Meetings and 4 Closed Session Meetings. This included completion of Agendas & Minutes for each meeting, plus drafting 45 By-laws.
- 6) **Committees:** Heritage Kincardine met 1 time in the third quarter. They are working with our Insurance Broker to research insurance requirements and options for heritage buildings.

The Accessibility Advisory Committee met 3 times in the third quarter. The Committee provided input on: Victoria Park redevelopment, DC Track viewing area, and Design Guidelines. The AAC also set up a training session with Julie Sawchuk, to provide accessibility audits for washroom facilities. With the assistance of Staff, Julie Sawchuk developed a comprehensive checklist for the Committee Members to complete audits on washrooms.
- 7) **Vital Statistics:** Legislation services issued paperwork for 31 Marriage Licences and 29 Burial Permits, including 18 document commissioning.

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

Submitted by: Roxana Baumann

