CORPORATE SERVICES MONTHLY REPORT

March, 2020

Dec 2019 to March 2020

DEPARTMENT OVERVIEW & STATISTICS

Overview

December - In the month of December, Caseware programming was completed for the monthly MCC and Transit financial reports, which will save a significant amount of staff time manually inputting information into Excel. Deloitte, the Town's audit firm, conducted interim audit work at Town Hall.

January - Beginning in January, staff began working on the planning, setup and data entry for Questica, the new budget software that was approved as part of the 2020 capital budget.

February - In February, Corporate Services staff began to work on year-end closing procedures and final year-end adjustments and accruals. Planning also commenced regarding the timing of the 2021 budget process.

March - During March, year-end procedures and audit working papers were finalized and the draft financial statements were prepared in advance of the audit in April.

Financial Reports

1. 4th Quarter Capital Projects Update for 2019- see Appendix 1
2. Final Audited December 31, 2019 results will be presented to the Audit Committee first on May 7, 2020, then to Council on May 19, 2020.

Grants

Ontario Community Infrastructure Fund (OCIF) reporting was completed in March. $456,430 was received in 2019, and $347,495 was applied to road reconstruction. The unused funds will carry forward and have already been designated to the road project Haist: Welland to Beckett.

Federal Gas Tax reporting was completed in March. $1,057,561 was received in 2019, and $535,744 was applied to the Pelham Street Storm and Road Reconstruction project, and the unused funds will carry forward and be applied to the completion of that project.

Three Modernization grants were awarded as follows: (1) $49,354– Public Works Operational Review; (2) - $39,534– Savings and Efficiencies Review for Building Inspections with the City of Port

Corporate Services

Colborne, the Townships of Wainfleet and West Lincoln, and the Town of Pelham; and (3) $19,425–
Review of Shared Services for Current Information Technology Services with the Township of
Wainfleet.

Grant	Amount Applied For
Niagara Region Public Realm Investment Program (PRIP) Grant -Add lighting features and shade coverings to the soon to be constructed arches	$ 85,000
Niagara Region Public Realm Investment Program (PRIP) Grant -Trees and Transit shelters to enhance Rice Road / RR # 20	$ 35,000
Rural Economic Development (RED) Grant -Self-serve card lock fuel dispensing system for Niagara Central Dorothy Rungeling Airport	$ 12,000
TD Friends of the Environment -Pelham Community Tree Plant 2020	$ 1,682

-FCC AgriSpirit fund application for 10 public access defibrillators for use in public locations throughout Pelham and during community events in the amount of $25,000.

Taxes

As part of the Ontario Government's Economic and Fiscal Update on March 25, the Hon. Rod Phillips, Minister of Finance, announced the Province's decision to postpone the 2020 Assessment Update.

The provincial government has indicated that property assessments for the 2021 taxation year will continue to be based on the fully phased-in January 1, 2016 current values (i.e., the same valuation date in use for 2020 taxation year). This is will be beneficial to residents and detrimental to Town revenues in 2021.

Corporate
Services

IT PROJECTS

Cyber Security

As discussed during the March 10th all staff meeting, the Town IT Department is ready to deploy an interactive cyber security training session to all staff. The primary purpose of this training is to enhance end-user awareness regarding phishing attempts and criminal cyber activity.

Advancements in business technology continue to drive better productivity and efficiency levels, especially for Town employees. However, these same advancements can lead organizations vulnerable to more advanced forms of cyber-attacks. Data breaches, ransomware viruses, are all different forms of attacks that can cause financial and daily operations impacts for the Town.

The cyber security training will be sent via electronic methods, primarily via email. The IT Department will display a customary subject line, so all staff will be made aware that it is indeed a cyber-training email. There are other key indicators that staff we be made aware of when the training session is deployed.

The cyber security software that will be used is called Cofense Phishme. The Town has collaborated with the Region of Niagara to attain cost-sharing benefits.

Town Hall CISCO NRBN router upgrade.

Pelham will be removing the EOL (End of life) main core Cisco 1811 router and the existing media converter, with a managed NID (Network Interface Device) from NRBN. The NID will eliminate another potential point of failure in our network, for the NID will directly connect to the providers Fiber connection. The cost for the managed service will be $150.00 per month.

Broadsoft Unified Client (UC) Software – Hosted IP/PBX Phone System

NRBN is currently testing this high priority software add on module to their hosted IP/PBX phone system. Since most local municipalities are encouraging work from home alternatives, NRBN has been asked of this service from the Town of Pelham and City of Niagara Falls.

The Broadsoft UC client is a software application that can be installed on laptops, desktop computers and mobile cellular devices. Incoming calls from the public can now be answered from the device that has the software installed. The software also can integrate into Outlook calendar to see the

Corporate Services

availability of staff (are they in a meeting, training session, un-available, etc.) and thus properly notify the caller of their status and how the current call will be handled.

The UC software also offers screen sharing to its users, internal video/audio conferencing, follow-me (when your extension number is dialed, it can ring your laptop/desk phone/mobile phone) all at the same time, thus improving the efficiency of our customer service offerings.

The monthly re-occurring costs for the UC software is $7.00/per user/per month. Only the staff members that have a Polycom phone can be considered for the UC software. Currently we have 57 users that could potentially be considered for the Broadsoft UC software license.

CONSTITUENT CONCERNS & ISSUES ARISING

There have been no concerns or issues to report during this period.

PERSONNEL

The following staff have received training to update skills and development in their related fields:

- All department staff attended the Service Excellence training.
- The Deputy Treasurer attended IMS 200 training.
- The Deputy Treasurer and Taxation Clerk attended the MFOA webinar on Property Tax and COVID-19.
- The Deputy Treasurer, Taxation Clerk, and Fixed Assets Accountant attended the MFOA webinar on Finance and COVID-19.

An internal departmental training session was held regarding Adobe Pro and electronic tools useful in a paperless environment.

GRANTS, CONTRACTS, RFPs & AGREEMENTS

Current Bids and Tenders

Invitation to Bid# 2020-PW-05 – Terms of Reference Detailed Design, Pelham Street	
Bidders	Amount
Ambashi Engineering & Management Inc.	$164,255
Associated Engineering (Ont.) Ltd.	$119,585
IBI Group Professional Services (Canada) Inc.	$299,900
Upper Canada Consultants	$213,185

Corporate Services

Award is to *Associated Engineering (Ont.) Ltd.* with a contract value of $119,585

Invitation to Bid# 2020-PW-04 – Combination Snow Plow & Spreader Unit

Bidders	Amount
Premier Truck Group Hamilton	$268,958
ARCHER TRUCK SERVICES LTD	$285,495

Award is to *ARCHER TRUCK SERVICES LTD* with a contract value of $285,495

Invitation to Bid# 2020-PW-02 – Street Sweeping Program

Bidders	Amount
D&D Trucking and Construction Service Inc.	$49,920
A&G The Road Cleaners Inc.	$155,688

Award is to *D&D Trucking and Construction Service Inc* with a contract value of $49,920

Invitation to Bid# 2020-PW – Municipal Grass Cutting and Property Maintenance Program

Bidders	Amount
Ibrahim Nassri Trading Inc.	$690,757 (3 years)
Stevensville Lawn Service Inc.	$443,290 (3 years)
VanDuzen Fence and Post	$584,235 (3 years)
843081 Ontario Inc. o/b Snips Landscape and Nursery	$721,707
Bos Landscaping Inc.	$138,399 (3 years) 2020 Award $45,230 (2021 & 2022 c/w approved budget)

Award is to Bos Landscaping Inc.with a contract value of $138,399 (3 years) 2020 Award $45,230 (2021 & 2022 c/w approved budget)

Invitation to Bid# 2020-PW-06 – Bridge and Culvert Inspection Program

Bidders	Amount
Centex Engineering and Development Inc.	$3,500
ART Engineering Inc.	$7,490
AUE Structural	$5,750
AMTEC Engineering Ltd.	$6,900
Paradigm Engineering Group Ltd.	$25,000
ELLIS Engineering Inc.	$7,570
Morrison Hershfield Limited	$15,179
McIntosh Perry Consulting Engineers Ltd.	$9,193
Safe Roads Engineering	$13,989
TSI Inc.	$3,850

Award is to *ELLIS Engineering Inc.* with a contract value of $7,570

Invitation to Bid# 2020-PW-19 – Gypsy Moth Services

Bidders	Amount
Lalleman Inc./BioForest	$21,460
Natural Resource Solutions Inc.	$16,600
Award is to Lalleman Inc./BioForest with a contract value of $21,460	

Invitation to Bid # 2020-CS-02 Shared Services Review

GM Blueplan Engineering	$45,370
Western Management Consultants of Ontario	$48,000
Award to GM Blueplan Engineering in the amount of $45,370	

MEETINGS

- Questica
- F.H. Black & Company
- Deloitte
- Audit Committee
- Ministry of Municipal Affairs and Housing
- Niagara Region
- Marmak
- Active Net
- Area Treasurers
- CIBC
- Meridian
- Emergency Operating Committee

Corporate Services