

Reporting Period: Corporate Services Department Quarterly Report for the period: July, August, September 2021

Recommendation:

BE IT RESOLVED THAT Council receive the Q3-2021-0179 - Corporate Services Department Report, for information.

Department Overview and Statistics:

July

In July, staff continued working on the 2022 budget for salaries, benefits, and a preliminary reserve forecast for the Capital Budget.

August

In August, mid-year budget review meetings were held with department directors and work continued on the 2022 budget.

September

In September, the Public Budget Open House was held to receive input from the public regarding the 2022 budget, which will also be informed by Council's strategic plan. The 2022 operating, capital, and rate setting budgets are in progress, having received submissions from all departments and the reserve forecasts and budget book summary are being prepared. Staff are working with consultants in a department review of automation opportunities as part of the Municipal Modernization Grant.

F.H. Black is the successful consultant group on the RFP for Corporate Services automation project which is funded by the Modernization grant. Staff are working with this consultant on reviewing and documenting all business processes and finding efficiencies with automation, eliminating manual processes.

Watson and Associates Inc. is the successful consultant in the RFP for the Review of the Union Library between the Pelham Library and Lincoln Library. This project is funded by the Modernization grant. Staff have been involved in meetings discussing current processes and exploring how the libraries can be combined in order to find efficiencies.

The months of July, August and September have been busy with staff interviews as we interviewed for three positions (Fixed Asset Accountant, Revenue Analyst and Tax Clerk). This represents 21% of our department in new positions. The final position in the department was filled on September 17, 2021. It will take until November for all the new staff to be trained.

The Treasurer's focus in this quarter has been on multiple grant applications and RFPs for the 4 Modernization Phase 2 grants that were awarded.

Taxes

The Tax Clerk sent out the first three sets of supplemental bills in the third quarter totaling \$497,286, of which the Town's share was \$196,292.

Information Technology

July

Editing, uploading and archiving all Town Advisory Committee meetings from the Zoom application into Pelham's YouTube channel.

Noratek Building permit on-line portal module. Permit applications can be submitted online through the City Reporter Portal, which will then allow applicants to track their application through the process, and review their application history. Applicants will also receive automatic emails each time an application is returned, approved or declined.

Installed and mounted digital signage for second floor building/planning department. The media content is streamed via LSquared software, which is also used for digital signage at MCC.

August

Installation and configuration of MCC Serverly ACTIVENet Workstation with tap functionality. The remaining two ACTIVENet workstations at the MCC have also been converted to tap enabled workstations.

Planning additional upgrade to our Council Chamber technology for audio/video services. Additional programming will include the ability to override active speaker microphone and allow for a dual split screen presentation. Thus, when the Town

does have a hybrid-meeting scenario, the livestream will be able to show the Zoom participants and the participants in Council Chambers via the live camera switching. Upgrade to system is expected to be completed by middle-end of October.

September

Replacement of current Town Hall main core router to a Cisco NID (Network Interface Device). A NID provides the demarcation point between the internet fiber network and the Town's internal network. Since we have now removed and replaced the aging router, we have eliminated another potential point of failure in our networking topology. Additional upgrade is expected to be completed by the end of September in order to allow for an increase in bandwidth for our Town Hall, MCC and Firehall Station 1.

Installation of backup generator (Capital project 2019) has been partially completed on Friday, September 10. The generator is mainly providing backup electrical services to our Town Hall server room. This will ensure that all network services (internal/external) will remain online during a power outage. On Tuesday, September 14, Town Hall did experience a power outage for approximately 3.5 hours between the hours of 9:00am – 12:30pm. The generator was functioning as expected, by providing server access and internet services to Town Hall, MCC, Tice Road and Firehall Station 1. Remote workers will still be able to continue working off-site.

Accounts Payable

Accounts Payable is actively engaged in weekly meetings with the LEAN review team and F.H. Black in an effort to continue to innovate, improve and assist with implementing more efficient Accounts Payable and Purchasing processes for all staff. Meetings with F.H. Black have focused on the potential to automate processes in the Corporate Services Department.

Water

The Water Department arranged for 130 meter replacements for non-functioning meters, which were completed by the Public Works Department in the most recent meter replacement notifications. There were 189 repair notices mailed out. The estimated usage and new meter information is then processed by the water clerk for each account. This has had a positive impact on clearing the backlog created by COVID-19 shutdowns.

Employee Updates:

The Staff Accountant and Payroll Clerk completed his Bachelor of Business Administration in Accounting with Honours from Laurentian University. He is now working towards his CPA designation.

The Manager Financial Services and Deputy Treasurer completed the AMCTO-Ivey Executive Municipal Leadership program.

The IT Manager attended three online Cyber webinars presented by the Ministry of Government and Consumer Services Cyber Security Division. They shared the latest updates and advice on cyber security threats and topics of interest to the community.

The Fixed Asset Accountant left on July 2, 2021 for a position at the City of Kitchener.

The Tax Clerk started on August 2, 2021 as the Fixed Asset Accountant. She has a Bachelor of Business Administration (Concentration in Accounting), and has also completed the Municipal Administration Program through AMCTO, The Municipal Tax Administration Program at Seneca College, and has been working towards the CPA designation over the last two years. This position's title has now changed to Financial Analyst.

Emily Hope started on July 26, 2021 as the Revenue Analyst. Emily has a Bachelor of Accounting degree with Honours from Brock University and private sector industry experience.

Zain Elias started on September 17, 2021 as the Tax Clerk. Zain has a Bachelor of Science in Economics and Management and is a Chartered Professional Accountant. He has experience working with KPMG as their Supervisory Senior Consultant in the Internal Audit, Risk and Compliance Services Department.

Jacquie Miller who was the part-time Revenue Analyst (from November 16, 2020 to July 23, 2021) and Part-time Corporate Services Administrative Assistant (July 2021), is working 2 days a week supporting the Clerk's department filling in for their Legislative and Committee Coordinator vacancy; and 3 days a week in Corporate Services working on the department's records management.

Grants, Concerns, RFPs, Agreements:

In Q3, the following is a list of grants that the Town has applied for, been approved for, and those for which the Town has received funding.

Applied For	Grant	Amount
Investing in Canada Infrastructure Program: Green Infrastructure Stream 2021 Intake. Total project cost is \$3,500,000.	Replace 3,000m of cast iron water main: Canboro Rd to Haist St to Pelham Rd	Federal 40.63% for \$1,400,000 Provincial 33.3% for \$1,166,500 Town 26.07% for \$933,450
Canada Community Revitalization Fund Total project cost is \$269,000.	Replace tennis courts at Centennial Park	Grant portion is 75% for \$201,750 Town portion is \$67,250
Canada Community Revitalization Fund Total project cost is \$1,210,000	Community Event Space at Peace Park	Grant is for \$750,000 Town portion is \$460,000
Green and Inclusive Community Buildings Grant Total project cost is \$9,500,000	New library at the Meridian Community Centre, replacing Fonthill Library	Grant is 60% for \$5,400,000 Town portion is \$4,100,000 to be covered by Fonthill Library building sale, Development Charges and Fundraising
Ontario Trillium Foundation: Community Building Fund Capital Stream Total project cost of \$480,000	6 new pickleball courts and resurfacing of the multi-purpose court at Centennial Park	Grant is funding 100% of the project for \$480,000
Senior Active Living Centre 2021-2022 grant	Senior Hub at the MCC	\$42,700
Approved For	Grant	Amount
Ministry of Heritage, Sport, Tourism and Culture Industries: Reconnect Festival and Events Program	Summer Chill Series	\$26,385
Ministry of Heritage, Sport, Tourism and Culture Industries: Reconnect Festival and Events Program	Christmas in Pelham, including parade	\$10,000
Canada Community Building Fund (formally Federal Gas Tax Grant)	2021 doubling of the grant (to be applied to 2022 capital projects)	\$521,661

Grants Denied	Grant	Amount
FCC – Farm Credit Canada AgriSpirit Grant	Digital Pagers for Volunteer Fire Department	\$25,000

Current Bids and Tenders

Invitation to Bid# 2021-CS-05 – Audit Services

<u>Bidders</u>	<u>Amount</u>
MNP LLP	\$228,900 Evaluation Score 74/100
Antares Professional Corporation	\$426,500 Evaluation Score 46/100
KPMG LLP	\$240,000 Evaluation Score 82/100
Grant Thornton (Canada) LLP	\$202,500 Evaluation Score 80/100
Deloitte LLP	\$192,200 Evaluation Score 90/100

Award is to Deloitte LLP with a contract value of \$192,200. Evaluation Score 90/100 approved through Council.

Invitation to Bid# 2021-PW-06 – Roadside Ditching Program 2021

Original Budget: RD 12-21 \$71,600 (Balance from RD 02-20)

<u>Bidders</u>	<u>Amount</u>
CRL Campbell Construction & Drainage LTD	\$73,900
Anthony's Excavating Central Inc.	\$113,750

Award is to CRL Campbell Construction & Drainage LTD with a contract value of \$73,900.

Invitation to Bid# 2021-PW-08 – Engineering Services for the Design of Station Street, Clare Avenue, and Park Lane, Watermain Replacement

Original Budget: WTR 03-21 \$250,000

<u>Bidders</u>	<u>Amount</u>
Associated Engineering (Ont.) Ltd.	\$143,241 Evaluation Score 87/100
Metropolitan Consulting Inc.	\$110,330 Evaluation Score 76/100
MTE Consultants Inc.	\$105,785 Evaluation Score 80/100
Kerry T. Howe Engineering Limited	\$69,500 Evaluation Score 97/100

Award is to Kerry T. Howe Engineering Limited with a contract value of \$69,500. Evaluation Score of 97/100.

Invitation to Bid# 2021-CS-07 – Review and Analyze Corporate Services Functions, Modernization Grant Project

Original Budget: \$143,500

<u>Bidders</u>	<u>Amount</u>
Blackline Consulting	\$47,700 Evaluation Score 89/120
KPMG LLP	\$125,000 Evaluation Score 80/120
F.H. Black & Company Incorporation	\$142,000 Evaluation Score 95/120

Award is to F.H. Black & Company Incorporation with a contract value of \$142,000. Evaluation Score of 95/120.

Invitation to Bid# 2021-CS-08-2 – Digitize Human Resources Performance Management System

<u>Bidders</u>	<u>Amount</u>
HR Strategies Consulting Inc.	\$20,110 Evaluation Score 82/100

SP Maloney Corp
MyMatchWork Inc.

\$49,000 Evaluation Score 60/100
\$130,725 Evaluation Score 40/100

Award is to HR Strategies Consulting Inc. with a contract value of \$20,110. Evaluation Score of 82/100.

Meetings:

Pelham Finance and Audit Committee

F.H. Black

Questica

Deloitte

Marmak

Lincoln/Pelham Library Integration Meeting