

Reporting Period: Corporate Services Department
Quarterly Report for the period: October, November and
December 2021

Recommendation:

**BE IT RESOLVED THAT the Q4/2021 Corporate Services Department
Report #2022-0001 be received for information.**

Department Overview and Statistics:

Overview

In October work continued on the 2022 budget, finalizing operating and rate budgets, and realigning capital project timing in the 10-year forecast and updating debenture and reserve projections. Staff continued to meet with the consultants regarding the municipal modernization grant initiatives, and prepared the submission for the next intake for implementation.

In November, the 2022 draft budget book was finalized and provided to Council and presented to the Pelham Finance and Audit Committee, and the 2022 capital budget was presented to Council. Staff continued to work with consultants on the Development Charge background study update, and on the modernization and automation review of Corporate Services. A review of Corporate Services fees and comparison to other local area municipalities was undertaken as part of planning for 2022 fees. Upon Council approval, staff implemented procedures and systems to begin charging property tax ownership change and new roll creation fees.

In December, planning and preparation for the year-end audit continued, and Deloitte conducted interim audit testing. The 2022 operating and water and wastewater budgets were presented to Council. A review of water

arrears balances and comparison of practices at other local area municipalities was completed in order to determine the recommended steps in order to collect arrears balances and a report was presented to Council.

Accounts Payable

Accounts Payable Clerk is diligently processing paperwork for payment in a timely manner, wherever possible. The staff member is working with the Town's vendors obtaining year-end statements and requesting outstanding invoices in collaboration with the Purchasing Coordinator.

The AP Clerk was also engaging in several zoom meetings with F. H. Black during October to give a better understanding of the AP processes. In an effort to assist in providing information for developing and improving current automation processes in the Corporate Services department.

Information Technology

The IT Manager has taken part in many meetings in Q4. To name a few: the Modernization Grant to Digitize Human Resources Performance Management System Vendor meeting, multiple meetings with F.H. Black to analyze alternative reporting solutions for iCity, ActiveNet Membership module testing and implementation, and records management vendor demonstrations.

Some of the projects for Q4 consist of the emergency replacement of Firehall Station 3 Cisco ASA router due to malfunctioning hardware. The router is responsible for Firehall Computer Aided Dispatch system. The Cisco ASA is now being phased out and was replaced with a Fortinet security router.

Audio/Video upgrade and streaming services for the Meridian Community Centre RFP are completed/finalized and awarded. Preliminary discussions with vendor regarding installation and completion date. Date of completion is the end of Q1 2022. Product availability due to shipping constraints was a concern to the vendor. However, a backup plan is already in action to ensure a functioning system by the end of Q1 2022.

Co-coordinating with Blackberry technical solutions regarding Niagara Region Alert Ready implementation. Testing and implementing Active Directory scripts thus most recent staff contact information is uploaded weekly to Blackberry server. Testing was completed on December 8, 2021 with successful results.

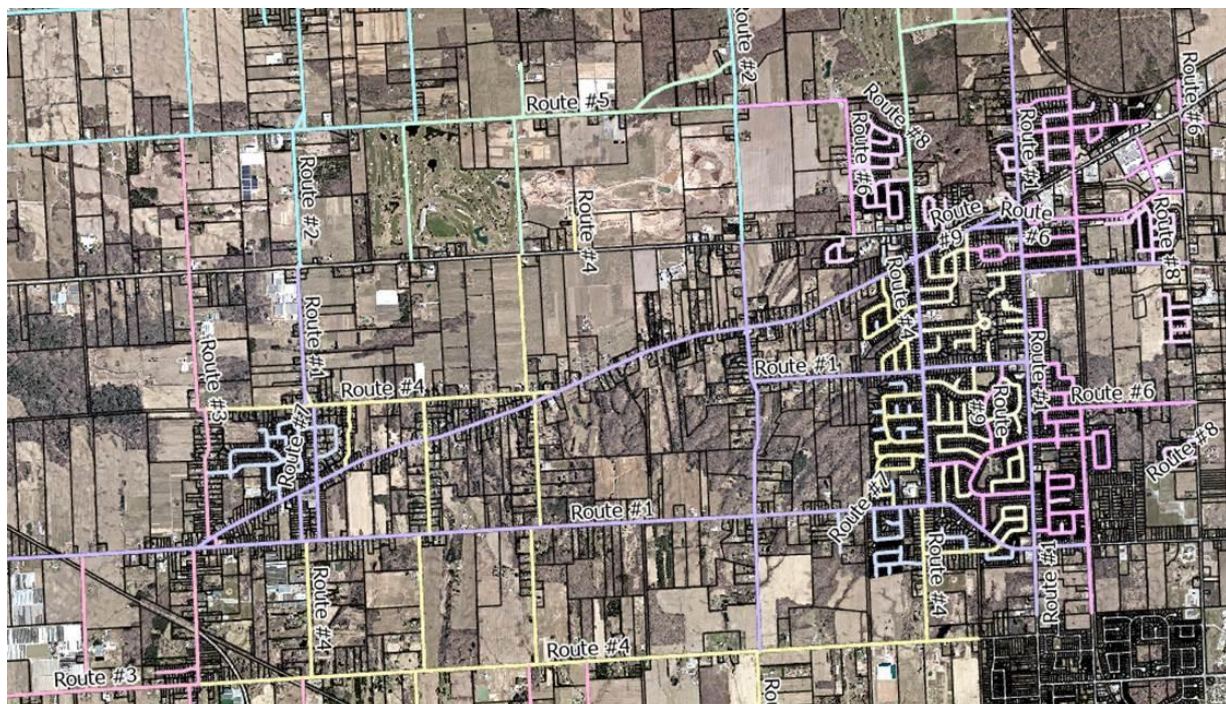
The BAS System for Town Hall is in progress. Electrical drawings and additional information provided to vendor. Tentative completion is scheduled for end of February.

IT has made some cost savings by contacting LG Canada regarding the IT equipment malfunctioning at the MCC. They were able to get them to cover the costs of the repair costs, which were almost a year beyond the warranty coverage.

In November, there was an update of all staff signatures on email accounts making their direct phone lines more visible allowing the public and other staff a more efficient way to access staff as well as easing calls coming into the switchboard.

GIS Analyst

The Town's GIS Analyst converted the Town's maps of the snow plow routes to a digital format for the Roads Supervisor so that the Public Works department could use the plow routes with their GPS system. The following shows some of the plow routes:



Projects:

Corporate Services has been involved in the Corporate Services Functions Review for Automation of Processes with Consultant FH Black. This is the project that is being funded by the Modernization Grant Phase 2.

The Treasurer and Manager IT have been involved in the Human Resources Digitalization Review. HR Strategies Consulting was hired to do this review. This

projected is funded by the Modernization Grant Phase 2. It is looking at software for Performance Management and Human Resources Information System.

Manager IT is working with Spatial DNA Inc. to review the web services including the Public Service Request portal. This project is being funded by the Modernization Grant Phase 2.

The Treasurer and Acting CEO of the Pelham Library were working with the consultants Watson and Associates for the Union Library Review for Pelham and Lincoln libraries. This project is being funded by the Modernization Grant Phase 2.

Applied For	Grant	Amount
Modernization Grant Phase 3: HR Digitalization	Implementation of Human Resources Performance Management and Human Resources Information System Software based on Phase 2 Recommendations from the consultant.	The grant request is a minimum of \$54,600 to a maximum \$108,100.
Modernization Grant Phase 3: Corporate Services Automation	Implementation of Corporate Services Functions Review for Automation of Processes based on the Phase 2 recommendations from the consultant.	The grant request is a minimum of \$195,000 to a maximum \$328,500.
Modernization Grant Phase 3: Review of Recreation, Culture & Wellness Operations at the MCC	A third-party review will provide recommendations for the following: (1) an optimal integrated organizational structure, with staffing requirements (2) space utilization (3) business planning processes	The grant request is a minimum of \$50,000 to a maximum \$70,000.
Drainage Superintendant	To help offset some of the staff costs for the drainage superintendant	\$8,425
New Horizons for Seniors Program Grant (Seniors Community Grant)	SAY IT! On Stage: Stories Found, will bring together youth and seniors within the community, to build and foster relationships, share experiences and build a collaborative theatrical experience.	\$ 25,000
Tree Canada Grant	Create a Tree Canopy for North Pelham Park with 30 new trees.	\$ 10,000
Buy Local Micro Grant	Niagara Region Grant to promote buying local	\$ 10,000
Celebrate Canada	Canada Day Grant	\$ 14,000

Constituent Concerns and Issues Arising:

None.

Employee Updates:

The Deputy Treasurer attended an information session on the Canada Community-Building Fund.

The Staff Accountant/Payroll Clerk completed Perri-Med and First Aid/CPR Training on November 23, 2021. He also completed his latest CPA Prep Course, Intermediate Management Accounting with a grade of 93%.

The Deputy Treasurer has been training in the Fixed Asset module in iCity, the Town's accounting software.

Information Technology has taken part in several webinars:

- Cyber Security Month Training/Webinars/Virtual Conferences
- Municipal Cyber Security Forum
- MISA Webinar
- A Pandemic Spotlight?: COVID-19 & Digital Transformation in Ontario
- Cyber Security Community of Practice
- 2021 MISA Ontario InfoSec Virtual Conference and Trade Show

The Taxation Clerk and Revenue Analyst both passed the Unit 1 of the Municipal Tax Administration Program of the Ontario Municipal Tax and Revenue Association (OMTRA) conducted by Seneca College.

Grants, Concerns, RFPs, Agreements:

Current Bids and Tenders

Invitation to Bid# 2021-CS-10 – PLN 02-21 Terms of Reference Vision and Design for East Fonthill Town Square		
<u>Bidders</u>	<u>Amount</u>	<u>Score</u>
John MacDonald Architect	\$19,899.00 Phase One Only	82/100
Shift Landscape Architecture	\$19,215.00 Phase One Only	90/100
EDA Collaborative Inc.	\$19,899.00	82/100

Award is to Shift Landscape Architecture with a contract value of \$19,215.00 (Phase One Only) with an evaluation Score of 90/100.

Invitation to Bid# 2021-FS-02 – Emergency Management Plan Review

<u>Bidders</u>	<u>Amount</u>	<u>Score</u>
Plannix Operations	\$20,845.00	78/100
GTA Emergency Management Consultants Inc.	\$18,500.00	84/100
Paladin Security Group Ltd.	\$34,239.00	81/100
Callan Ltd.	\$19,107.00	81/100
Emergency Management & Training Inc.	\$15,327.00	79/100

Award is to GTA Emergency Management Consultants Inc. with a contract value of \$18,500.00 with an evaluation Score of 84/100.

Invitation to Bid# 2021-PW-15 – WRT 06-21 – Park Lane Watermain Replacement

<u>Bidders</u>	<u>Amount</u>	<u>Score</u>
Catalina Excavating Inc.	\$178,134.00	N/A
A.vanEgmond Construction (2005) Ltd	\$194,854.50	N/A
Alfidome Construction Niagara	\$206,192.15	N/A
O'Hara Trucking and Excavating	\$238,020.80	N/A
Demar Construction Inc.	\$187,100.78	N/A
Peter's Excavating Inc.	\$249,781.38	N/A
Cotton Inc.	\$201,523.66	N/A
Stonecast Contracting Limited	\$232,972.00	N/A

Award is to Catalina Excavating Inc. with a contract value of \$178,134.00.

Invitation to Bid# 2021-PW-13 – Supply and Installation of Video Surveillance Equipment and Cameras

<u>Bidders</u>	<u>Amount</u>	<u>Score</u>
Viridian Automation Inc.	\$ 60,900.00	82/100
Underwriter's Security Controls	\$ 162,019.08	77/100
EllisDon	\$ 38,483.00	85/100
Activo	\$ 70,643.69	79/100
Clockwork Systems Inc.	\$ 44,255.68	86/100
Wallwin Integrated Systems	\$ 41,799.00	77/100
BearCom Canada Corp.	\$ 91,862.74	68/100
Aatel Communications Inc.	\$ 87,000.00	71/100
Comu Networks	\$ 99,925.18	66/100
BHofe Consulting Inc.	\$ 47,216.50	76/100
Chubb Fire & Security	\$ 91,428.49	53/100
H.I. Security Corp.	\$ 91,958.00	70/100
Securitas Electronic Security	\$ 51,652.35	74/100
828324 Ontario Limited o/a Design Electronics	\$ 85,988.58	80/100

Award is to Clockwork Systems Inc. with a contract value of \$44,255.68 with an evaluation Score of 86/100.

Meetings:

- F.H. Black & Company Incorporated
- HR Strategies Consulting
- Spatial DNA Informatics Inc.
- Watson & Associates Economists Ltd.
- CIBC
- Central Square (iCity accounting software)