

The Corporation of the Town of Blind River

REPORT

Report of the CAO/Clerk
Service Delivery Review Status
June 10, 2020

RE: KPMG Service Delivery Review Status

PURPOSE

Provide updates to Council on the current status of recommendations from the SDR

UPDATE

- Senior administration have been holding conference calls with potential vendors to establish new software that would enable the Public Works and Parks and Recreation departments to have a work order system. We hope to have something before Council on this for the August meeting.
- CAO has been transitioning the Director of Public Services into taking over the capital projects, commencing with the Water Treatment Plant roof. At this stage Mr. Bender will take the lead and I will be his support.
- Customer Service portal is being worked on to enable ratepayers to log into their accounts for water and taxes.
- Landfill revenues have been reviewed and new processes have been put into place
- Grant tracking has been established
- Work is still being completed for a fall rollout of the eScribe electronic agendas
- **Policies**
 - Water Billing/Collection Policy has been updated and approved by Council
 - Budget Policy and Tax Billing/Collection Policy have been drafted
- **Payroll**
 - We have standardized more of the timesheets so there are fewer different formats and they include payroll codes for hours to be allocated
 - We have moved to weekly submission of PW timesheets to allow payroll clerk to start entry sooner
- **A/P**
 - We continue to expand the use of EFT to pay vendors where possible

- **Cash Receipting**

- We have set up the option for residents/rate payers to submit payments to the Town by etransfer

- **Facility Booking**

- Facility booking software is included in the 2020 budget, however we have deferred this as most of our facilities remain closed

- **Building Permits**

- CBO module for GIS that facilitates the tracking and reporting of building permits

Currently the additional modernization grant is under way with KPMG and all first round process review interviews have been held with staff.

Respectfully Submitted,

Kathryn Scott
CAO/Clerk