



## MUNICIPALITY OF **West Elgin**

### Staff Report

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**Report To:** Council Meeting  
**From:** Magda Badura, CAO/Treasurer & Jana Nethercott, Clerk  
**Date:** 2022-04-14  
**Subject:** Administration Monthly Update – March 2022

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#### **Recommendation:**

That West Elgin Council hereby receives the report from Magda Badura, CAO/Treasurer and Jana Nethercott, Clerk re: Administration Monthly Update for March 2022 for information purposes.

#### **Purpose:**

The purpose of this report is to provide Council with an update on Administration activities for the month of March 2022.

#### **Background:**

##### **Municipal Office Operations:**

Staff returned to the newly renovated Municipal Office starting with Service Ontario and the front counter on March 7 and the rest of the staff on March 21. All full time staff are in the office daily. The storage container was emptied and returned on March 28. There are still some small touchups and minor installations continuing in the office and staff are continuing with the unpacking of boxes.

Interviews for the positions of Administrative and Records Management Assistant and Administrative and Accounting Clerk were held on March 25 and 28. Brittany Jessome and Theresa Richards will be starting April 19 and May 2 respectively.

Staff met with representatives from Ricoh on March 17 to start working on the automation of the AP system, which is the first step of the Modernization and Digital Transformation Project, being funded by the Municipal Modernization Program – Intake 3 Grant. This step will fully automate the Accounts Payable process from start to finish.

Water meters were read the week of March 14.

The Township of Malahide, who provides the IT support, had a recent staffing change with the Manager of IT leaving for another position. A third party contractor has been retained by Malahide to cover until the position has been filled.

Spring 2022 Tax Sale was held in March. There were originally 4 properties put up for Tax Sale with 2 properties being redeemed prior to the opening. In the end 97 bids were opened for 2 properties live via YouTube. One property was subsequently redeemed after the opening. Subsequently one property has been sold.

Service Ontario: (March 1 to 23)

Appointments: 10

Walk-ins (includes same day appointments): 116

Total Customers: 126 (9 days):

Service Ontario operated at 53% capacity

Vital Statistics:

Marriage Licenses – 0

Registered Deaths – 22

Marriage Ceremonies Performed – 0

Service Requests (CityWide):

Attached please find a summary of Open and Closed Calls for the month of March. All Open requests are either waiting for parts to complete the job or require more follow up. There is an additional report that list the Total Service Requests worked on with in March.