

SMOKY LAKE COUNTY

Minutes of the **County Council Committee of the Whole Meeting for the purpose of Administration of Thursday, April 14, 2022 at 9:10 A.M.** held in County Council Chambers and virtually online through Electronic Communication Technology: Zoom Meeting.

The meeting was called to Order by the Reeve Mr. Lorne Halisky, in the presence of the following persons:

			ATTENDANCE
<u>Div. No.</u>	<u>Councillor(s)</u>	<u>Thursday, April 14, 2022</u>	
1	Dan Gawalko	Present in Chambers	
2	Linda Fenerty	Present in Chambers	
3	Dominique Cere	Present in Chambers	
4	Lorne Halisky	Present in Chambers	
5	Jered Serben	Present in Chambers	
CAO	Gene Sobolewski	Present in Chambers	
Assistant CAO	Lydia Cielin	Virtually Present	
Finance Manager	Brenda Adamson	Virtually Present	
Legislative Svcs/R.S.	Patti Priest	Virtually Present	
Plan. & Dev. Assistant	Jordan Ruegg	Virtually Present	
Planning Technician	Kyle Schole	Virtually Present	
Natural Gas Manager	Daniel Moric	Virtually Present	
GIS Op.	Carole Dowhaniuk	Present in Chambers	
Communications Tech.	Evonne Zukiwski	Present in Chambers	

No Members of the Media were present.
One Member of the Public were present.

2. Agenda:

616-22: Fenerty

That the Agenda for the Smoky Lake County Council Committee of the Whole Meeting for the purpose of Administration, for April 14, 2022, be adopted, as presented.

Carried Unanimously.

3. Minutes:

No Minutes.

4. Request for Decision:

No Request for Decision.

Brenda Adamson, Finance Manager, virtually left the meeting, time 9:30 a.m., and virtually re-joined the meeting, time 9:35 a.m..

Daniel Moric, Natural Gas Manager, virtually left the meeting, time 9:35 a.m..

7. Delegation:

Scott Lamb, Customer Success Lead, MuniSight Ltd

Virtually present before Council was Scott Lamb, Customer Success Lead, MuniSight Ltd., from 9:12 a.m. to 9:58 a.m., to provide a demonstration on smartphone, mobile, and website applications through All-Net Municipal Solutions: “iTown” which draws information to alert your residents, and “Service Tracker” which allows you to accept, track, manage and report on every service request received by your office in a timely manner.

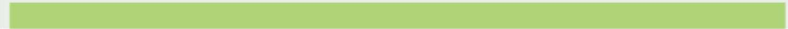
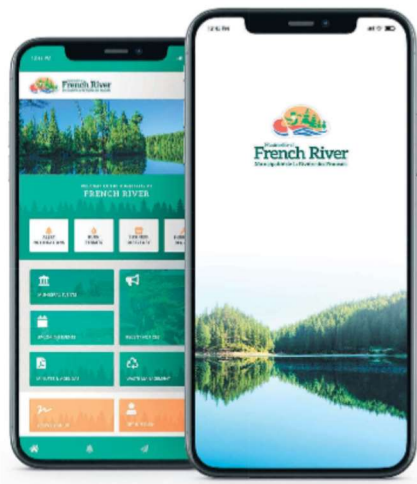
5. Issues for Information:






All-Net Municipal Solutions’ Programs Year-2022

Council was provided the All-Net Municipal Solutions’ Programs Year-2022, which include the following information relating to the presentation from the April 14, 2022 Delegation: Scott Lamb, Customer Success Lead, MuniSight Ltd.:

All-Net iTown Application


iTown speaks directly with your website and draws information to alert your residents in the palm of their hands. iTown integrates with your other programs such as: All-Net Meetings, Service Tracker, Connect – By All-Net and your municipal website. **Some features include:**









-  **LOCAL NOTICES & EVENTS**
Stay informed with real time access to local notices and events.
-  **BUSINESS DIRECTORY**
Ability to search, contact and view local businesses.
-  **INTERACTIVE LOCAL MAPS**
Ability to locate points of interests such as schools, banks and churches.
-  **CONTACT INFORMATION**
Residents can get in touch with staff directly from the mobile app.
-  **PUSH MESSAGING**
Messages automatically appear on residents smartphones.

All-Net Service Tracker

You will have the assurance that all requests being managed by your staff are dealt with in a timely manner. Service Tracker allows you to accept, track, manage and report on every service request received by your office.

-  **NOTIFICATIONS**
Staff are immediately notified of new submissions and receive automated reminders when tasks are due.
-  **DOCUMENT STORAGE**
Attach any documents to a specific service request for future or immediate reference.
-  **PUBLIC SUBMISSIONS**
Receive submissions online, by phone or in person that are tracked and routed to the appropriate staff.
-  **ARCHIVED REQUESTS**
Archive a copy of every request received and acted on in your municipality.
-  **WEBSITE INTEGRATION**
Your public submission form and public info portal can be integrated into any website or app with no additional charge.
-  **COUNCIL/BOARD FEATURES**
Create accounts for elected officials enabling them with the ability to submit and track their own requests.
-  **GIS INTEGRATION**
Search current and archived service requests by name, service type, date or address.
-  **GIS MAPPING**
Requests are mapped to the exact location while providing you the ability to edit any mapped location.
-  **ACCOUNT SETTINGS**
You have control over the service types and the staff you want to lead each type of service request.
-  **MOBILE ACCESS**
Access your account and monitor all activities from any location with a mobile phone or tablet computer.
-  **FAST SET-UP**
Minimal training and set-up time is required. You can be trained and running within an hour.
-  **SEARCH & CUSTOM REPORTING**
Generate custom reports based on request types, activities and dates.

MuniSight Demonstration/Training and User Guide

617-22: Serben That Smoky Lake County Council recommend a Request for Decision (RFD) be prepared for the May 26, 2022 Regular County Council Meeting, for the purpose of considering a pilot project through the MuniSight Ltd. / All-Net Municipal Solutions' software application: "Service Tracker" to track, manage and report on service requests from internal sources, in a timely manner.

Carried.

Evonne Zukiwski, Communication Technician, left Council Chambers, time 11:08 a.m..

MuniSight Ltd. - User Guide

Council was provided the MuniSight Ltd. "User Guide" for reference in accessing public information on the County's Geographical Information System (GIS) website application.

Meeting Recessed

Meeting recessed for Lunch, time 12:04 p.m.

Meeting Reconvened

The meeting reconvened on a call to order by Reeve Lorne Halisky at 12:37 p.m. in the presence of all Council members, the Chief Administrative Officer, GIS Operator, and in the virtual presence of the Finance Manager and Recording Secretary.

MuniSight Ltd. Demonstration / Training

Council was provided an overview of the external (public) view and the internal (employee) view of the County's Geographical Information System (GIS) website application through MuniSight Ltd., as demonstrated by Carole Dowhaniuk, GIS Operator.

6. Correspondence:

No Correspondence.

8. Executive Session:

No Executive Session.

ADJOURNMENT

618-22: Gawalko

That the Smoky Lake County Council Committee of the Whole for the purpose of Administration Meeting of Thursday, April 14, 2022, be adjourned, time 2:32 p.m.

Carried.

REEVE

SEAL

CHIEF ADMINISTRATIVE OFFICER