SMOKY LAKE COUNTY

Minutes of the **County Council Committee of the Whole Meeting for the purpose of Administration** of **Wednesday, July 27, 2022** at **1:21 P.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:

Div. No.	Councillor(s)	ATTENDANCE Wednesday, July 27, 2022
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	Absent
Finance Manager	Brenda Adamson	Virtually Present
GIS Operator	Carole Dowhaniuk	Present in Chambers
Legislative Svcs/R.S.	Patti Priest	Present in Chambers
Natural Gas Manager	Daniel Moric	Virtually Present
Legislative Clerk	Jenna Preston	Virtually Present

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

2.   Agenda:

884-22: Gawalko

That the Agenda for the Smoky Lake County Council Committee of the Whole Meeting for the purpose of Administration, for July 27, 2022, be adopted, as presented.

Carried Unanimously.

3.   Minutes:

No Minutes.

4.   Request for Decision:

No Request for Decision.

5.   Issues for Information:

All-Net Service Tracker Project Update

The GIS Operator provided Council a user manual for the All-Net Servicer Tracker program as well as a document containing, but not limited to, the following information which were used for Council's in-service training on the program:

All-Net Municipal Solutions' software application

for the purpose of tracking, managing, and reporting, on service requests

Stakeholders

- Council
- Senior Management
- Department Managers

Project Scope

1. That Smoky Lake County Council approve to implement a pilot project titled:

- "Service Tracker - (Council – Request for Information)" through the All-Net Municipal Solutions' software application, for the purpose of tracking, managing, and reporting, on service requests from internal sources, for a period of 6 months from July 1, 2022 to January 1, 2023 as to prove the viability of the software.

1. That Smoky Lake County Council schedule time after a departmental meeting or a Committee of the Whole meeting with the GIS Operator to provide detailed training of ALL-Net Service Tracker to Council.

2. The relevant personnel included in the "Requests" email group will *no longer be required* to record the information on a spreadsheet entitled: "Council Requests for Information", as the reports can be generated through the ALL-Net Service Tracker software. Smoky Lake County Council will need to determine if/how they would like to receive the reports.

3. Re-evaluate the process upon completion, January 2023; and if successful, incorporate the process by amending Policy Statement No. 01-28-02: Council – Request for Information.

4. And if successful, propose the expansion of this project to Public Submissions and Website Integration.

Project objectives:

- accept, track, manage and report on every service request
- view and produce quick reports for the activities of your local government by month or year
- immediate access to the latest updates related to every service request
- assurance that all requests being managed by your staff are dealt with in a timely manner
- track highs and lows of department usage and complaints
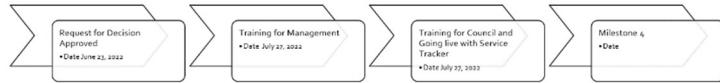
Deliverables

- **Notifications:** Staff are immediately notified of new submissions and receive automated reminders when tasks are due.

- **Document Storage:** You are able to attach any documents to a specific service request for future or immediate reference.

- **Archived Requests:** There will be an archived copy of every request received and acted on in the municipality.

- **Mobile Responsive Access:** gives you the ability to use and access any of the data and features.

- **GIS integration:**
  - Access to your selected GIS Data when pinning the location to the map or entering an address.
  - Integrates the service requests by location into MuniSight for data analysis.

Project Team Roles and Responsibilities
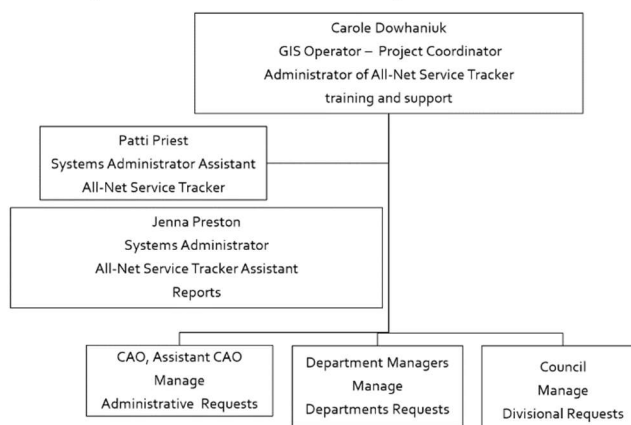
Project Schedule Implementation and Milestones

- **April 14, 2022**   A demonstration of ALL Net Municipal Solutions – Service tracker was presented by Scott Lamb, Customer Success Lead, MuniSight Ltd to Council at the County Council Committee of the Whole Meeting: Administration Thursday, April 14, 2022.

- **May 16, 2022** a Demo was presented to the management team.

- **June 9, 2022** review and test run for management

- **June 23, 2022** RFD ALL-NET Service Tracker

- July 27, 2022 COW meeting – Training Council All-Net Service Tracker

- July 27, 2022

- Jan 2023 Review of All-Net Service Tracker

Request for Decision Approved • Date June 23, 2022	Training for Management • Date July 27, 2022	Training for Council and Going live with Service Tracker • Date July 27, 2022	Milestone 4 • Date

Appendix

- Reference supplementary materials and resources

Success Factors

- Identify elements that are key to the success of the project, such as:
  - Satisfied clients or stakeholders
  - Met project objectives
  - Completed within budget
  - Delivered on time

6.   <u>Correspondence:</u>

No Correspondence.

7.   <u>Delegation:</u>

No Delegation.

8.   <u>Executive Session:</u>

No Executive Session.

<u>ADJOURNMENT</u>

885-22: Fenerty   That the Smoky Lake County Council Committee of the Whole for the purpose of Administration Meeting of Wednesday, July 27, 2022, be adjourned, and Council's in-service training for the All-Net Servicer Tracker program commence, time 1:22 p.m.

<div align="right">Carried.</div>

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REEVE

S E A L

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CHIEF ADMINISTRATIVE OFFICER