

**APPENDIX B**

**MUNICIPAL DISTRICT**  
**BONNYVILLE NO. 87**



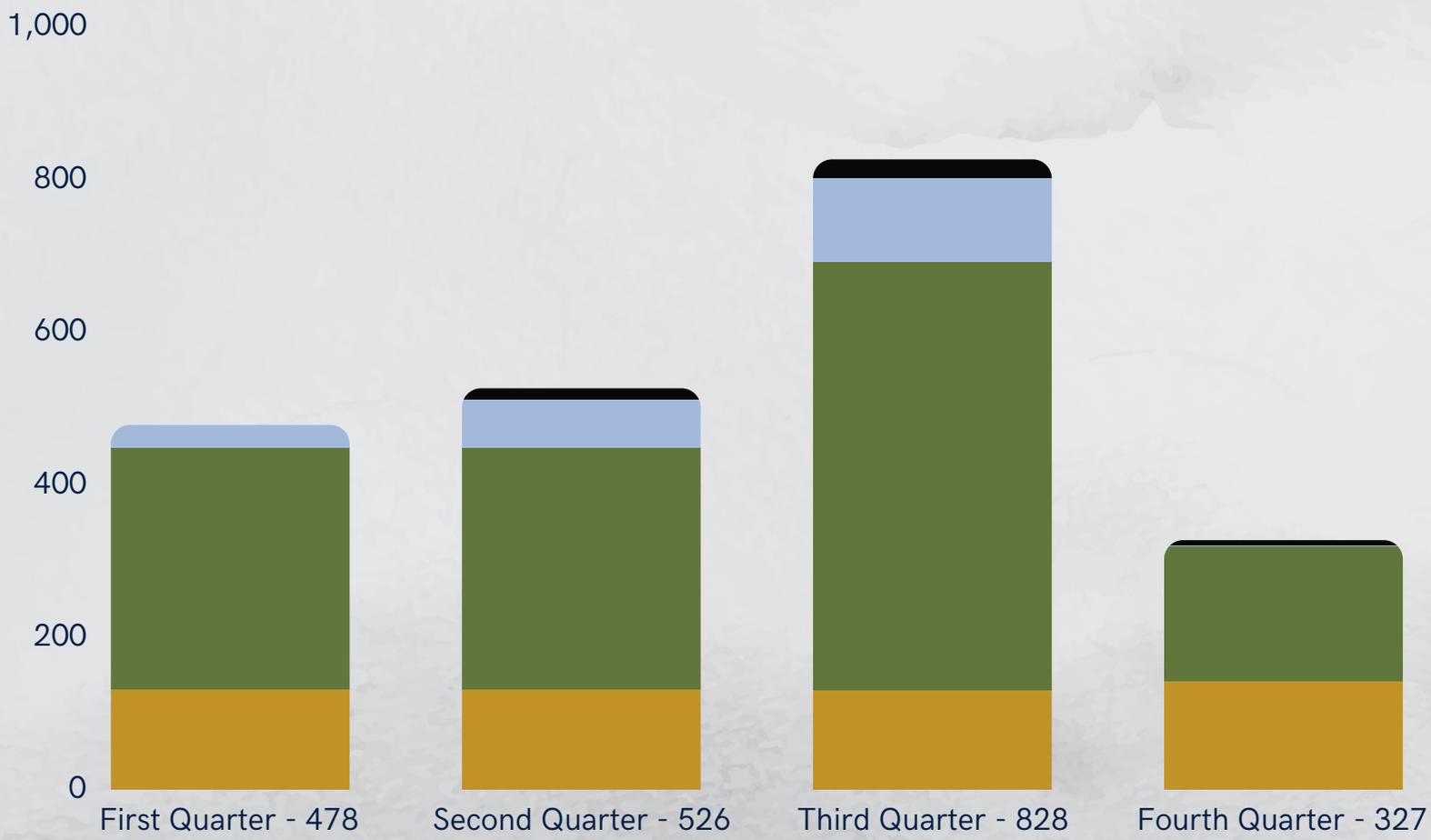
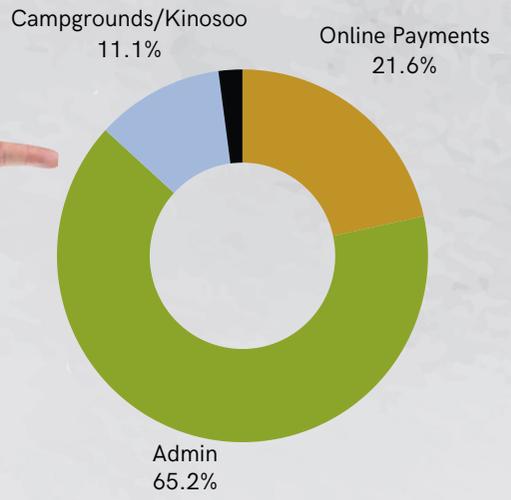
**FOURTH QUARTER REPORT**

# CUSTOMER SERVICE CASH RECEIPTING BATCHES

Yearly Statistics



**TOTAL BATCHES**  
**2,159**



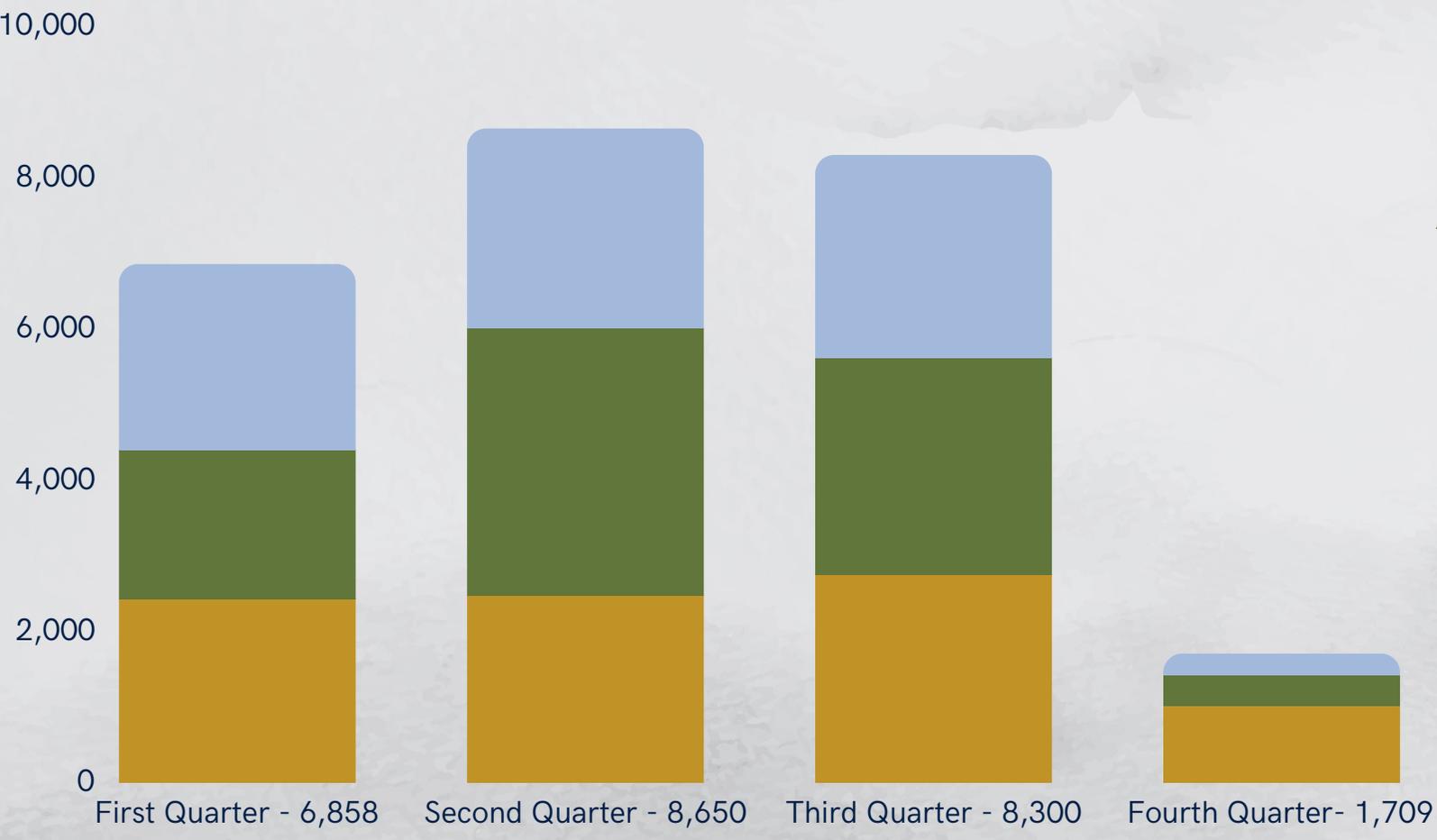
- Online Payments
- Admin
- Visitor Information
- Campgrounds/Kinosoo

# CUSTOMER SERVICE CALLS RECEIVED



**2023 Total  
Calls**

**25,517**





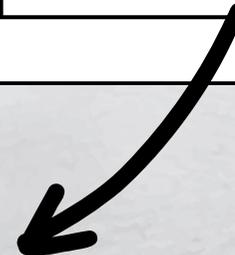
# CUSTOMER SERVICE WASTE CARDS DISTRIBUTED/ REGISTRATION



Waste Card	First Quarter	Second Quarter	Third Quarter	Fourth Quarter	Total
Cold Lake	31	37	26	27	121
Ardmore	0	0	652	386	1038



**PLUS 122 Cell  
phone apps**



# CUSTOMER SERVICE UPDATE



**Implemented an automated phone service**

**Collaborated with Finance and conducted cross training on tasks**



**Decorated for Christmas**



**Completed online and in person training**



**Implemented new cash receipting filling system**