



APPENDIX B

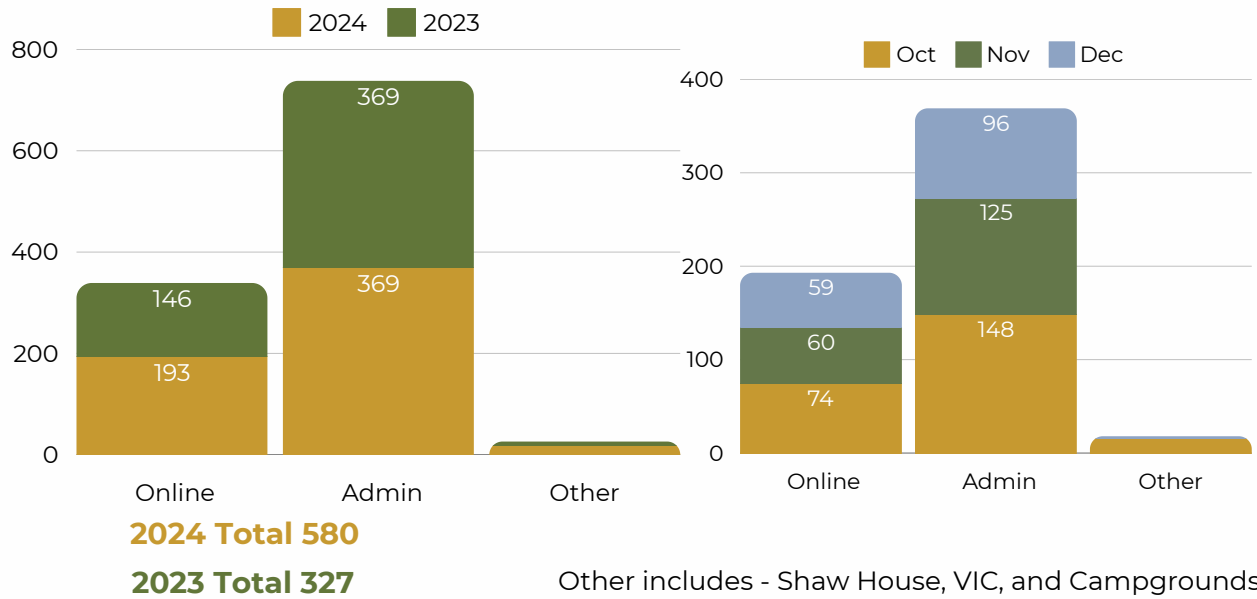
2024
4th QUARTER
PROGRESS
REPORT
October - December

CUSTOMER SERVICES

MUNICIPAL DISTRICT
BONNYVILLE NO. 87



CASH RECEIPTING BATCHES



The automated phone system has had positive feedback.

Increasing the efficiency within the department.

CALLS RECEIVED

Total Q4 calls answered by Customer Service Team:

2023- 1,709

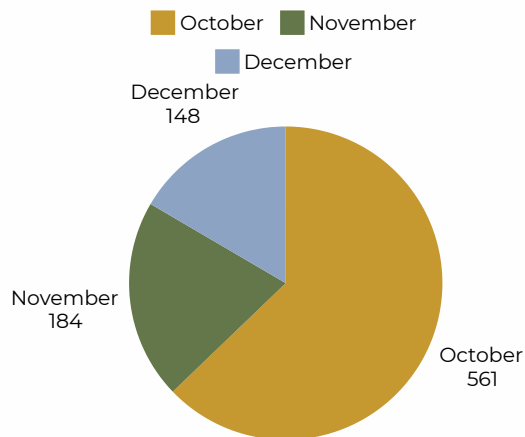
2024- 6,870

Additional calls handled through the Automated Phone System.

2023- 3,471

2024- 9,123

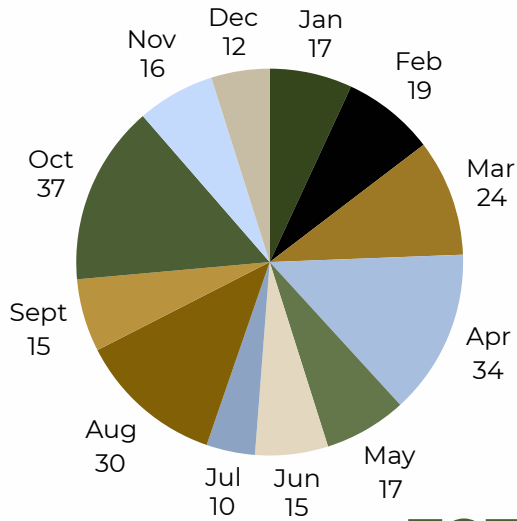
WALK INS



2023- Q4 Walk Ins: 1,151

2024- Q4 Walk Ins: 893

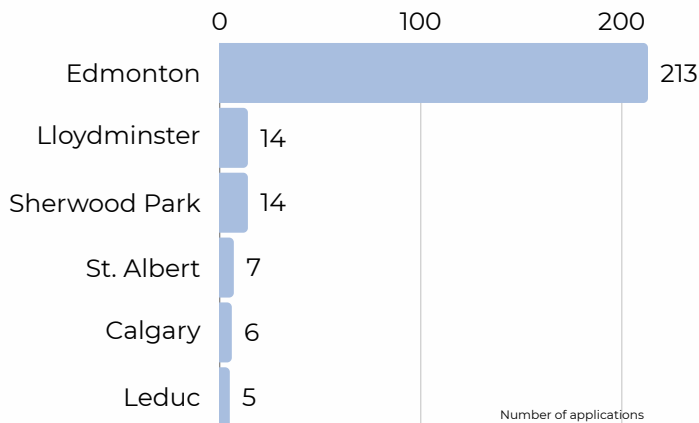
Senior Transportation Grant



2 week turnaround time

TOTAL APPLICATIONS: 259

Location of applications



TOTAL KM'S : 142,232

STARTING AMOUNT : \$63,422

AMOUNT SPENT : \$37,661.44

AMOUNT REMAINING: \$25,760.63

**NUMBER OF SENIORS THAT HAVE REACHED
THEIR MAX ELIGIBILITY AS OF SEPTEMBER:**

\$400 - 20

\$1,000 - 9

LANDFILL Applications

TOTALS

DATE RANGE:
2023 & 2024
Q4

Replacement Cards

2023 - Cold Lake Card Replacement

3

2024 - Cold Lake Card Replacement

12

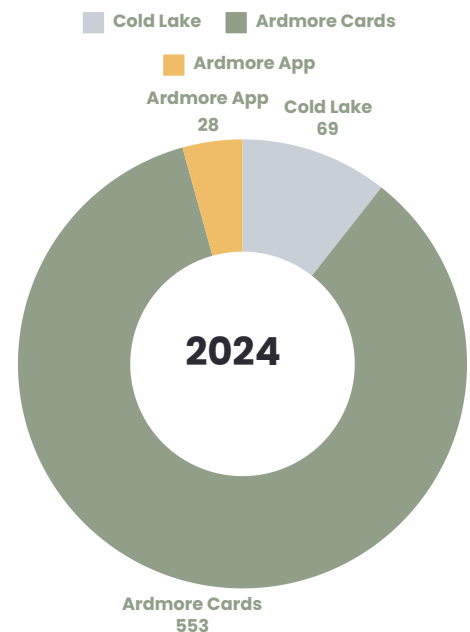
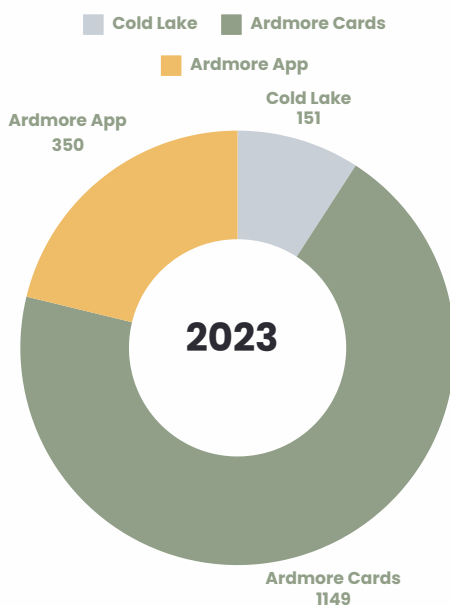
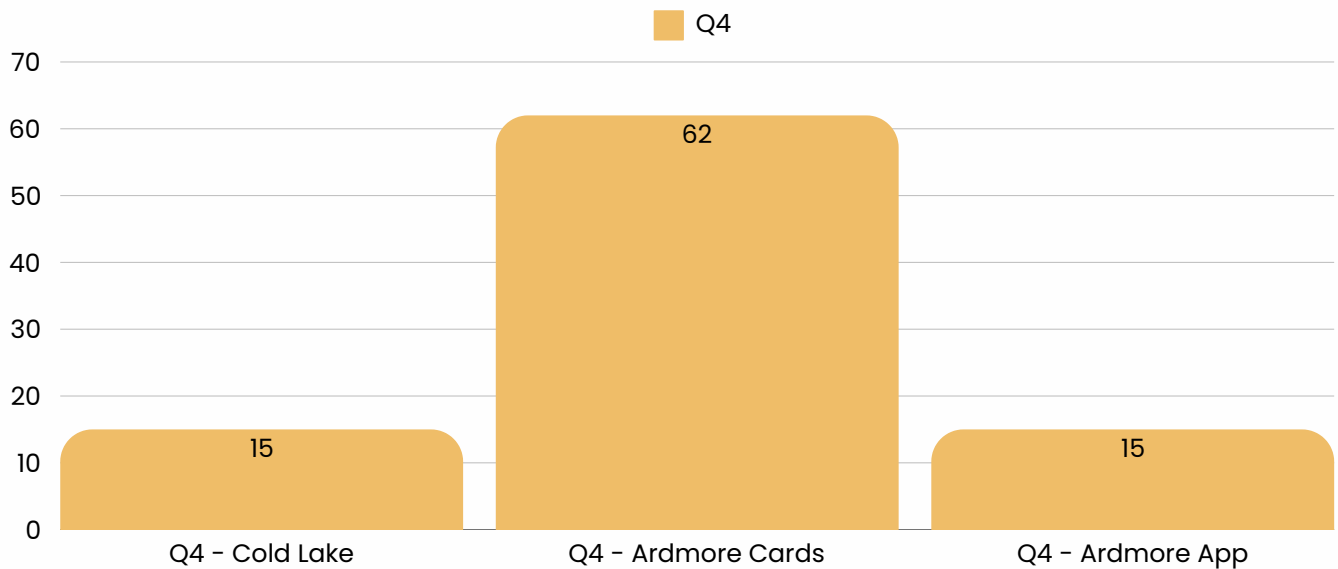
2023 - Ardmore Card Replacement

10

2024 - Ardmore Card Replacement

10

2024 Q4 Landfill Applications



OTHER NEWS

- **Completed Bistrainer & Udemy Courses**
- **Scheduled a Team Building day on October 28, 2024**
- **Decorated main lobby and Council Chambers for Christmas**
- **Crafted Christmas Spirit Day scheduled for main office**
- **Collaborate with Finance on creating efficiencies within both departments**
- **Provided coverage for AG & Waste, Property Taxes, and Planning & Development.**

