

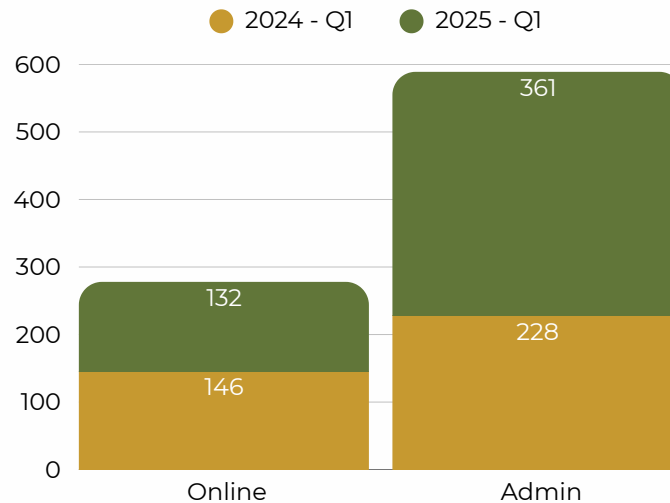
2025
1ST QUARTER
PROGRESS
REPORT
JANUARY- MARCH

CUSTOMER SERVICES

MUNICIPAL DISTRICT
B O N N Y V I L L E N O . 8 7



CASH RECEIPTING BATCHES



The automated phone system has had positive feedback.

Increasing the efficiency within the department.

CALLS RECEIVED

Total Q1 calls answered by Customer Service Team:

2024 - Q1: 1,221

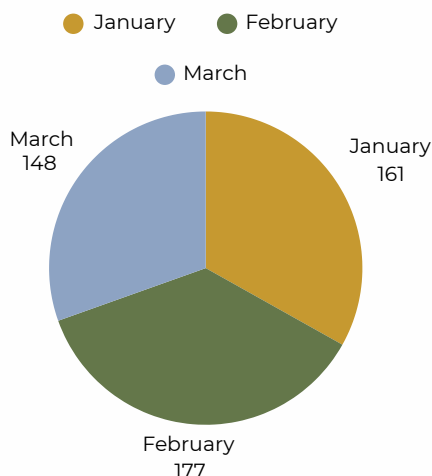
2025 - Q1: 1,138

Additional calls handled through the Automated Phone System.

2024 - 14,527

2025 - 13,610

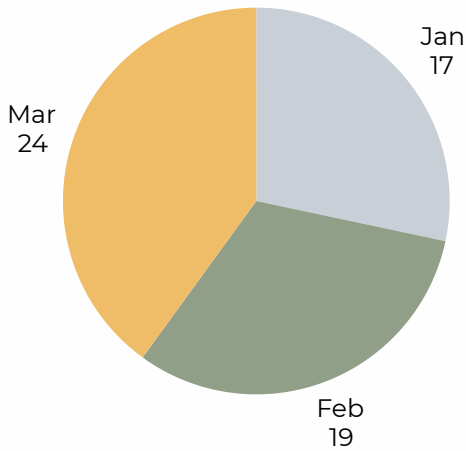
WALK INS



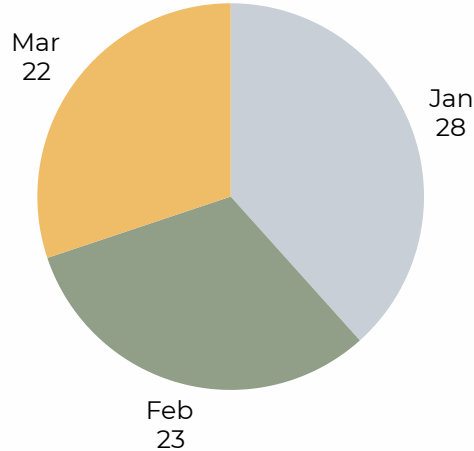
2024- Q1 Walk Ins: 561

2025- Q1 Walk Ins: 496

Senior Transportation Grant



2024 Q1 - 60

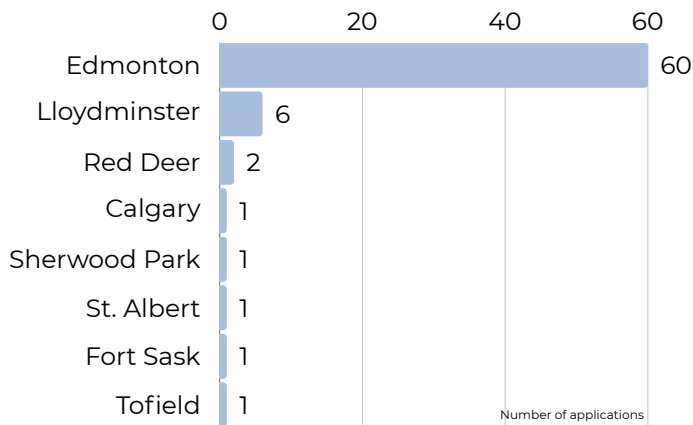


2025 Q1 - 73



2 week
turnaround time

Location of applications



TOTAL KM'S : 39,176

STARTING AMOUNT : \$75,760.63

AMOUNT SPENT : \$11,633.60

AMOUNT REMAINING: \$64,127.03

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

\$400 - 3

\$1,000 - 0

LANDFILL Applications

TOTALS

DATE RANGE:
2025
Q1

Replacement Cards

2024 - Cold Lake Card Replacement

3

2025 - Cold Lake Card Replacement

1

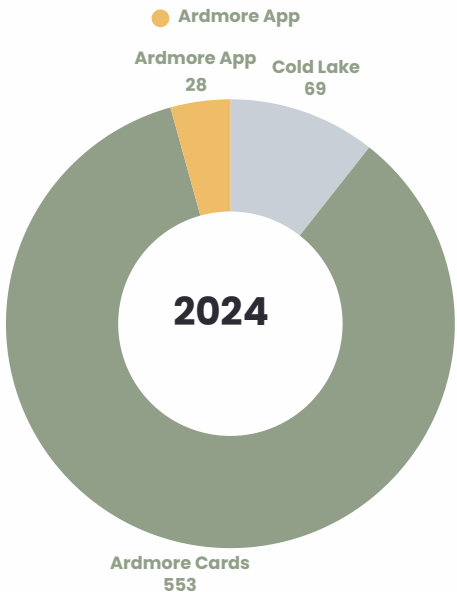
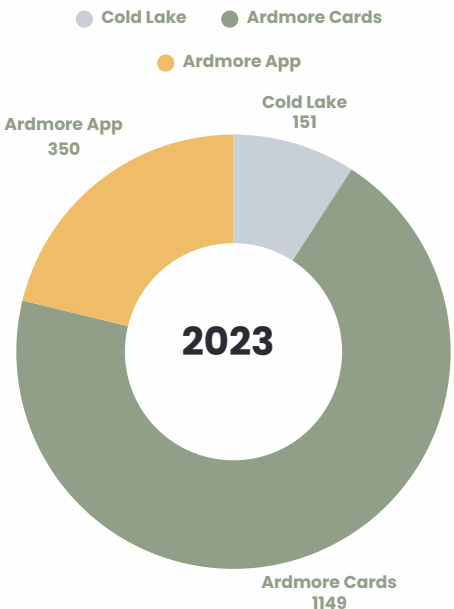
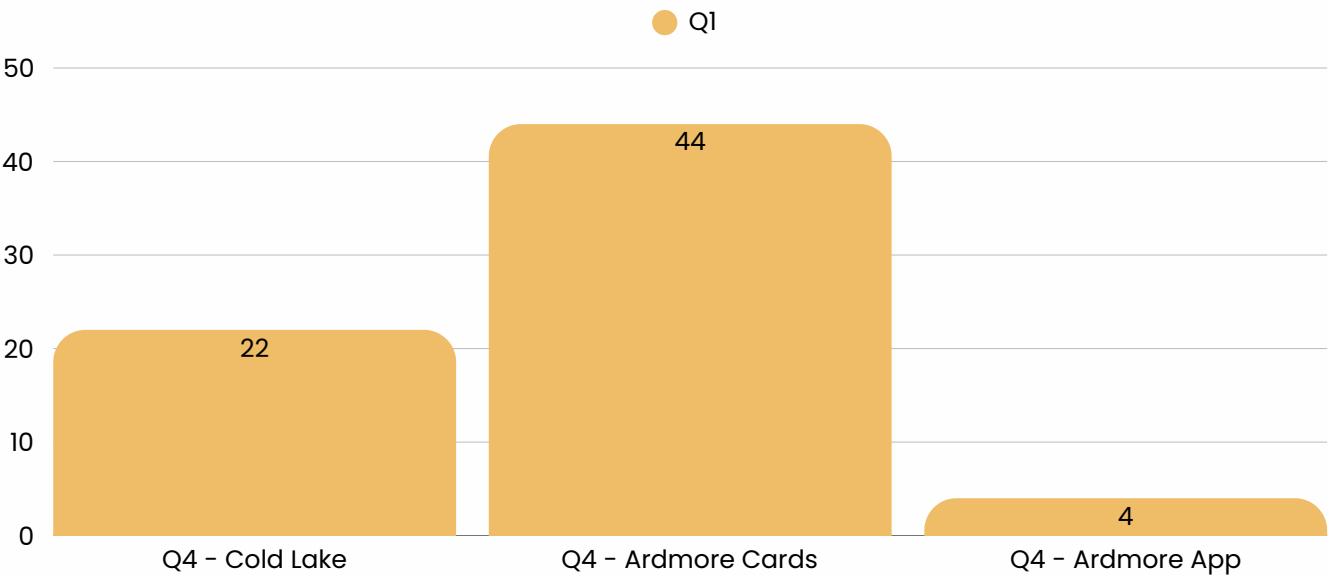
2024 - Ardmore Card Replacement

10

2025 - Ardmore Card Replacement

7

2025 Q1 Landfill Applications



OTHER NEWS

- **Undecorated Christmas**
- **Organized “Wear Red Day”**
- **Completed Bistrainer & Udemy Courses**
- **Collaborate with Finance on creating efficiencies within both departments**
- **2024 Cash Receipting Record Retention/Storage**
- **Provided coverage for AG & Waste, Property Taxes, and Planning & Development.**
- **Customer Service Business Planning Session - 2026**

