



**The Corporation of the Municipality
Staff Report**

**Office of the Deputy Treasurer
Manuela Batovanja**

Prepared For: Mayor and Council	Report No.: 2021-08
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Purpose of Report

The purpose of this report is to obtain Council's approval to apply for funding through the MMAH Modernization Intake 3 Implementation Stream for up to \$100,000 to achieve recommended technology upgrades.

Analysis

The Municipality of Wawa has historically relied heavily on manual processes. However, in the last two year, due to Council's forward thinking as well as pandemic relief efforts, the Municipality of Wawa has made process and procedural changes such as:

- Electronic Council and committee meetings (By-Law No. 3359-20)
- Staff working from home
- Update the Municipal website
- Introduction of Zoom and MS Teams
- Implementation of a VPN Network

With a relatively small administrative staff compliment and a large number of tasks to accomplish within a defined budget the Municipality should leverage technology to achieve outcomes in a more cost effective and efficient manner. Some areas in which we could further digitize processes are:

- E-billing and online customer platform for property taxes
- Continued online meetings – improve AV audio system
- Electronic workorders
- Inspection Software
- E-permitting for protective services including building and fire programs

Although new technology can be challenging to begin with, as it is implemented there are many benefits:

- Holistic processes across all departments.
- Reduce staff time spent on lower-value tasks
- Provides an opportunity to develop processes that are efficient rather than "It's the way we've always done it"

**Respectfully Prepared and Submitted By:
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- Information in one place for all users
- Information stream that is consistent across all departments, e.g. Work orders from inception to completion.

The Municipality received funding under the MMAH Municipal Modernization Program Intake 2 Funding for the completion of a Service Delivery/Transformation Review. Municipal Government Wayfinders were engaged to complete the review and the Transformation report included a number of recommendations for implementation. Recommendation AG-01 Work Orders/Service Requests can be achieved through the leveraging of technology. Some of the possible efficiencies identified included accelerated issue resolution and resources are applied fairly based on priority. One cost savings is the freeing up staff time to direct to other service delivery priorities. The cost to implement the work order system is estimated at \$50,000 with an annual maintenance fee of approximately \$9,000.

In addition to the Municipal Wayfinders transformation study, staff identified other areas which would benefit from technology:

Recommendation and Description	Efficiencies	Cost Savings	Requirements
E-Billing for property taxes Requests	<ul style="list-style-type: none"> -Improves convenience for tax payers -Increases delivery security and time -Possibility of improved cashflow -“Green” benefits; reduces paper 	<ul style="list-style-type: none"> - Frees up staff time to direct to other service delivery priorities -Savings in postage, labour and paper costs 	E-Billing Software (\$20,000)
Continued online meetings	<ul style="list-style-type: none"> -More accessible for tax payers, they can watch a recorded meeting anytime, do not have to come in person to attend -Decreases health and safety concerns -Increased ability to live stream Council and Committee meetings and to improve the audio 		5 iPads (\$2,000), 2 meeting ows, AV audio system and speakers (\$28,000)

Recommendation

It is recommended that Council take the following action:

Resolved that Council accepts staff report 2021-08 Technology Upgrade;

And further that Council directs staff to apply to the MMAH Modernization Fund Intake 3 Implementation Stream for up to \$100,000 in order to implement technology upgrades as recommended by the Municipal Government Wayfinders Transformation Review and Staff Report 2021-08.

References

Municipal Government Wayfinders Transformation Review