Town of East Gwillimbury

Modernization Program

Committee of the Whole Council Meeting

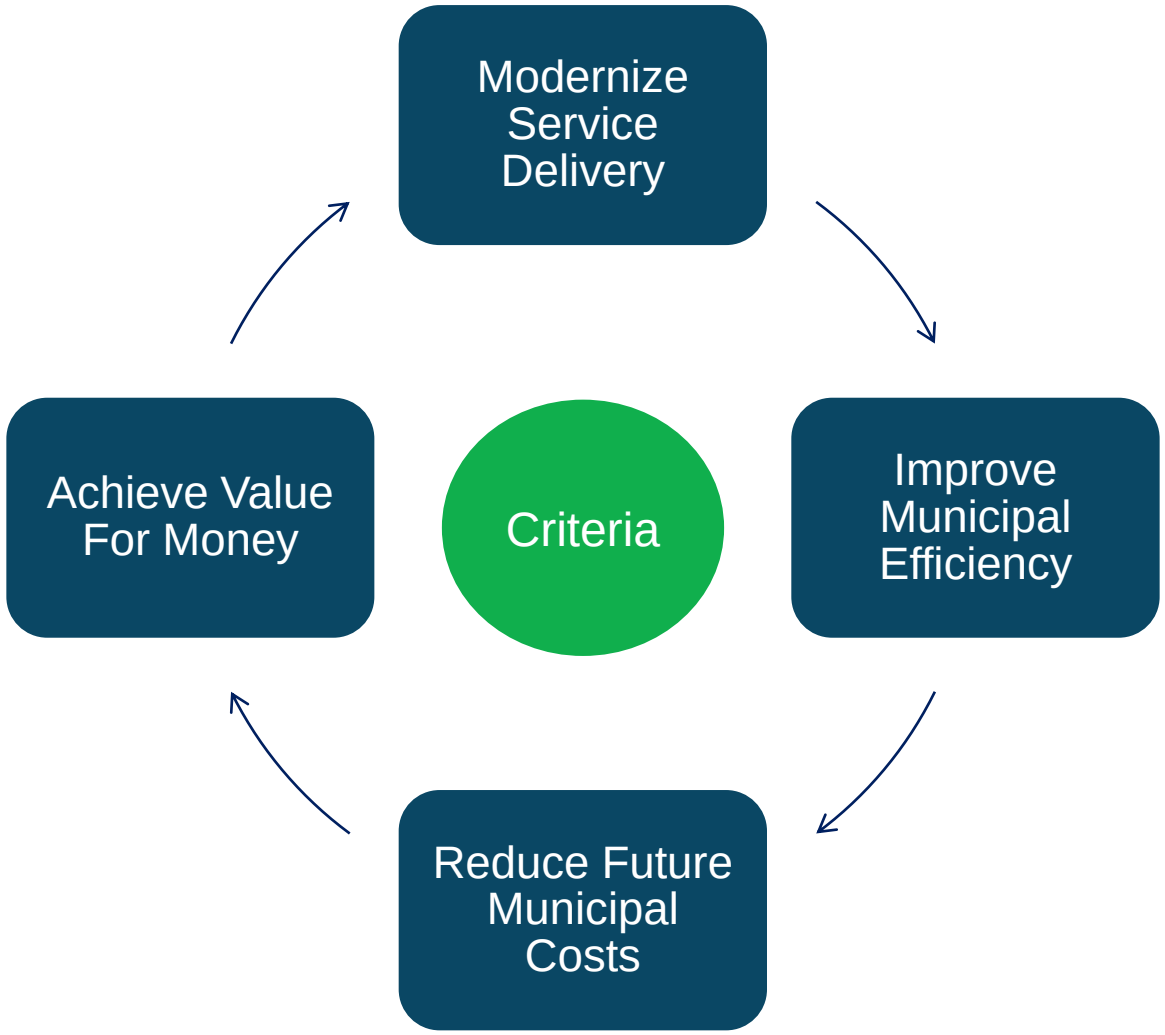
October 16, 2019

Provincial Modernization Funding

Province dedicated $200 million to support the modernization efforts of 405 small and rural municipalities to improve local service delivery and efficiency.

Town of East Gwillimbury received $725,000

Provincial Criteria



Examples include:

- ✓Information technology solutions (IT)
- ✓Service delivery reviews & improvements
- ✓Development of shared services agreements

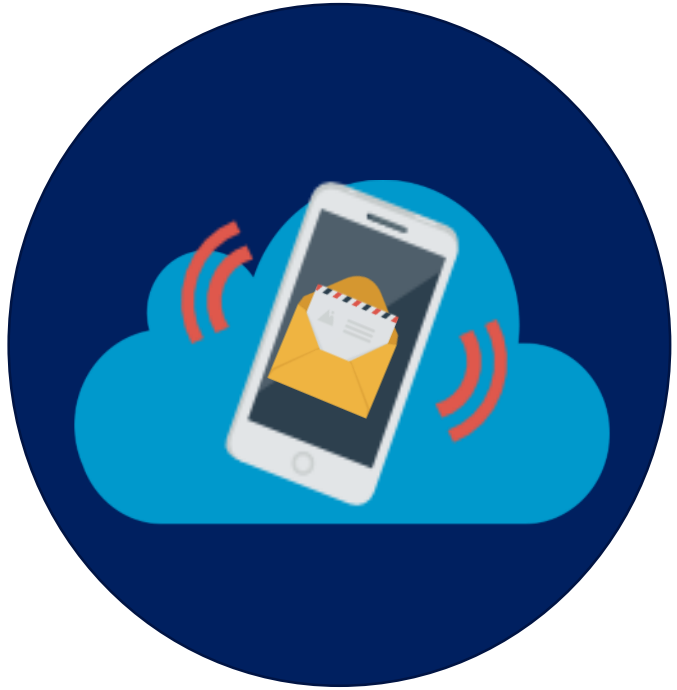
EG Program Vision

Next Level of Evaluation - EG Prioritization Criteria

- **Resident Value**
- **Business Efficiency**
- **Legislative Impact**

Projects that are typically not eligible for grant and other funding programs

Resident Self-Serve Access via Online Portal



Focus on self-serve online services including:

- ✓eBilling
- ✓Online registration
- ✓Online payments

Direct Resident Impact

Total Budget Request $100,000

Strategic Alignment

CULTURE of municipal excellence

Website Redesign & Enhancement

- ✓Redesign via new service provider
- ✓Increase access to resident information & self-serve access
- ✓Online submissions capabilities
- ✓Utilize self-serve and GIS focus

Direct Resident Impact

Total Budget Request $200,000

Strategic Alignment

CULTURE of municipal excellence

Council Livestreaming Enhancement

- ✓Enhance public experience in participating with the local government
- ✓Implement modest technological improvements
- ✓Upgrades enable viewers to fully engage with the contents

Direct Resident Impact

Total Budget Request $15,000

Strategic Alignment

CULTURE of municipal excellence

Phone System Automation & Upgrades

- ✓ Upgrades to phone server
- ✓ Voice recognition within automated attendant
- ✓ Upgraded reporting
- ✓ Ability to close Call Centre as required (Emergency Management Planning)

Direct Resident Impact

Total Budget Request $60,000

Strategic Alignment

Holds Pick Up Locker & Material Vending Solution

- ✓ Modern, convenient and flexible Library Service
- ✓ Increases hours of service
- ✓ Extend service coverage
- ✓ Portable and placed in high traffic areas

Direct Resident Impact

Total Budget Request $70,000

Strategic Alignment

QUALITY programs & services

CULTURE of municipal excellence

Enterprise Content Management (ECM)

- ✓Develop an “Information Master Filing Cabinet”
- ✓ Develop Corporate Standards
- ✓Enhance Data Integrity & Security
- ✓ Increase Productivity & Efficiency
- ✓ Enhance Business Continuity Plan
- ✓Automate How We Manage Records

Indirect Resident Impact Total Budget Request $150,000 Strategic Alignment

InfoNow

- ✓Modernize, centralize and integrate data
- ✓Connect current Town systems
- ✓Deliver reliable content to staff
- ✓Improve inquiry response times
- ✓Increase data integrity

Indirect Resident Impact

Total Budget Request $70,000

Strategic Alignment

InfoNow - Example

Development Charges

Parking restrictions

Property Taxes

Building Permit History

Water Bills

Legal title Information

By-law complaints

Servicing Information

Speed limits near by

Zoning/ Zoning Restrictions

Town of East Gwillimbury

InfoNow

Finance Staff

Development Charges

By-law Search

Parking restrictions

Cityview

Building Permit History

Legal Staff

Legal title Information

CIES Staff

Servicing Information

Planning Staff

Zoning/ Zoning Restrictions

By-law Search

Speed limits near by

Cityview

By-law complaints

Vadim

Water Bills

Vadim

Property Taxes

Digital Project Window

- ✓Remotely monitor on site construction activity
- ✓Provides "real time" virtual imaging of construction progress from any computer or mobile device
- ✓Ensures that accountability is held with contractors
- ✓Enhances project management strategies
- ✓Provides progress updates in a timely fashion

Indirect Resident Impact Total Budget Request $60,000 Strategic Alignment

BUILD complete communities

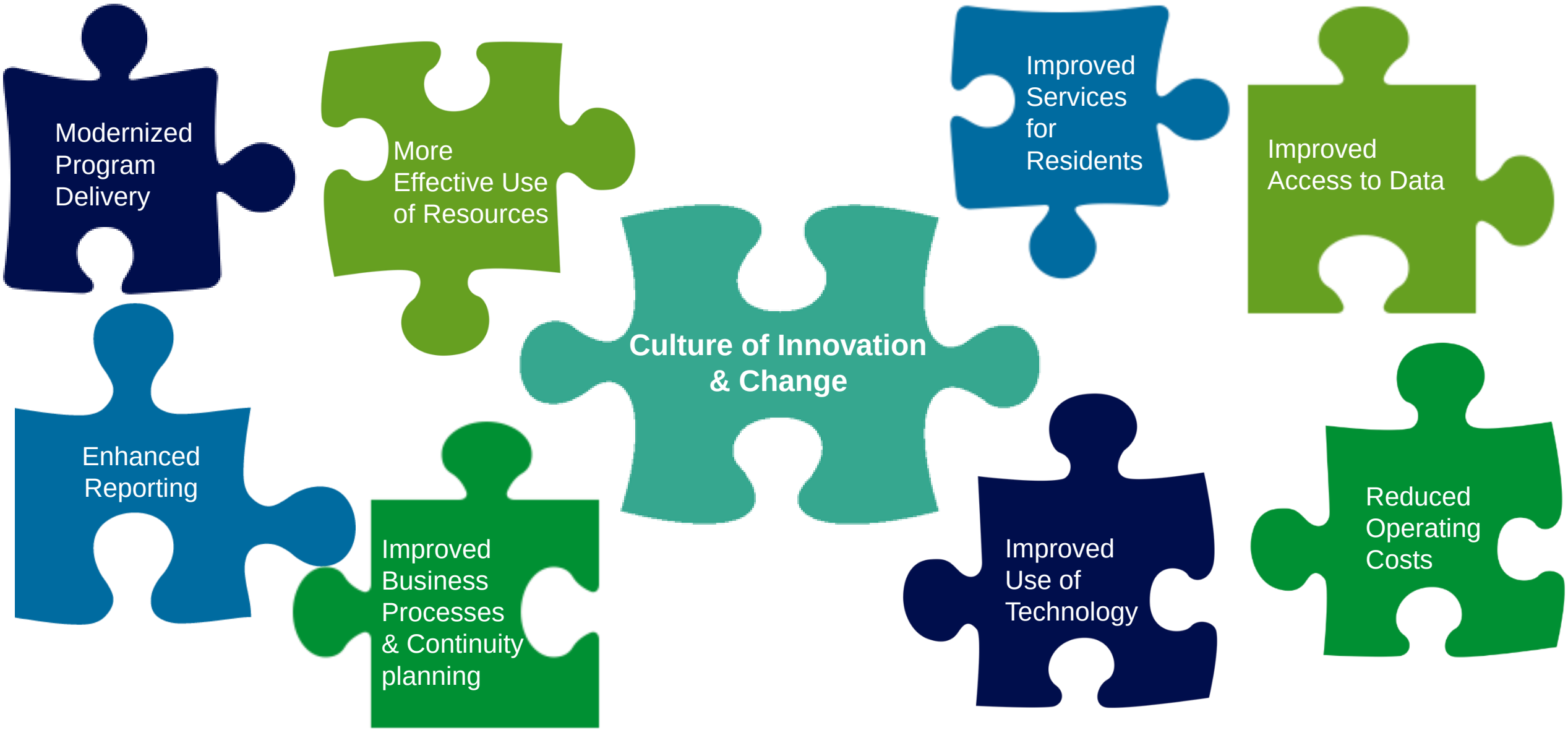
CULTURE of municipal excellence

Town of East Gwillimbury

Base Cost Estimates

RESIDENT IMPACT	PROJECTS	BASE COST ESTIMATE	ANTICIPATED ANNUAL OPERATING LICENSING COSTS
DIRECT	Resident Self-Serve Access	$100,000	$6,500
	Website Enhancement & Redesign	$200,000	No
	Council Livestreaming Enhancement	$15,000	No
	Phone System Automation & Upgrades	$60,000	No
	Holds Pick Up Locker & Material Vending Solution	$70,000	No
INDIRECT	Enterprise Content Management (ECM)	$150,000	+/-$15,000
	InfoNow	$70,000	+/-$5,000
	Digital Project Window	$60,000	No
	TOTAL	**$725,000**	

Town of East Gwillimbury



Questions?