Scope of Work Outline

Municipality of Brockton
Municipal Modernization Funding Intake II – Digital Modernization

Purpose:
The purpose of this proposal is to explore opportunities to enhance the Municipalities digital platforms, from broadcasting council meetings to improved budgeting software.

Value to residents:
- Improved efficiencies and staff time – cost savings for inefficient processes, errors and omissions
- Improved transparency, meeting the accessibility requirements for online broadcasting

Value to Municipal Departments
- Clear concise process
- Templates that meet compliance with legislative and trade treaty requirements
- One information source to budget changes
- Reduction in staff time due to efficiencies in process

Main Project Elements:
The Modernization grant funding intake II is for project implementation.

There are two main elements staff are recommending improved digital processes and/or software.

1. **Broadcasting Council Meetings**

   The e-scribe webcasting software allow Council the opportunity to have "hybrid" meetings, whereby some staff or Council members attend the meetings remotely, while other may be present in person. This approach creates efficiencies as staff may only need to attend for their particular item decreasing the amount of staff overtime. The E-scribe software also provides a benefit for developers as identified in the Land Use Planning and Development Review as they could view how similar planning applications were considered..

2. **Budget Software**

   The current budget process is extremely convoluted and involves extensive staff time and a high probability of human error during this process. Staff currently do their best to complete a fully accurate and accessible document, however the process is completed through Excel templates and there is always room for error.

   A digital budgeting software will provide significant improvements to all staff, have the ability forecast future operating costs and automate the complicated staff wages entry. This all in one system will eliminate multiple excel spreadsheets and save significant staff time. In addition, with the recommended system, there is less room for error as it software automatically updates calculations, easily add new accounts and obtain past budgeting figures.
   - Operational Planning – provides the tools required to produce single or multi-year operating budgets and plans
   - Capital Planning – supports the planning for capital projects, which may span over multiple years

Scope of Work Outline

- Salary Planning – an advanced compensation planning system which facilitates the real time creation of detailed and accurate plans and forecasting
- FIR – a module which provides an easy resources to link our data to the Financial Information Return (FIR) which is a tool the Municipality currently does not have
- Reporting – the software will procedure the budget reports in a clean, clear, and time efficient

3. E-Permitting Software

Land Use Planning and Development Review recommended implementing an e-permitting system where builders, developers and residents could submit building permit applications online, and potentially assist in tracking applications or inquiries. This software would result in greater efficiency for staff and residents, as residents could submit applications at any time convenient for them and staff would have a great ability to work remotely. The software may also assist in streamlining records management of building permit applications.

Some of the benefits to implementing an E-permitting software program are savings on staff time for inputting building permit data, all applications filtered to ensure completeness, access to building permit information by the owner/applicant/contractor on the issuance of the permit, plans review comments, requesting inspections and scheduling with completed inspection records and onsite inspection notes/records imputing can occur at time of inspection with notice given to applicant/owner/contractor.

4. Municipal App

Brockton is always looking for developing new creative ways to engage residents through timely, effective communications and to respond to the broad community needs. This app is intended to touch on more than one department, with information on billing, communications, roads, by-law enforcement and more being provided through the app.

The purpose of this project is to reach more residents with timely, effective communication, including emergency notifications and respond to the broader community needs. As this app is intended to touch on more than one department, residents will be able to find almost everything they will need on this application, including: instructions on paying bills, municipal news, by-law complaint forms, hazardous waste days, watch Council and more. With website integration, the app will be able to pull information from the website, centralize it and be assessable from anywhere.

5. Online Form/E-Commerce Platform

The Municipality currently creates fillable forms internally through Adobe PDF's, which does not allow for any tracking mechanisms to provide better accountability and efficiencies. The Municipality also currently requires transactions to be processed via telephone or in-person services - The only online billing Brockton currently offers is restricted to tax, utility, and child care billing, and occasional invoicing, which is onerous on all parties and increases staff time which could be better used elsewhere. The Municipality has received increased requests for online payment services over the past several years, especially during the COVID-19 pandemic. Brockton has a strong relationship with our website provider, eSolutions Group, who manage the FormBuilder platform which can assist the Municipality in creating accessible, online forms, and associated e-Commerce online payments. FormBuilder ensures compliance with the accessibility legislation by offering user-friendly, accessible forms and further incorporating e-Commerce capabilities. FormBuilder would assist all departments, having the ability to collect online payments/donations, collect applications or registration information, and making it easier for residents to complete information and pay for services online, such as applying for building permits, open-air burns, licences, Council delegations, or registering for programs. The

Scope of Work Outline

Clerk's Department would oversee the implementation of FormBuilder, and train other departments throughout the implementation process.

Rather than submitting various applications for each potential software type, staff sought advice from the Ministry of Municipal Affairs and Housing and the representative recommended submitting one application for a Digital Strategy that could potentially fund various software programs.

Timing:

The grant requires the project be started no earlier than January 26th, 2021 and be completed by September 30th 2022. Staff will be required to provide a final report that forecasts annual savings and other efficiency and effectiveness outcomes for at least three years as a result from this project.

Budget:

Funding for this Project is in the range of $134,000 - $150,000