



**Date:** January 31, 2022

**To:** Mayor and Council

**Author:** Ryan McLeod, Director of Financial & IT Services

**RE:** Municipal Modernization Program – Transfer Payment Agreement

**Report No.:** FS-2022-04

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## **RECOMMENDED ACTION**

1. That **By-law 14-2022**, being a by-law to authorize the execution of a Transfer Payment Agreement between Her Majesty the Queen in Right of Ontario as represented by the Minister of Municipal Affairs and Housing (the “Province”) and The Corporation of the Town of Kingsville, under the Municipal Modernization Program be taken as having been read three times and finally passed and the Mayor and Clerk be authorized to sign same.

## **BACKGROUND**

In 2019, the Province of Ontario launched a Municipal Modernization Program which is intended to help small and rural municipalities modernize service delivery and identify ways to become more efficient and effective.

In 2020, the Town received a grant under this program for a Third Party Service Delivery Review. This review identified a number of opportunities for improvements, including recommendations for the Town’s work order processing system.

In the fall of 2021, Administration submitted a grant application through the Modernization Program to fund 65% of the costs associated with implementing various improvements to work order processing. On January 25, 2022, the Town received notification that its grant application was successful.

## **DISCUSSION**

The Work Order Processing Improvement project will require a collaboration of IT Services with various Operating departments, to reduced paper-based processes and eliminate redundant data entry. These improvements should result in efficiencies and enhance customer service levels.

Key steps of this project will include;

- Developing an "ideal state" for work order processing on mobile devices;
- Hiring software providers to update Cityworks and Geographic Information System (GIS) based on the "ideal state" (i.e., by improving workflows, work order tracking, and reporting);
- Procuring hardware, including tablets, laptops and Bluetooth receivers to facilitate mobile work order management and GIS software updates;
- Revising Standard Operating Procedures to reflect new work order processing protocols; and
- Training staff on the new procedures and technology.

## **FINANCIAL CONSIDERATIONS**

Under this grant, the Town will receive reimbursement for 65% of the eligible project costs up to a maximum of \$49,608.

Funding for the Town's contribution toward this project was approved as part of the 2022 Capital Budget (Capital Project IT-2022-3).

## **ENVIRONMENTAL CONSIDERATIONS**

Enhancements to the Town's electronic work order processing system will reduce paper and eliminate some unnecessary travel between Town Hall and the work sites.

## **CONSULTATIONS**

Information Technology Services  
Infrastructure and Engineering Services  
Parks and Recreation



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Ryan McLeod, CPA, CA  
**Director of Financial and IT Services**

REVIEWED BY:



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John Norton  
**Chief Administrative Officer**

## **LINK TO STRATEGIC PLAN**

Effectively manage corporate resources and maximize performance in day-to-day operations.

### **Link to Council 2021-2022 Priorities**

- ☐ COVID-19 and the health and safety of the community
- ☒ Customer Service: Training, Technology, Staff, Review Standards/Level of service
- ☐ Housing: Affordability (lot sizes, developer incentives, second dwellings, density, etc.)
- ☐ Greenhouse: lights & dark sky, odours (site plan compliance, bylaws, other tools)
- ☐ Programming Increase: Youth and Seniors
- ☐ A development plan for Downtown Kingsville / Main Street
- ☐ Financial savings: Schools closings, Migration Hall
- ☐ Economic Development: strengthen tourism/hospitality
- ☐ COVID - economic recovery
- ☐ Communications: Strategy – Policy (social media), Website refresh and other tools, Public engagement
- ☐ Housing: Migrant Worker Housing – Inspections (Building/Fire), regulate, reduce, or increase
- ☐ Committees / Boards: Review and Report
- ☐ Policy Update: Procedural Bylaw
- ☐ Economic Development: diversify the economy, create local jobs, industrial, Cottam
- ☐ Infrastructure (non-Municipal): Union Water expansion & governance
- ☒ Infrastructure (Municipal): Asset Management Plan update, the infrastructure funding deficit
- ☐ No direct link to Council priorities