



Municipality of Northern Bruce Peninsula Council Report

Report Number: GIS IT 24-01

Subject: Departmental Update

From: Kara Smith, GIS/IT Manager

Date: November 12, 2024

Recommendation:

That Council receives GIS/IT 24-01 report titled GIS/IT Departmental Update for information purposes.

Background:

The GIS/IT department is tasked with evaluating services and identifying opportunities to leverage technology for process improvements while maintaining or enhancing service levels. The Municipality is making considerable progress in adopting technology to boost efficiency and streamline operations across departments.

As opportunities arise and contracts come up for renewal, the GIS/IT department conducts thorough reviews to ensure the Municipality receives optimal value and explores all potential efficiency gains. Strategic investments are made to position the Municipality for future growth, continuous process improvements, and the delivery of the highest standard of customer service.

Comments:

In 2024, Staff focused on implementing new platforms through capital projects and evaluating opportunities to extend the use of platforms, especially where no additional costs were created. Several platforms are highlighted in the attached report, demonstrating the benefits and efficiencies found from each tool.

As staff leverage technology to enhance efficiency and streamline operations, the emphasis for 2025 will be on finalizing an updated modernization plan. This plan will focus on evaluate existing processes and platforms to identify improvement opportunities and maximize current technologies. Continued investment in digital solutions is essential as we navigate organizational changes and continue to meet evolving expectations of our community.

Attachments:

2024 Departmental Update

Budget Implications:

There are no 2024 budget implications related to these updates, as all changes are covered by existing operational budgets. Some projects and program costs will be redistributed in the 2025 budget to ensure transparency in the costs associated with divisional operations.

Municipal Strategic Commitment:

- Creating a strong & resilient economy
- Maintaining a transparent & responsible government

Respectfully submitted:

Approved by:

Kara Smith
GIS/IT Manager

Peggy Van Mierlo-West,
Chief Administrative Officer

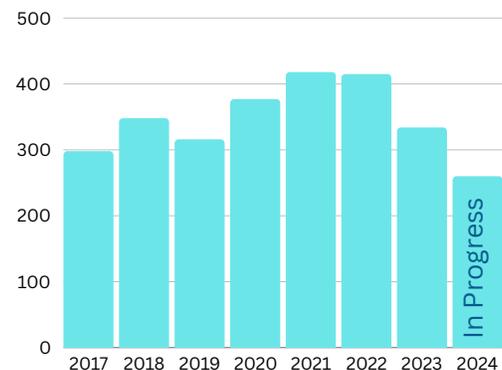
Cloudpermit

The Municipality implemented Cloudpermit for Building Department permits in 2021 and expanded its use in 2024 to include Licensing for Short-Term Accommodations (STAs) and Food Trucks, as well as Inspections. In 2025, Staff hope to extend the use to By-law Enforcement. The platform has provided many benefits including streamlined processes, reduced manual workloads, enhanced efficiency, improved application management, inspection scheduling and increased transparency by providing real-time updates to applicants, thereby elevating our level of customer service.

Building Department Efficiencies:

- Eliminates time spent on collecting and printing paper applications.
- Enables user self-service, reducing staff time on submissions and allowing focus on other inquiries.
- Ensures applications are more complete, minimizing review time.
- Removes the need for copying and mailing permit packages.
- Streamlines payment collection and tracking through online payments.
- Enhances transparency and communication with contractors and owners via online portal access to permits and real-time updates.

Building Permits By Year



Licenses Issued in 2024



Licensing & Inspection Efficiencies:

- Streamlines the entire licensing process in one platform, from application and payment to inspections and license issuance.
- User-friendly interface for both customers and staff.
- Adaptable to meet future licensing requirements.
- Enhanced reporting capabilities and license management.
- Simplified inspection scheduling for various inspectors (Building, Fire, By-law).
- Inspection module allows field data entry without cellular service, improving workflow efficiency and reducing office data entry.

Annual Investment: \$22,500 *

Note: Proposed addition in 2025 to \$27,000

Efficiencies Provided:

Streamlined process, collection of payment, reduced application processing times, reduced operational costs, optimize staff time, improved application management, improved communications, enhanced customer service experience.

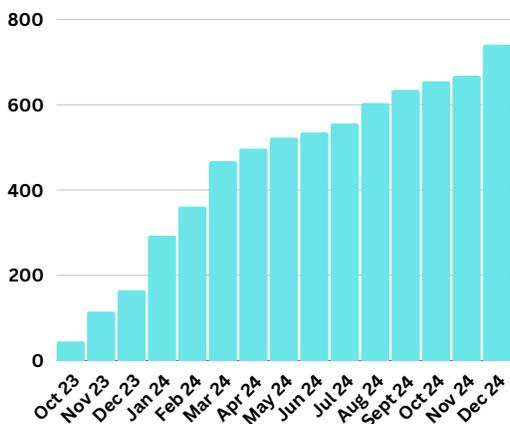
Constant Contact

Constant Contact is our e-newsletter platform used to promote community events and municipal news, simplifying the newsletter creation process while capturing readers' attention. Initially launched in October 2023, the Community E-newsletter reached 45 contacts, and has since grown to over 750 contacts as of December 2024. It continues to be sent monthly, with special editions for holidays.

The platform has also facilitated newsletters for specific groups. "Contractor's Corner," initially launching in July 2024, Contractor's Corner targets tradespersons, builders, and contractors and has reached over 70 contacts. The Municipal Accommodation Tax (MAT) newsletter, sent to over 330 contacts, provides essential information to STA owners and operators, including quarterly MAT installment reminders.

Key benefits of Constant Contact include easy content creation, visually appealing templates, and valuable analytics, such as email delivery, open rates, device usage, and link popularity. These metrics help optimize designs and content. Subscribers can manage their own subscriptions, ensuring compliance with anti-spam regulations. This tool boosts community engagement, promotes local events, and delivers value without the need for a dedicated communications team.

Community E-Newsletter Reach



1,081 Contacts

10,441 emails sent

83% Open Rate

**47% higher than industry average*

Canva:

Staff use Canva to create graphics for the newsletters, community events, social media campaigns, reports, public engagement and posters. This budget-friendly tool provides graphics without having a graphic designer on staff.

Annual Investment: \$1,500

Note: Monthly fee for Constant Contact is based on subscribers.

Efficiencies Provided:

Improves community engagement and cost-effective by consolidating multiple communication efforts into one platform. Time savings through simplified design and formatting, automated delivery, and subscription management, reducing the need for oversight. This also eliminates the need for a dedicated communications team.

GovStack

Staff are actively updating and revising website content to improve public access. Enhancements are being made to the Parks and Facilities module to provide better access to facility and location information, a feature previously available on our old website. The GovStack website plays a key role in public communication, offering news updates, event information, and relevant content.

Integrated form functionality enables staff to digitize processes and collect payments, with ongoing efforts to expand online services for greater convenience. Forms facilitate payment for dog tags, MAT, foodcyclers, and donations to the museum and toy drive, providing self-service options and reducing the need for in-person visits or staff assistance. This improves communication and transparency to the public, even without a dedicated communications team.

Additionally, the Municipality uses social media platforms like Facebook and Instagram to effectively communicate with residents and visitors. The cost-effective tool Canva is employed to create professional graphics without the need for extra staffing. To ensure compliance with AODA standards, staff are incorporating accessibility features and exploring additional audit tools and services for the 2025 budget.

3,817 Forms Submitted

Over \$517,925 collected*

*June 2023 - December 1, 2024

Social Media:

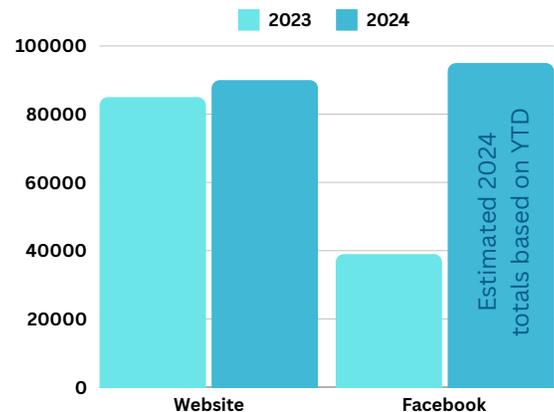
Staff use social media in conjunction with the website to increase public engagement and to provide information back to the community.

This year, staff tested the effectiveness of boosting posts prior to long weekends to encourage reservations and planning ahead. Advertising costs were under \$400 while posts reached almost 34,000 users.

The impact of staff's efforts to increase the use of social media can be seen by almost tripling the reach of our posts.

Content Reach

*Based on Active Users



Website Visitors Reach



Annual Investment: \$10,500*

Note: In 2024, additional \$400 used to boost posts.

Efficiencies Provided:

Providing self-serve options to the public, enabling the collection of over \$500,000 in funds, creates significant convenience by allowing transactions to be completed without the need to attend the municipal office or rely on staff assistance.

In 2022, the Municipality successfully implemented the Laserfiche program, leveraging funding from the Municipal Modernization Program. The platform was chosen based on its capabilities to meet our primary objectives of establishing a digital repository for electronic municipal documents and to digitize existing physical files, but also based on the capabilities to further enhance operational efficiencies in the future.

Realized Efficiencies:



Improved Information Retrieval

- Facilitates quick and easy access to documents, thereby reducing staff time spent searching for information.



Streamlined FOI Process

- Enhances the efficiency of processing FOI requests through easier access to relevant records, promoting transparency and responsiveness.



Enhanced Collaboration

- Enables better collaboration among departments by providing a centralized location for sharing documents and information.



Increased Data Security

- Enhances the security of sensitive information with controlled access while breaking down silos and promotes better records management.



Scalability

- Provides the capacity to accommodate future growth and additional document management needs as the Municipality expands its digital initiatives.



Automated Workflows

- Supports the automation of routine tasks and workflows, reducing manual input and the potential for errors.

Continued on next page

Automated Workflows Implemented:

Accounts Payable Process:

This workflow transitioned from a manual, paper-based process to an automated electronic system. Invoices are entered, routed to the appropriate department for approval, coded, and signed off before being processed. A recent upgrade allows invoices to be automatically imported into the financial platform, eliminating manual payment entry. Once processed, invoices are automatically filed with retention policies applied.



Efficiencies measured:

This workflow saves over 12 hours each month for Managers and an additional 40 hours each month for Accounts Payable, while improving efficiency and accountability by seamlessly transitioning invoices between steps, minimizing the risk of misplacement.

Agreement and Contract Expiry Process:

Agreements and contracts are stored in the Laserfiche repository with templates specifying expiry type, department, and renewal type. The system notifies the Clerk and responsible Managers before expiry, ensuring ample time to follow procurement processes and address renewals.



Efficiencies:

The efficiencies, though hard to quantify, include reduced manual tracking of expirations, timely automatic notifications to ensure proper procurement processes, minimized service gaps, and enhanced organizational transparency.

Timesheet Process:

This workflow standardizes the electronic submission of full-time employee timesheets, enabling supervisor and manager reviews, automated revision requests, and seamless approval for payroll processing. Once processed, timesheets are securely filed for each employee. This process will be modified and extended for seasonal employees in 2025.



Efficiencies:

This workflow saves over 10 hours per bi-weekly pay period for Supervisors and Managers, plus an additional 7 hours for Payroll. It includes monitoring tools for Payroll to track pending approvals, accommodates adjustments during vacations, and enhances transparency with a detailed audit trail.

Automated Workflows Implemented (Continued):

Additional Form Submission Processes:

Numerous forms have been digitized in Laserfiche to enable easy access, automated approvals, processing, and filing. These include forms for:

- Alternative Work Situation Requests
- Employee Expense Forms
- Overtime Requests
- Time Off Requests
- Vacation and Banked Time Payout Requests

Building on the efficiencies and consistency gained, more processes will be transitioned to Laserfiche. In 2025, the platform's use will expand to include seasonal employees and Council without incurring additional costs.



Efficiencies measured:

While the efficiencies from these forms are challenging to quantify due to their irregular use, they streamline workflows, ensure proper document filing in the repository, and standardize form submission processes for staff, contributing to overall productivity and consistency.

Repository Efficiencies:

The Laserfiche repository offers robust capabilities for automating workflows and securely storing documents. Centralized access with permission controls and advanced search functionality enhances staff efficiency by reducing time spent searching for paper files. This platform decreases dependency on servers and siloed drives, supports remote work with its cloud-based design, and strengthens records management by adhering to retention schedules. Transitioning to electronic files reduces paper use and storage needs.

Additionally, the Clerk's Department has undertaken the digitization of property files, a task many municipalities avoid, showcasing NBP's leadership in modernization. This initiative enhances access and streamlines processes, reflecting the Municipality's commitment to efficiency. Laserfiche's implementation marks a significant step in modernization, preparing the Municipality for future operational improvements. As the initial three-year term concludes in 2025, renewal has been included in the operating budget to sustain these advancements.

Automations save over 1,100 hours annually, representing significant time savings that allow staff to focus on higher-priority tasks. These efficiencies underscore the value of training staff to develop automations in-house, avoiding substantial costs associated with outsourcing to third parties.

Annual Investment: \$5,000

Efficiencies Provided:

The implementation of Laserfiche is estimated to save the Municipality approximately **\$160,000** annually through time savings from electronic file access and automated workflows, reduced space requirements, and decreased paper and supply costs.

Let's Talk NBP

Social Pin Point

Staff have recently completed an update to our Let's Talk NBP community engagement platform. The update to the Social Pin Point platform provides a modern appearance while also providing many new tools for providing information and gathering feedback. This platform facilitates meaningful and accessible community involvement opportunities.

Annual Program Review

Each year, staff present a comprehensive report to Council on the Short-Term Accommodation (STA) Program. This report encompasses operational statistics, details of new initiatives implemented to enhance the program, and a compilation of proposed changes for consideration.

More information about our STA program can be found on our municipal website.

The purpose of this page is to provide relevant information about the STA program and to provide opportunities for community feedback for Council's consideration regarding program changes.

Opportunities For Feedback

Potential Program Changes

General Feedback



Join the conversation today

Create an account or log in to share your thoughts and ideas.

Join

Log In

Open

Short-Term Accommodation Program - Community Input

We want to know your opinion! Below you will find an opportunity to provide feedback on the suggested changes to the STA Program.

Potential Program Changes

Below is a list of potential program changes has been compiled from feedback received in 2024. Use the sliding scale to indicate whether you think that each considerations should be included in program changes for 2025.

To complete the survey, you can drag the slider, or simply click on the most desirable response.

Include Development Control (DC) Zones as eligible zones for STAs. (Recommended by the Niagara Escarpment Commission)

Do Not Include No Opinion Should Include [Reset](#)

Include requirement for Property Manager/Responsible Person contact information to be posted at the end of STA laneways, enabling direct communication for addressing disturbances or issues.

Do Not Include No Opinion Should Include [Reset](#)

Include provisions outlining the process for property owners to regain their licences following revocation, along with the penalties for non-compliance if reinstatement is required.

Document Library

Staff Report DC24-02: Short-term Accommodation Licensing Program - 2024 Review
PDF (3.87 MB)

STA Program Highlights



334 Licences Currently Issued
(311 Class A/B, 23 Class C)
2 Licences Revoked



\$260,500 generated from the STA program in 2023.



Initiatives

• Airbnb

City Portal, Responsible Hosting Page, Requirement to display STA licence numbers

• Newsletter

Promoting important information to STA Owners

Key Dates

November 25, 2024
Staff Report: 2024 Program Review
Staff Report to Council.

This update was launched November 25th and is anticipated to provide increased public participation, provide better data to council for informed decision-making, enhance transparency and accountability and provide inclusive engagement opportunities.

Annual Investment: \$6,100

Efficiencies Provided:

Social Pin Point offers a user-friendly experience with new tools that enable staff to focus on developing a single platform to meet diverse engagement needs. It will reduce the time spent creating engagement opportunities, as well as reporting and analyzing data, streamlining the process for greater efficiency.

SharePoint

Staff continue to enhance the SharePoint sites utilized by Staff, Council, and Fire. This communication tool has gained popularity among staff, who find it a valuable resource for accessing the latest information on projects and internal programs. SharePoint is included in our Microsoft licensing, therefore its ongoing use and enhancement does not impact the operational budget.

NBP Staff Site Highlights:

- Quick links to employee forms, applications and resources
- Staff calendar for important dates
- News and job postings
- Access to important documents
- Important Information regarding Project, including timelines and instructions

**Over 3,500 visits per year
with logins from every employee**

NBP Council Site Highlights:

- Quick links to forms, applications and resources
- Council calendar for important dates
- News postings
- Convenient access to strategic planning documents

Over 300 visits per year

NBP Fire Site Highlights:

- Quick links to forms and other resources
- Training calendar for important dates
- News postings
- Convenient access to truck lists, SOPs and other important information

Over 300 visits since July

Annual Investment: \$0

**Included within our Annual Microsoft Licensing*

Efficiencies Provided:

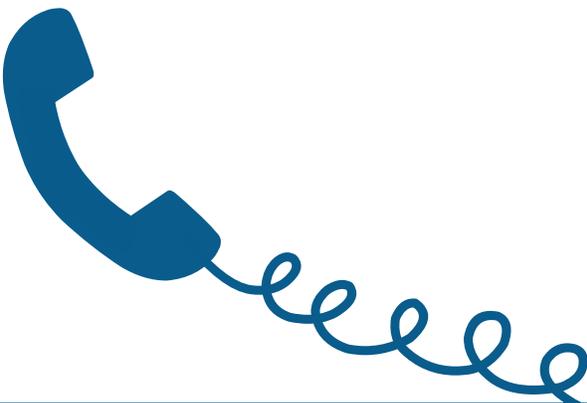
SharePoint offers a user-friendly platform that ensures staff have access to the same information, enhancing accountability and transparency. Developing these sites internally results in significant cost savings compared to using third-party vendors.

Earlier this year, the Municipality successfully transitioned to a new 3CX phone system. A report last year anticipated operational savings of approximately \$13,000 per year. Although adjustments to billing have taken some time and costs have been incurred to retain certain local numbers for specific facilities, we can confirm that annual operational savings will continue to be approximately \$13,000.

This new system enhances efficiency by enabling all staff to use the same platform, allowing for internal communication regarding each person's status (e.g., on the phone or on vacation). It also facilitates call transfers to all facilities and directly to staff members who are working throughout the Municipality, streamlining communication, and reducing the need for callers to dial multiple numbers.

**Over 74,500 Calls
Since March**

**4,400
Answered By Queue**



Annual Investment: \$7,000

Efficiencies Provided:

Having one phone system across all facilities is expected to generate annual savings of **\$13,000**. The ability to forward calls to cell phones enhances customer service, while staff status visibility allows for more effective call management, such as informing callers about voicemail or providing alternative options.

Brightly

Brightly Asset Essentials offers significant efficiencies by centralizing asset management in a user-friendly platform. It streamlines work orders, preventive maintenance, and asset tracking, reducing the need for manual processes and improving accuracy. The software helps prioritize maintenance tasks, enabling proactive asset management and reducing downtime. By automating scheduling and tracking, it ensures timely maintenance and minimizes costly repairs.

Asset Essentials also provides detailed reporting and analytics, offering insights that will inform better budgeting and decision-making. The platform's cloud-based nature allows for easy access and collaboration across departments. It improves transparency by providing up-to-date information on asset conditions and maintenance status. Overall, Brightly Asset Essentials enhances efficiency, reduces costs, and extends the lifespan of municipal assets.

Staff are progressing toward the implementation of Brightly for Asset Management across the organization. As a significant portion of this project depends on staff to build the program, structure the data, and build inspections and processes, the timeline has extended beyond initial expectations and will continue into 2025.

While some staff are currently using the software, it is anticipated to be fully operational in 2025. Ongoing input and maintenance will be essential to ensure it effectively meets staff needs and aligns with our procedures.



Annual Investment: \$12,000

Note: Implementation of this project included a one-time fee of \$20,000 which was approved in the 2024 capital budget.

Efficiencies Provided:

This platform provides operational savings of **\$15,000** from the previous platform while providing greater functionality. Improved operational efficiencies and improved asset management across the organization.

Internet Services

Fibre Internet:

In 2022 and 2023, our team successfully completed the installation of dedicated fibre services at the following locations:

- Municipal Office & Lindsay Shed
- Lion's Head Arena
- Lion's Head Office
- Tobermory Community Centre & Fire Hall
- St. Edmunds Museum

These installations require a five-year commitment from the time of implementation.

In the previous year, a report was presented to Council recommending the cancellation of additional dedicated fibre installations, in favor of pursuing alternative service options. The following locations were serviced under this new approach:

- Tobermory Marina (sharing connection with TCC and Fire Hall)
- Lion's Head Marina & Campground
- Lion's Head Rotary Hall

The installation of fibre services has significantly enhanced service levels, increasing operational efficiency and supporting remote work capabilities. Additionally, these upgrades have enabled us to livestream council meetings, promoting greater transparency for residents. The improved infrastructure also allows for publicly accessible Wi-Fi at several locations, providing valuable community benefits.



Other Locations:

We are continuously evaluating service availability for additional facilities as new options emerge. It is expected that more sites will be connected to fibre services through the provincial initiative to expand fibre infrastructure across the municipality. In the interim, several facilities, including Lindsay Landfill, St. Edmunds Landfill, Tobermory Airport, and the Eastnor Shop, have transitioned from DSL to cellular internet services, resulting in improved connectivity. Switching providers has resulted in improved services and operational costs savings.

Annual Investment: \$55,000

Note: this is the operational cost for fibre services only.

Efficiencies Provided:

Faster speeds and greater scalability drive higher productivity for staff, while also ensuring more reliable connections, efficient access to cloud-based platforms, and enhanced remote work capabilities. The organization has greatly benefited from these operational efficiencies.

Citations Canada

Previously HR Downloads

This platform assists in employee management in terms of onboarding, annual training requirements, performance management and more. It allows us to easily track goal progress, schedule and complete 1:1 meetings. Additionally, the tool provides access to policy experts and advice.



Time Savings: Provides access to a wide range of HR templates, policies, and documents, saving time in document creation and management.



Compliance: Ensures HR practices align with legal requirements and industry standards, reducing the risk of non-compliance.



Consistency: Offers standardized templates that help maintain consistency across HR documentation.



Expert Guidance: Provides expert insights and resources, helping make informed decisions and improve workplace practices.



Cost-Effective: Reduces the need for legal consultations or third-party services, providing valuable HR resources at a fraction of the cost.

Annual Investment: \$12,000

Efficiencies Provided:

This platform offers a convenient way to manage all employees, including full-time, part-time staff, and firefighters, creating time savings and reducing the requirement for full-time HR services. It simplifies performance management by tracking progress on goals, setting timelines, and providing motivation.

Cellular Services

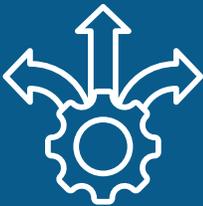
Last year, a report recommended switching service providers, a transition that was executed seamlessly. One of the key benefits of this change was providing users with new devices, complete with cases and screen protectors. These new devices have resulted in cost savings, as there was no need for the municipality to purchase replacements. Starting in 2025, the new VOR price plan will become available, and staff will begin transitioning to the new plan as each line comes up for renewal. This updated pricing structure will lower operational costs, with savings expected to be realized toward the end of 2025 and into 2026. Updated pricing will also create operational savings to locations being serviced by cellular internet.

Since 2021, the municipality has significantly improved and expanded cellular services for users, bringing numerous benefits, including:



Improved Communications

Employees can stay connected and receive real-time updates, enhancing communication and responsiveness. This enables timely decision-making and improves response times to critical issues.



Increased Flexibility

Cellular devices enable remote work, meeting participation, and on-the-go access to information, streamlining operations and boosting productivity, especially for field staff or those visiting multiple sites.



Enhanced Efficiency

With access to emails, apps, and digital tools, employees can handle tasks on the go, reducing downtime and improving daily operational efficiency.

Annual Investment: \$12,000

Efficiencies Provided:

By equipping municipal employees with cellular devices, the organization can improve communication, enhance operational efficiency, and offer better services to the public. Providing municipal devices and plans offers cost savings compared to reimbursing employees for personal device use.

Surveillance Cameras

Security cameras enhance public safety by monitoring high-traffic areas and providing valuable evidence for investigations. They improve emergency response times and reduce liability by documenting incidents. Cameras can lead to cost savings by reducing the need for security personnel, while also protecting municipal assets and infrastructure against theft, vandalism, and break-ins. Additionally, their presence boosts public confidence and ensures operational efficiency with remote monitoring capabilities.

As part of the 2024 budget, several municipal facilities, including landfills, Tobermory Community Centre, marinas, Tobermory Airport, and both fire halls, received upgraded and newly installed cameras. This upgrade includes transitioning to a cloud-based system, allowing remote access to recordings, which not only increases convenience but also strengthens site security.

In the 2025 budget, staff are recommending further upgrades, including the installation of new or enhanced surveillance equipment at the public works shops, administration office, and Lion's Head Arena.



2024 Capital Investment: \$20,000
2025 Proposed Investment: \$20,000

Note: Ongoing support and maintenance is covered in our operational budget.

Efficiencies Provided:

By equipping municipal employees with cellular devices, the organization can improve communication, enhance operational efficiency, and offer better services to the public. Providing municipal devices and plans offers cost savings compared to reimbursing employees for personal device use.

Additional Tools



Adobe

Streamlines document management by enabling easy creation, editing, and collaboration on PDFs, reducing reliance on paper-based processes. It provides automation features, advanced editing tools, and robust security enhance productivity and protect sensitive information.

Cost:
\$6,500

Due to multiple levels of licensing, each position is analyzed to ensure the appropriate licence is applied and to ensure cost efficiency.



ArcGIS Online

ArcGIS Online enhances municipal operations by streamlining data collection, analysis, and visualization. It includes tools like Survey123 which simplifies data collection, while dashboards provide real-time access to data. Online maps and Story Maps engage the public with interactive, accessible information.

**Licensing
Provided
through
Bruce
County**

Staff use many of these tools, in collaboration with additional platforms, to provide cost effective solutions for operations. Overall, ArcGIS Online improves collaboration, efficiency, and transparency.



Canva

Canva enables quick, professional-quality design creation without advanced skills, saving time and boosting productivity. Its templates and drag-and-drop features streamline the design process, while collaboration tools enhance team efficiency.

Cost:
\$400

This program is used to create graphics for social media campaigns, events, web pages, e-newsletter, flyers, schedules, reports and more.

2024: created over 300 graphics, flyers and animated ads.

Additional Tools

Civicweb & Boxcast



CivicWeb streamlines document management (agendas, minutes, reports and by-laws), enhancing transparency by providing the public with easy access to meeting materials.

BoxCast offers seamless live streaming and closed captioning for council meetings and events, increasing accessibility and transparency, while also allowing for easy archiving and on-demand access.

Cost:
\$12,800

Both platforms improve operational efficiency, save time, and strengthen community engagement.

Campground Management



Switching to an online self-service campground booking platform in 2022 streamlined reservations, improved customer experience with 24/7 booking and payment, and reduced administrative workload. The platform also minimizes errors and ensures secure payment processing.

Staff are now transitioning to a new platform that will manage reservations for all facilities, including community centres, marinas, and arenas, while providing additional features like POS and recreation programming, driving further operational efficiencies and savings.

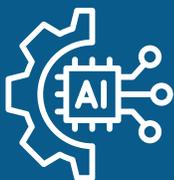
Cost:
\$12,000

ANNUAL BENEFIT:

Our current platform: 1 location, 1387 transactions & \$132,500.

The new platform: 15+ locations, 3000 transactions & over \$1,671,000.

Make



An automation platform streamlines repetitive tasks, reducing manual effort and minimizing errors. It enhances operational efficiency by improving workflow consistency and speeding up processes. By automating routine functions, municipalities can free up resources, allowing staff to focus on higher-priority tasks and decision-making.

Cost:
\$150

Make is used in conjunction with a variety of other tools like Survey123 to create online reports from surveys and send automated emails. This is used for processes like winter patrol and daily logs for by-law seasonal staff, providing an effective, low cost solution.

Additional Tools



Microsoft Teams

Microsoft Teams enhances collaboration by providing a centralized platform for communication, file sharing, and real-time collaboration. It streamlines workflows, enabling efficient project management and coordination across departments.

**Included
in Annual
Licensing**

Teams also improves accessibility, allowing remote work and virtual meetings, which helps maintain productivity and engagement.



Past Perfect

The PastPerfect Museum Software Online Portal and Web Edition provide museums with a user-friendly platform for managing collections, records, and exhibits efficiently. It allows for easy public access to collections online, enhancing engagement and promoting transparency.

**Cost:
\$1,750**

The software streamlines workflows by enabling remote access for staff and simplifying tasks like cataloging, inventory management, and exhibit tracking. Additionally, it offers secure cloud-based storage, ensuring data protection while improving collaboration and operational efficiency.

In 2024, staff transitioned from an older version hosted on one machine, to the online portal and have been preparing the public access portal which will provide a year-round presence for the museum.

Additional Tools



QR Code Generator

This platform streamlines the creation of scannable QR codes for quick access to websites, forms, or information. It improves efficiency by enabling easy tracking and management of digital content with minimal manual input. Additionally, QR codes enhance customer engagement and accessibility, providing a seamless way to share resources and data.

Cost:
\$270

This tool allows us to create customizable QR codes that can be easily updated if information changes. We currently have 49 active QR codes linking to various resources, and since July 2022, they've been scanned 5,000 times. It's a cost-effective solution offering significant benefits.



Questica

Questica streamlines budgeting and financial management for municipalities by automating processes and improving data accuracy. It enhances transparency and decision-making by providing real-time insights into financial performance and allowing easy access to budget data. Additional automations are being developed and tested to streamline data imports from our financial platform.

Cost:
\$26,500

Questica reduces administrative workload, ensuring more efficient and effective financial planning and reporting. Staff have worked hard to implement this advanced tool and look forward to sharing it in 2025.



Zoom

Zoom enables virtual meetings and increasing accessibility for staff, council members, committees, and the public. This tool is utilized by Civicweb and Boxcast to livestream meetings. It reduces costs by eliminating the need for travel and in-person meetings while enhancing community engagement.

Cost:
\$900

Additionally, Zoom's recording feature ensures transparency by archiving meetings for later viewing.