



# Digital Strategy Council Presentation

January 11, 2022



# About Perry Group

- Squarely focused on municipal and public sector clients
- Development of IT, GIS and Digital Strategic Plans, IT Governance, IT organization design, service delivery reviews and service design, business process optimization and re-engineering
- Our consultants have worked in and with a lot of municipalities:
  - Oakville, Waterloo, Aurora, Region of Waterloo, York Region, London, Oshawa, Whitby, Ajax, Kitchener, Grey County, Peterborough, Guelph, Vaughan, Kincardine, Guelph, Northumberland, Halton Hills, Lincoln, Thunder Bay, Burlington, **Tecumseh**




**Perry Group  
Consulting<sup>Ltd.</sup>**


# 5 Reasons to go Digital:

1. Customer Expectations have changed
2. Service Delivery is Cheaper Online
3. Digitization Drives Efficiency
4. Security and Risk Management
5. Staff Attraction and Retention

# Tecumseh's Current Online Services

### I Want To...

 <p><b>Apply or Register</b></p> <p>Applications, Licences and Permits</p> <p>Burn Permits</p> <p>Employment Opportunities</p> <p>Recreation and Leisure Programs</p> <p>Speak Before Council</p>	 <p><b>Pay</b></p> <p>Alarm Registration</p> <p>Dog License</p> <p>Rent a Facility or Sports Field</p> <p>Taxes</p> <p>Water Bill</p>	 <p><b>Concerns, Complaints and Compliments</b></p> <p>We want to hear from you. Fill out the form below if you have a concern or compliment to report.</p> <p><a href="#" style="background-color: #0070c0; color: white; padding: 5px;">Submit Online</a></p>
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Why Participate

Ways To Participate

Resources


## Riverside Drive Trail

Town of Tecumseh

We want to hear from you! Submit your questions or comments here


[Participate >](#)

[Share](#)
[Invite](#)




**125**

connections




**171**


comments



**801**

views





LIVING HERE THINGS TO DO

Home / Pay / Dog License


## Dog Licensing

[Online Dog Licence Application](#)

[Online Kennel Licence Application](#)

We issue dog licences, enforce bylaws around animal control and dangerous dogs, and work with the Windsor/Essex County Humane Society to respond to animal issues in the community. We also provide you with information on how to control other pests. View our Cat Spay information on how to control the cat population.

If you have a problem with a dog or would like to report dogs running at large, please call us at 519-562-1730.



LIVING HERE THINGS TO DO BUSINESS AND DEVELOPMENT TOWN HALL I WANT TO DO

Home / Town Hall / Contact Us / Concerns, Complaints and Compliments

## Report an Issue

Required fields are marked with asterisks (\*)

Feel free to share your Concerns, Complaints and Compliments with us.

**What kind of problem are you reporting? \***

Please select

**Would you like to provide a photo of the problem?**

Yes

No

**Where is address of the problem location? (or closest intersection)**

What is your name? \*      What is your phone \*

### Background

- Town Hall
- Contact Us
- Department Directory
- Concerns, Complaints and Compliments
- Accessibility
- Applications, Licences and Permits
- Bids and Tenders
- Budget and Finances

Mayor and Deputy Mayor. You elect the Councillor for the ward you live in. Each member has one vote on items before Council.

+ Regular Council meeting, committee and holiday calendar

- Council and committee meetings

Council meetings are on the 2nd and 4th Tuesdays of each month, at 7 pm, and are usually held in the Council Chambers, **Tecumseh Town Hall at 917 Lesperance Road**. Due to the COVID-19 pandemic, Council will meet electronically.

Meetings are streamed live on the Town's website. Our [Live Streaming Policy](#) allows residents to participate in Council and Committee meetings from their own homes. In order to request to [appear before Council](#), you must register with the Clerk's Office.

View meeting agenda [LIVING HERE](#) [THINGS TO DO](#) [BUSINESS AND DEVELOPMENT](#)

## Delegation Request Form

Required fields are marked with asterisks (\*)

Applications to appear as a delegation before Tecumseh Town Council must be received by the Clerk no later than five (5) days in advance of the meeting at which you wish to appear. Your application will be reviewed and you will be notified by the Clerk if your request has been approved. Please refer to our [Appearing before Council](#) page for all the conditions and procedures.

**Note:** If you wish to simply attend the meeting but not appear as a delegation, simply access our [Live Stream video](#).

<b>First Name *</b> <input type="text" value="Please provide your first name"/>	<b>Last Name *</b> <input type="text" value="Please provide your last name"/>	<b>Title (if representing an organization)</b> <input type="text" value="Title (if representing an organization)"/>
<b>Company Name</b> <input type="text" value="Company Name"/>	<b>Primary contact number *</b> <input type="text" value="999-999-9999"/>	<b>Alternate Phone Number</b> <input type="text" value="999-999-9999"/>

Capital Projects

Committees

Community Awards

Contact Us

Departments

Election Information

Employment Opportunities

Green Initiatives

If you would like to receive email notifications of Council or Committee meetings and other Tecumseh news or alerts, [sign up for our News Subscription](#).

### Agendas

Council agendas and reports will be posted to the [Meeting Calendar](#) on the Thursday prior to a Council meeting. Other Committee agendas and reports are posted usually five days before the meeting date.

Council generally meets on the 2nd and 4th Tuesday of each month at 7:00 pm. Due to the COVID-19 pandemic, all Council meetings are by electronic participation until further notice.

Archived Agendas

### Minutes

Minutes are records of Council and committee meetings. Council or the committee/board generally approves the minutes at the following meeting as part of the agenda package. Approved minutes are then posted to the [Meeting Calendar](#).

Archived Minutes

Ward Maps

Accessibility

Applications, Licences and Permits

Bids and Tenders

Council Meeting Calendar

Strategic Priorities

Ward Maps

Accessibility

Applications, Licences and Permits

Bids and Tenders

Budget and Finances

By-Laws

Capital Projects

Committees

Community Awards

The Town is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. If contacted for an employment opportunity, please advise if you require accommodation.

### Current career opportunities

To apply for any full-time, part-time, casual, or season employment, you must submit your application through our Employment Opportunities website. Click on the button below to access current employment opportunities.

[Current Employment Opportunities](#)

### Subscribing to employment opportunities

Would you like to receive an email notification every time the Town of Tecumseh posts a job? Subscribe to our [employment opportunities notifications](#), indicate what type of positions you would be interested in, and then you will receive an email advising you of the employment opportunity. In order to receive employment notification, you must first log into the Employment Opportunities page and create an account.

### Summer job postings



## Welcome to the Town of Tecumseh Bid Opportunities Website

[Bids Homepage](#) [Find more bids](#) [Create Account](#) [Login](#)

This site allows potential Bidders to create a Bidding System Vendor account. Bidders select commodity codes for goods and services and the Bidding System will notify the Vendor by email of Bid opportunities matching their commodity code selection.

Public tenders, bids and request for proposals are posted on this website.

Bidders are solely responsible for ensuring their Vendor account information is kept current.

For step by step instructions on how to create an Account please refer to the [Vendor Guide](#)

## SYSTEM

Powered By everbridge

[Sign In](#) [Sign Up](#) [Overview](#) [FAQs](#)

[? Help & Answers](#)

Language:    
 Powered by [Google Translate](#)

## Tecumseh *Alert* System

Get alerted about emergencies and other important community news by signing up for the Tecumseh Alert System. This system enables us to provide you with critical information quickly in a variety of situations, evacuation notices, gas leaks, police activity and more.

You will receive time-sensitive messages wherever you specify, such as your home, mobile or business phones, email address, text messages and more. You pick where, you pick how.

If we cant **REACH** you, we can't **ALERT** you. For further information call 519 735 6381 OR email us at [info@tecumseh.ca](mailto:info@tecumseh.ca)

### Sign in to your account

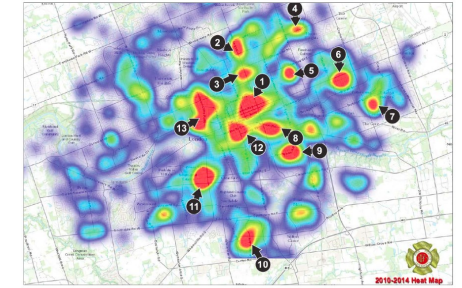
Username

# What are other Municipalities doing?



# Look at What Other Municipalities are Doing

- Going mobile – empowering remote staff to more efficiently work in the field
- Using data and analytics to inform operations and tell stories
- Municipal peers are pushing new **services online** to save time and money (80% uptake currently)
- Fostering digital culture and service ownership within the organization
- Talking to their customers and designing services around their needs
- Investing, planning and resourcing digital transformation projects



**CDS SNC** People expect government services to be simple and easy to use.



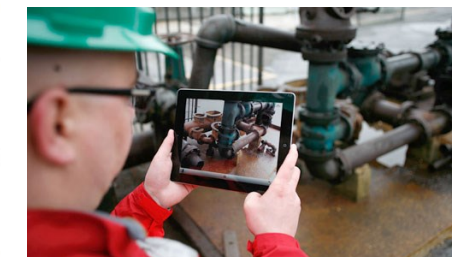
## 311 – Toronto at Your Service



311 provides residents, businesses and visitors with easy access to non-emergency City services, programs and information 24 hours a day, seven days a week. 311 can offer assistance in more than 180 languages.

### Submit a Service Request

<b>Waste Collection</b> Request pick-up of hazardous waste and report such garbage-related issues as Recycling or Green bin not on location.	<b>Bins</b> Order, exchange or report damage to a City issued Green, Garbage or Recycling bin.	<b>Graffiti &amp; Litter</b> Report an overflowing litter bin, graffiti or litter on a sidewalk or boulevard.
<b>Roads</b> Report potholes, road or sidewalk damage, as well as road-related issues that present a significant safety risk.	<b>Water</b> Report water-related issues, including requests to turn water off until on to your property.	<b>Trees &amp; Animals</b> Request a scheduled animal pick-up, tree planting, pruning or removal work, report a dog off-leash in a City Park.



# Digital Service Patterns

- Digital services are being built using service patterns
- Proven, repeatable and reusable patterns can be applied across similar services
- Commonality improves citizen experiences
- Principles support channel agnostic services
- Improve policy and flexible to meet user needs



Apply for something	Book something
Check something	Consent or authorize
Get information	Get notified
Pay for something	Register for something
Request for something	Tell us something

## Book something

Pfizer and Moderna vaccines are being provided at vaccination clinics. For third doses/boosters:

- Moderna will be provided for individuals 70 years of age or older
- Pfizer will be provided for individuals under 70 years of age

Learn [where to get vaccinated in Halton](#) or get answers to [COVID-19 Vaccine Frequently Asked Questions](#).

I'm looking for information on...

Who is currently eligible in Halton

COVID-19 Vaccination Clinics

Preparing for your vaccination

Vaccines & Safety

## Check something

Oshawa Ward Boundary Review

Take the Survey

Search

Meetings | How do it | News & Alerts | Parks & Facilities | Recreation & Culture

## Register for something

### Switch to online property tax bills



REGISTER NOW  
[mississauga.ca/ebill](https://mississauga.ca/ebill)



## Pay for something

HONK + Guelph

PAY HERE FOR PARKING

SCAN ME

## Tell us something

1. Select the problem location.  
If you're at the problem location click Use Location to use your phone's location services. Please ensure the location chosen is where the problem is located.

Search an address...

Use Location

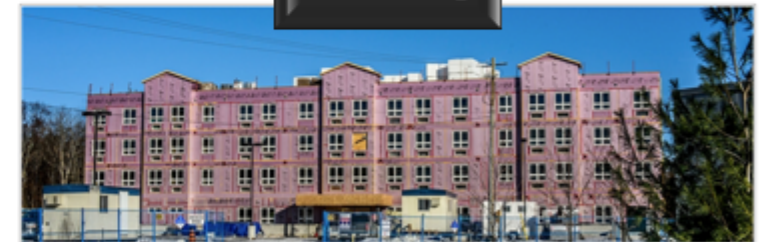
2. Select type of observation.

Select observation type ...

3. Attach photos or videos.

## Apply for something

### Building Permit Application



#### Applying for a permit

A building permit is required for new construction, renovations, demolition, and change of use.

The Town of Parry Sound now offers the ability to make your application and track the status of your permit application online through CloudPermit, our [online application portal](#).

The CloudPermit portal will take you through the process of submitting the prescribed forms, fees and construction drawings required for submission of a complete application.

#### Quick Links

- Bids and Tenders
- Building and Construction
- Economic Development
- Maps
- Zoning



What are you looking for?  I want to...

- Employment
- Fire Rating
- Facilities
- Agendas and Minutes
- Report a Concern
- Environment

### Council Portal

Links to our agendas, minutes, by-laws and meeting calendar can be found here.

### Honey Bee Festival 2021

Information about the Honey Bee Festival can be found here.

### Engage Georgian Bay

Information about Engage Georgian Bay can be found here.

### Make a Payment

Online payments are now being accepted.



# Payment Processing Form

Home / Township Hall

- Accessibility
- Agendas and Minutes
- Animal Control
- Applications, Licences and Permits
- By-laws and Policies
- Cemetery
- Contact Us
- Council Portal
- Employment
- Finance
- Fire and Emergency Services
- Freedom of Information
- Mayor and Council

Required fields are marked with asterisks (\*)

What would you like to make a payment for today? \*

Accounts Receivable

Contact Full Name \*

Email Address \*

Organization Name

Phone Number \*

Extension

Address \* ?

Town \*

Postal Code \*

Invoice Number \*






Invoice Amount \* ?

Continue

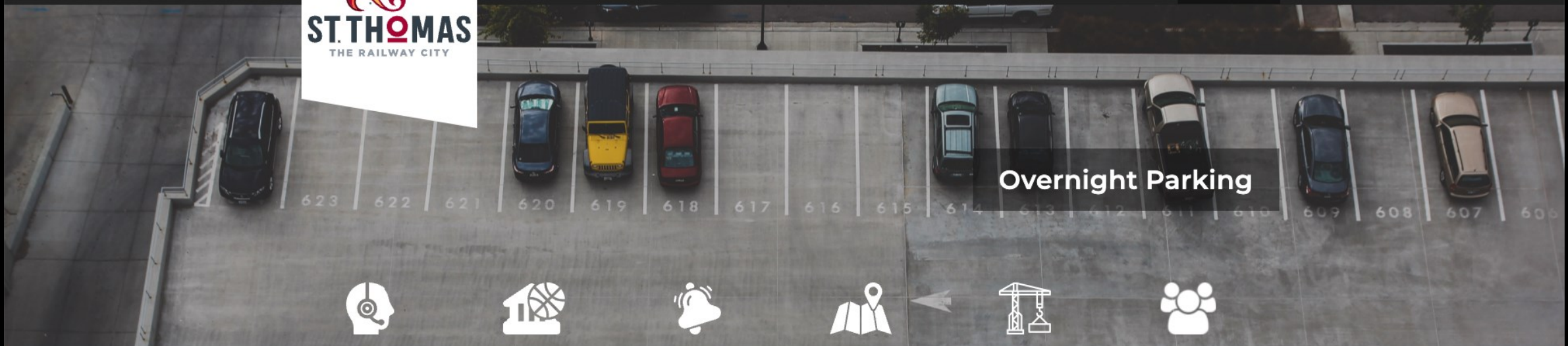
CREATE YOUR FIRST APPLICATION

### How do I apply for a new permit?

Creating and submitting applications on Cloudpermit is quick and easy. To do so, you'll need to follow few steps outlined below. Cloudpermit will instruct you how to complete and submit the application. Once submitted, the municipal authority will review it. In the meantime, you should receive email notifications to keep you on track with the application review and processing. Final issued permit will be available for you to download from Cloudpermit.

-   
**Step 1**  
Start creating a new application by clicking the button below
-   
**Step 2**  
Invite other necessary parties, such as property owner, builder and designer
-   
**Step 3**  
Complete your application, upload plans and drawings and submit for review
-   
**Step 4**  
Revise the application based on the feedback from the municipal authority
-   
**Step 5**  
Pay the fees either online or over-the-counter and receive your permit

CREATE YOUR FIRST APPLICATION



# Overnight Parking



CUSTOMER SERVICE



RECREATION



NOTICES



MAPS



CONSTRUCTION



EMPLOYMENT



- ▼ Parking
  - ▶ **Overnight Parking**

### Quick Links

- City Council
- Council Agendas and Minutes
- City Clerk's Department
- Social Services (including Ontario Works, Children's Services and Housing and

**\*\*New\*\***

## Apply for or purchase Overnight Parking Permits online with our new [ePermits Portal](#)

Overnight parking on City Streets is prohibited during the winter months, from November 15th, to March 15th, between the hours of 3:00 a.m. to 5:00 a.m.

The City of St. Thomas has available Overnight Parking Permits available to residents whose property

ePermits

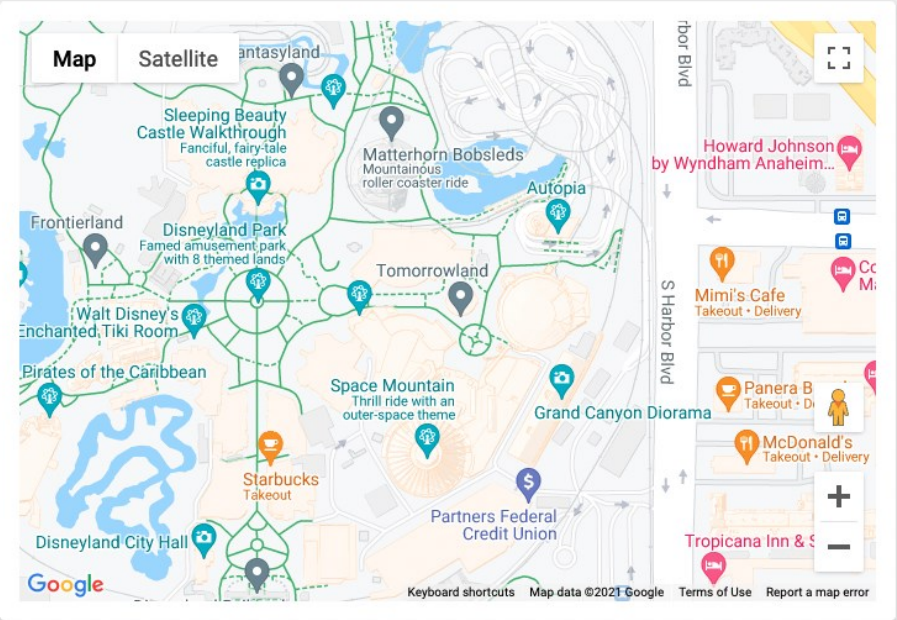
- 1 Where would you like to park?
- 2 What type of parking would you like?
- 3 How much parking would you like?
- 4 Set up your parking.
- 5 Application Summary

- Home
- Register

Location

0 locations active.

Map View



Next

Login



Get the latest updates, service changes, and community supports at [guelph.ca/covid19](https://guelph.ca/covid19) [More information](#)



- Living ▾
- Business ▾
- City government ▾
- Careers ▾
- Visit Guelph
- Newsroom
- How can we help you?

[Home](#) » [City government](#) » [City Hall](#) » [Services at Guelph City Hall](#) » Commissioner of Oaths

# Commissioner of Oaths

The City Clerk's Office provides the services of a Commissioner of Oaths during the hours listed below. The Commissioner is able to witness signatures for certain documents. We strongly recommend you call the City Clerk's Office at 519-837-5603 in advance to book an appointment. This will ensure there is a Commissioner of Oaths available when you come in for your commissioning. At the same time we will help you determine if the Commissioner is authorized to sign your particular document(s) and what the applicable fee will be.

[Schedule an appointment](#)

- Services
  - [City branded products](#)
  - [City Card](#)
  - [Commissioner of Oaths](#)**
  - [Flags at City of Guelph facilities](#)
  - [ServiceGuelph](#)
  - [The City of Guelph Tartan](#)

Richmond Hill Plows

rhplows.richmondhill.ca

Apps | Inbox | Calendar | Time & Billing | Todoist | HQ | Perry Group Base... | Contacts | Weather | Calendar | Read Later | Waste Collection S... | https://www.google... | Backpack | Ad Free Time | Britannia P.S.

Click here to Close this panel

Franglais | Feedback | Weather | Operations | Cameras | FAQ | UTC 16:38=EDT 12:38

Richmond Hill  
Powered by DM&T  
Environment Canada Weather Alerts

2018-04-05 20:19 EnvCanada ended warning #Wind #RichmondHill #ONStorm  
<https://t.co/6zBMjRVeXF>

2018-04-05 20:19 EnvCanada ended warning #Wind #Vaughan #ONStorm  
<https://t.co/o3Mu3eB5Uk>

2018-04-05 20:19 EnvCanada ended warning #Wind #Markham #ONStorm  
<https://t.co/Ta2vivzGNY>

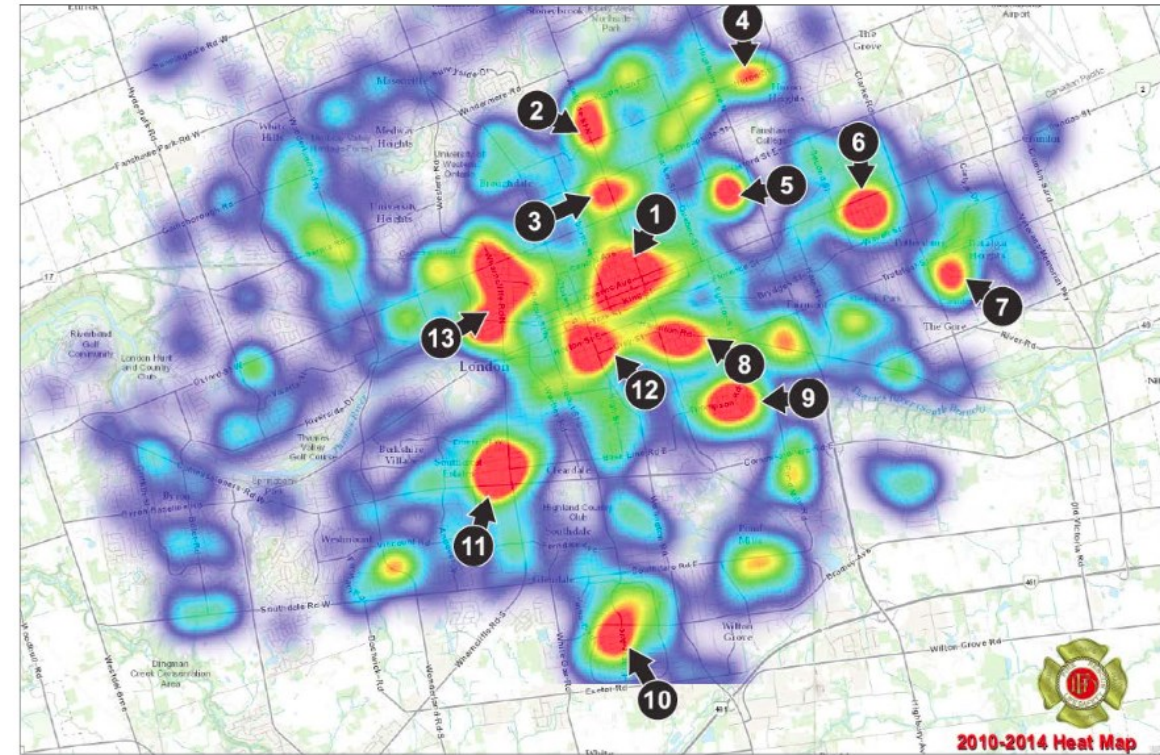
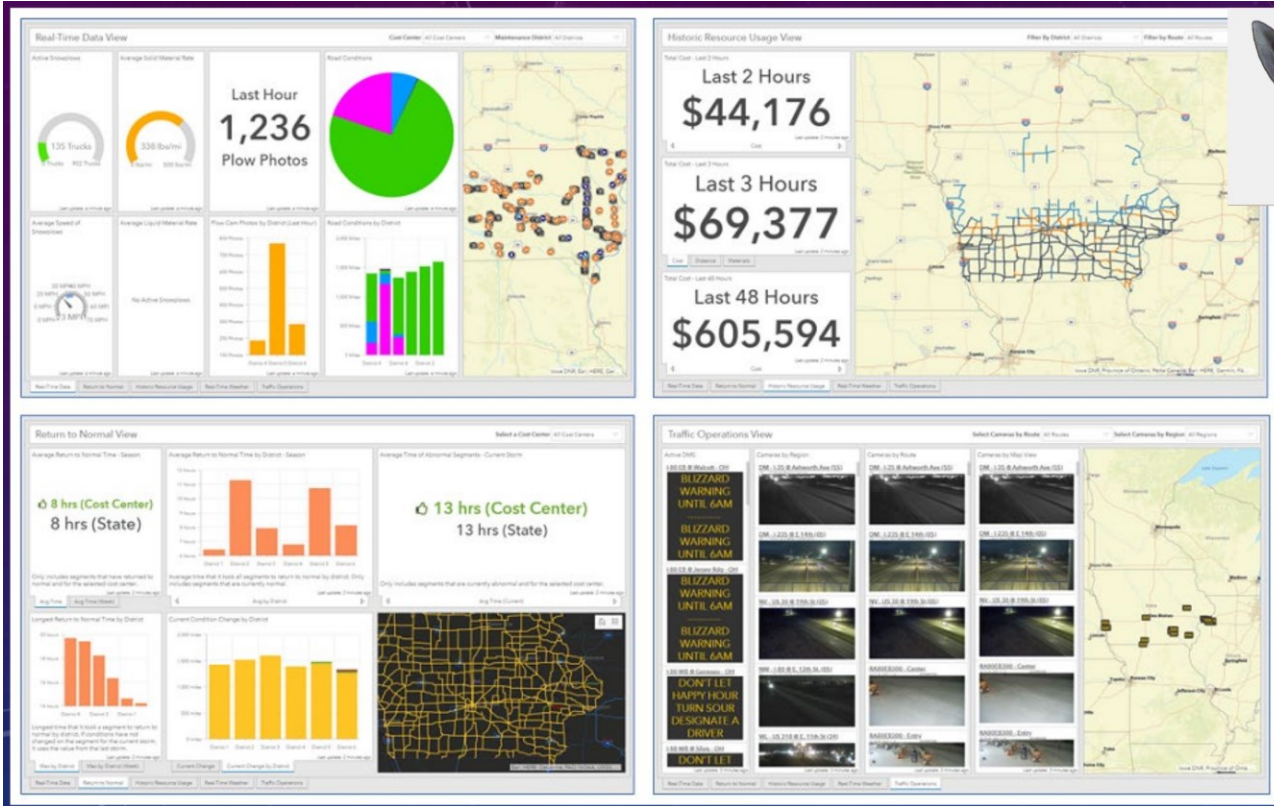
Click here to Close this panel

55 MINUTES AGO  
REDSTONE ROAD

56 MINUTES AGO  
REDSTONE ROAD

56 MINUTES AGO  
REDSTONE ROAD

56 MINUTES AGO  
REDSTONE ROAD



A heat map depicts risk of residential fires in London, Ont. Red areas indicate high-risk areas, while numbers represent the demographic profiles in a specific area.

What Digital opportunities  
do you see for Tecumseh?

Are we offering the  
services online that  
our community wants?

# Typical Community Feedback

1. Access to information on website
2. Report a problem / make a request & monitor status
3. Road information updates (snow, roadworks, etc.)
4. Pay online (parking, garbage)
5. Online forms (permits, licenses, grants, etc.)
6. Community events calendar
7. Subscribe to notifications (what's happening in my neighbourhood?)
8. Enhanced recreation and program registration
9. Online public engagement
10. Public Wi-Fi in Community Facilities

# Engagement



**TecOnline - A Digital Strategy**  
Town of Tecumseh  
Help us help you! We are looking for feedback on the online services offered by the Town currently, and in the future.

Why Participate | Ways To Participate | Resources | **Manage**

**TecOnline - A Digital Strategy Background**  
The Town of Tecumseh is currently developing a Digital Strategy that will help shape the way in which we provide services digitally to our residents, clients and stakeholders.  
Some examples of municipal online services are: online mapping, payments, permits, PlaceSpeak public engagements and recreational program registration. Online services for Bids and Tenders and Employment Opportunities are also available.  
The Town also has a presence on social media including Facebook, Twitter and Youtube (links?).  
Public engagement is key in understanding what online services would most benefit residents, businesses and other stakeholders.  
Your input will help shape the future of online service delivery in Tecumseh  
[TAKE THE DIGITAL STRATEGY SURVEY \(link to add\)](#)



## Suggest a Digital Idea

We're working on a Digital Strategy for the Town of Tecumseh.

As part of that work, we're asking for your suggestions about how we can improve our use of digital technology for staff and the community.

We welcome all ideas - big and small - related to any aspect of technology - from the devices and software you use to the online and digital services that we offer.

This form is designed to handle one idea at a time. We'd love to hear all your ideas so just fill the form, click Submit and you'll automatically be looped back to submit another idea. Once you've submitted your idea, you will be able to see all ideas that have been shared by others.

Please add as many ideas and as much detail as you like - we'd love to hear how you think we can use technology to improve.

If you'd like to provide even more feedback, include your email address and our consultants will follow-up with you. Contact information will not be shared and will be deleted at the end of the project.

If you'd like to learn more about what "digital" means, follow this link:  
<https://www.perrygroupconsulting.ca/what-is-digital>.

What are Council's priorities for digital?



What is Council's vision of the future  
Tecumseh?

# Summary

- Demand for digital services is there from customers
- We should strive for government for the digital age
- Municipal peers are pushing new services online
- Uptake of digital services trends around 80%
- If you are reliant on paper, visits to the office, and your staff spend time entering information into multiple places - you are not digital
- Digital is more than tech – it requires culture change and leadership

# Project Work Plan

Phase	Activities
Digital Discovery	<ul style="list-style-type: none"><li>• Kick off, background data review and stakeholder analysis</li><li>• SMT Kick-off Workshop – Opportunities and Barriers</li><li>• Workshop to determine potential services to be digitized (MOSA)</li><li>• Staff Ideation Survey &amp; Open House</li><li>• Community Engagement</li><li>• Digital Maturity Assessment</li><li>• Confirm Top 15 processes, BPO priorities</li><li>• Review Digital Discovery</li></ul>
Digital Strategy Development	<ul style="list-style-type: none"><li>• Develop As-Is and To-Be Process Review and Solution</li><li>• Prioritize the Top 15 online services - impact, value and effort</li><li>• Review governance, resourcing and other options</li><li>• Review prioritized needs and supporting recommendations</li></ul>
Digital Strategic Plan February 2022	<ul style="list-style-type: none"><li>• Review recommended priorities and sequencing with SMT</li><li>• Develop a shared Digital Vision and supporting Principles</li><li>• Develop a draft roadmap including timing, budget, resources, and other impacts</li><li>• Develop Draft Digital Strategy Review - Revise Report based on feedback from SMT</li><li>• Present Final Digital Strategy to Council</li></ul>

# Questions?

# Thank You

Susan Chase

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**Perry Group  
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