

Attachment 2:
Municipal Modernization Fund
Candidate Projects

No.	Project	Description	Strategic Priority (SP) Alignment	Est. Cost
1.	Town Hall Expansion	Council chamber expansion and audio/visual improvements in addition to Council Meeting webcasting; as per the Council-approved Town Hall renovation plan. Expansion of Council Chambers will provide additional space for public attendance, as well as multi-functionality for large meeting space and public receptions.	SP 2 Sustainable Infrastructure SP 5 Leadership & Good Governance	\$75,000
2.	Town Hall Expansion	As an enhancement to customer service, the installation of a self-service kiosk with an interactive electronic terminal for public use is planned in the renovated Town Hall Lobby.	SP 4 Continuous Improvement	\$5,000
3.	Town Hall Expansion	Installation of an electric vehicle charging station at the municipal campus will provide a new customer service for residents and visitors with electric vehicles. In partnership with Essex Power, a Level 3 fast charger similar to the one installed at the Amherstburg Recreation Centre will be explored for installation at Town Hall.	SP 4 Continuous Improvement	\$65,000
4.	Town Hall Expansion	With the Town Hall expansion, there will be additional complexity in building systems between existing and new; an upgraded Building Maintenance System will assist in monitoring systems for optimal operations, energy efficiency and occupant comfort.	SP 4 Continuous Improvement	\$50,000
5.	Town Hall Expansion	With Town Hall expansion there will be more internal office space without direct access to natural light. The installation of solar tubes in the internal areas (existing and new) will improve access to natural lighting, provide for a 'greener' building and reduce utility costs.	SP 4 Continuous Improvement	\$25,000

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6.	Council Meeting Webcasting	As per Report CS-2019-10, the cost of procurement, implementation and annual support and maintenance for 2019 and 2020 for a multi-camera set-up; price change due to quote for commercial grade cameras.	SP 5 Leadership & Good Governance	\$50,000
7.	Online property tax inquiry	Financial software application through Vadim to restore functionality for residents to look up their tax accounts online; restoration of functionality was removed due to security risks. Vadim has updated the application so that it is now secure. Restoration of this functionality will improve customer service, reduce customer complaints and increase efficiency.	SP 4 Continuous Improvement	\$7,000
8.	Cityworks Work Order Management	Administration is migrating to the use of Cityworks for registering, tracking and completing customer service inquiries and complaints; next phase is to implement a work order module to be used with Cityworks Service requests to allow staff to efficiently process resident requests in a timely manner.	SP 4 Continuous Improvement	\$20,000
9.	Water Oasis Payment solution	The Town maintains two bulk water depots at Fire Station 2 in Oldcastle and the Public Works yard on Lacasse. The intent is to upgrade these depots with a Water Oasis payment solution so users do not have to come to Town Hall to pay for bulk water before accessing it, saving time and money for all parties.	SP 4 Continuous Improvement	\$20,000
10.	Online permit payment	To augment improvements in customer service on the Town's new website, an additional module will be added to allow on-line payments for various Town services (alarms, permits, inspections).	SP 4 Continuous Improvement	\$2,000
11.	Organizational Review	It has been quite some time since the Town undertook a review of its municipal organizational structure, the last being in 2009 when an external consultant reviewed the Engineering, Public Works and Parks & Recreation functions. At that time, the consultants advised that a broader reorganization of the Town's administrative	SP 4 Continuous Improvement SP 5 Leadership & Good Governance	\$45,000

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		<p>structure should be considered. Since that time, some internal initiatives have been undertaken, such as the Customer Service Study undertaken in 2015. It is now time to undertake a broader review through the Senior Management Team, supported by external consulting services. Objectives will include but are not limited to: finding efficiencies through service re-alignment and performance measurement, enhancing citizen engagement, exploring opportunities for shared services, accommodating new responsibilities (i.e., asset management plan administration, Development Charge administrative changes through Bill 108) and recommending opportunities for employee career development and succession planning.</p>		
12.	Corporate Dashboard Reporting	<p>In keeping with the identified strategy in the Corporate Strategic Plan to commit to performance measurement, staff are investigating an integrated reporting tool for municipal services that will link to implementation of the strategic plan as well as municipal operations. Such a tool can assist in identifying efficiencies through the use of Town data and experience. The efficacy of corporate dashboards will be explored as part of the organizational review.</p>	SP 5 Leadership & Good Governance	\$55,000
13.	Mobile Technology	<p>To increase efficiency of our mobile operations such as public works, facilities, building inspection and by-law enforcement, the use of mobile technology will allow staff to access municipal data in real-time (Cityworks, as-built drawings, email) from remote/mobile locations. The intent is to equip eight vehicles with iPads and mounts as follows: Building/By-law (2), Facilities (2), Public Works (3) and Parks (1).</p>	SP 4 Continuous Improvement	\$20,000

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14.	Speed Control Devices	Public Works & Engineering Services intend to purchase two solar-powered radar units that will allow for the real-time collection of traffic data without the need for in-road sensors. New radar products have the ability to detect the lane position of vehicles, allowing the monitoring of two lanes of traffic travelling in the same direction.	SP 4 Continuous Improvement	\$10,000
15.	ConsignO Cloud Digital Signature Software	Digital signature software provides the ability for municipal administrators to sign electronic documents digitally easily, quickly and securely. Through their secured software, the program verifies the signer's identity before the signature is added and preserves the authenticity of the document through controlled access and tracking. This software can easily be integrated with other computer programs that are currently utilized for Council agendas and minutes preparation. Using this technology supports the Town's collaborative approach to streamlining processes to be more efficient, reducing costs for document storage, and safeguarding the integrity of municipal electronic records in a legally reliable manner.	SP 4 Continuous Improvement	\$2,000
16.	Community LED signs	Currently, there are three Community Electronic LED Sign Message Displays located at the Arena, Town Hall (both Ward 3) and Fire Hall #2 (Ward 5). In order to more uniformly promote Town activities with the public, staff are recommending installation of two additional Community Electronic LED Sign Message Displays at Lakewood Park north (covering Wards 2 & 3) and McAuliffe Park (covering Ward 4 and the northern portion of Ward 5). The estimated cost of the infrastructure sign base and quality LED sign displays is approximately \$65,000 per sign.	SP 3 Community Health & Wellness SP 4 Continuous Improvement	\$130,000

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17.	Public Wi-Fi	To better serve the public within our public spaces, improvements to the municipal network will facilitate the ability to offer additional free public Wi-Fi at various municipal locations such as Lakewood Park north and Green Acres Community Centre.	SP 3 Community Health & Wellness SP 4 Continuous Improvement	\$10,000
18.	Citizen Satisfaction Survey	As per past practice, the Town has conducted citizen satisfaction surveys every two years. A new survey is due in Fall, 2019.	SP 4 Continuous Improvement	\$15,000
19.	Community Engagement	Creating meaningful opportunities for public engagement is an identified strategy in the Corporate Strategic Plan. Staff are investigating online tools to promote community engagement on a user-friendly platform that can be seamlessly integrated with the Town's new website.	SP 5 Leadership & Good Governance	\$14,000

Total

\$620,000