



Corporate Services Department Annual Report - 2022

Alternative formats available upon request.
Please contact accessibility@scugog.ca / 905-985-7346.



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181 Perry Street, Port Perry ON, L9L 1A7

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Director's Message



I could not be more proud of the Corporate Services Team for the hard work, teamwork, and dedication they showed in 2022. As a team we were able to deliver several significant projects in 2022 that are going to benefit our community now and into the future. I look forward to our team continuing to grow and implement additional customer service enhancements in 2023.

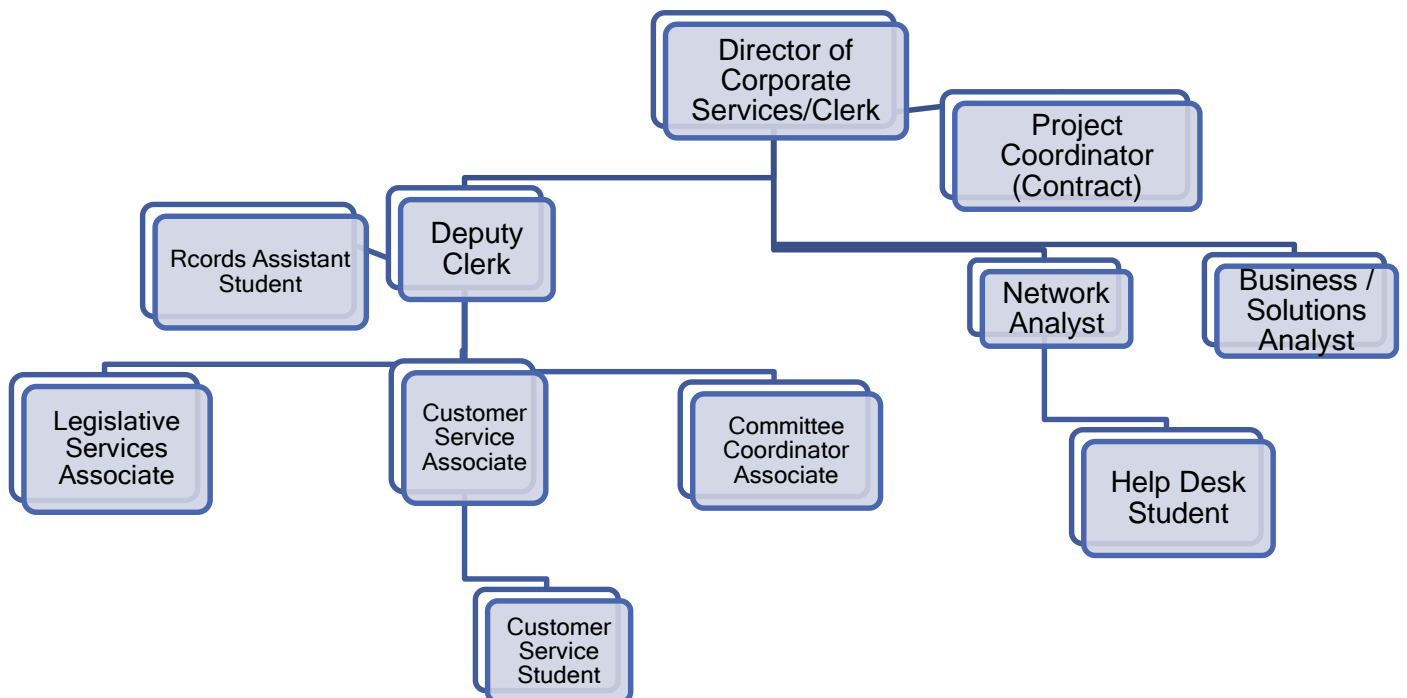
A handwritten signature in black ink that reads 'Becky Jamieson'.

Becky Jamieson









Director of Corporate Services/Clerk

Corporate Services Department Organizational Chart

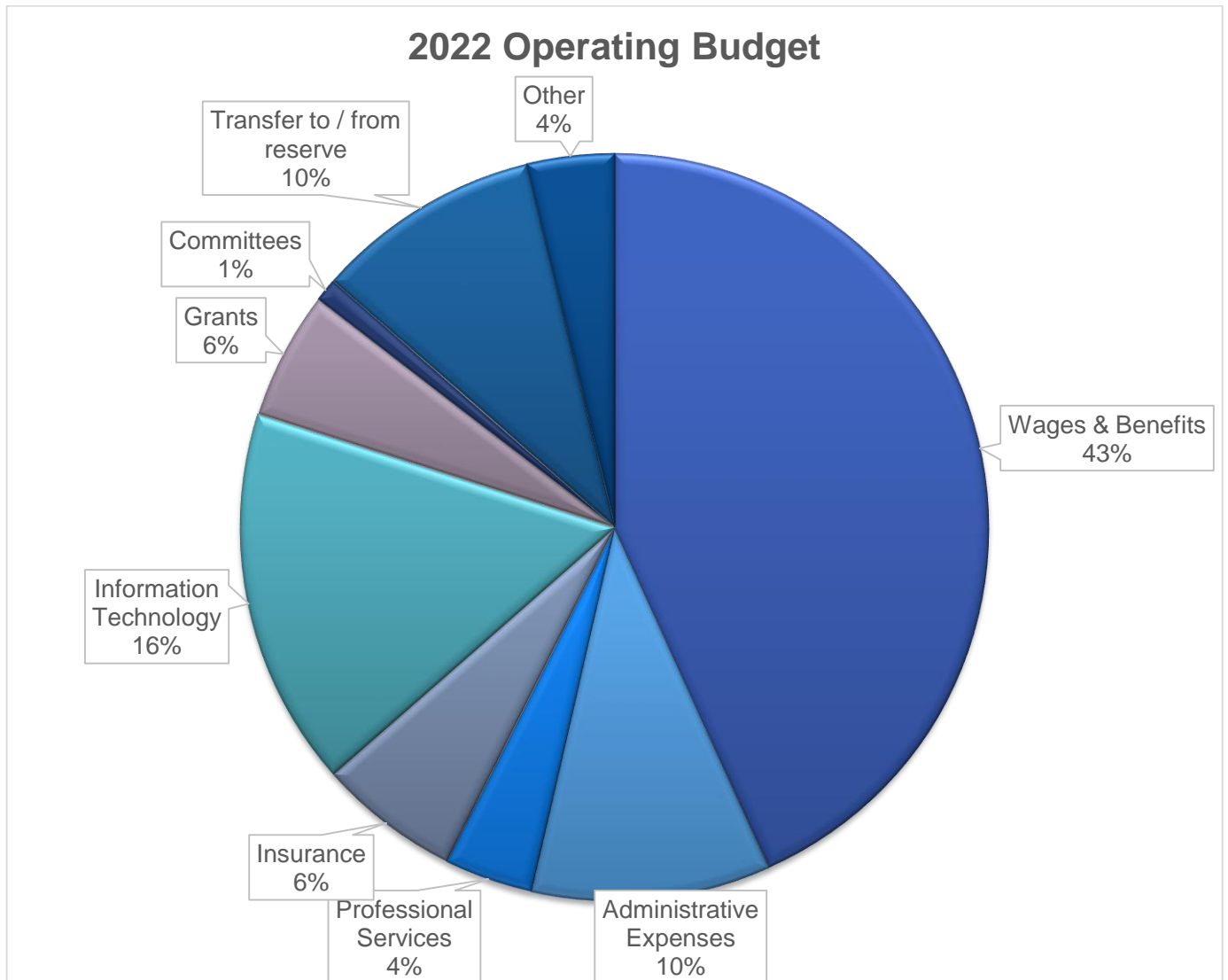
The Corporate Services staff are a team of hardworking and committed staff, that together provide a range of services to the community. The Corporate Services Department houses the office of the Municipal Clerk which oversees the 'inward-facing' services of the Township. This department acts as a secretariat to Council, and Committees of Council, maintain corporate records and vital statistics including marriage licences, runs municipal elections, manages legislative requirements under the Municipal Act, Freedom of information requests, accessibility compliance, and real estate. In addition, the Corporate Services department delivers front-line customer service and oversees all information technology in the Township.



Corporate Services Department Services By The Numbers

	<p>167 Commissions</p>		<p>109 Marriage Licences</p>
	<p>17 Special Occasion Permits</p>		<p>249 Electronic Burial Permits</p>
	<p>16 Freedom of Information Requests</p>		<p>24 Emergency Road Signs (911 Signs)</p>
	<p>33 Council/ Committee Meetings</p>		<p>58 Delegation Requests</p>

Department Operating Budget



2022 Department Budget = \$1,728,000

Transfer to Reserves = \$169,000

8% of 2022 Township Operating Budget



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Accessibility, Diversity, Equity & Inclusion

The Township of Scugog is committed to ensuring that people of all ages and abilities enjoy the same opportunities as they live, work, play visit and invest in our community.

In 2022, a focus on accessibility, diversity, equity, and inclusion was taken corporately. Several policies were updated to ensure they were current and in compliance with legislation. The following policies were updated:

- Employment Accommodation Policy
- Customer Service Standard Policy
- Accessibility Standards Policy
- Alternate Formats Policy
- Procurement By-law

The Township's accessibility training was updated, and mandatory training was provided to all Township staff. In addition, the Township established the Accessible Advocates Staff Working Group (AASWG). The Accessible Advocates Staff has been established to support the Township of Scugog's commitment to providing an accessible environment in which residents, visitors and employees have equitable access to municipal programs, services and facilities in a way that respects the dignity and independence of each individual.

The Township was approached by the Abilities Centre in Whitby to participate in Leading Equitable and Accessible Delivery (LEAD) initiative. This initiative guided the Township through a facilitation process that resulted in an action-oriented work plan to assist the organization to embed accessibility and inclusion into their processes, programs, services, and organizational culture. This process moves Accessibility and Inclusion away from being a "check box" exercise. The Township is excited to continue to implement items from the work plan in the upcoming year.



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Operating Highlights

Information Technology Division

On the Information Technology front, several items were implemented and are highlighted below:

- Deployment of laptops to staff to provide a more mobile workforce
- Joined the Region of Durham Microsoft Enterprise Agreement
- Enabled Multi-Factor Authentication
- Offered new training opportunities for staff
- IT "Helpdesk" Support was reinstated
- Launched "The Pier", a staff intranet site launched in collaboration with Human Resources

Legislative Services Division

On the Legislative Services front, several projects were completed and are highlighted below:

- Online marriage license application was implemented and has seen over 90% of applicants submit their application online.
- An online Freedom of Information request form was added making it easy for a resident to apply online and pay for it in one transaction, immediately starting the processing time.
- Updated the Delegation of Authority By-law.
- Launched Board Manager, which is a new, interactive tool to manage our Township advisory committees and boards.
- Facilitated the sale of the Utica Hall.



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2022 Municipal Election

Every four years a municipal election takes place in the Township of Scugog to elect the Mayor and Members of Council, as well as school board trustees. The 2022 Municipal Election took place on October 24, 2022 and a hybrid voting method of Internet, as well as paper ballots and tabulators was used. Electors were able to vote via the Internet or paper ballots during the Advance Vote period which occurred from October 17 – October 23, 2022 and via the Internet on Voting Day (October 24, 2022).



VOTES

MUNICIPAL ELECTION • OCTOBER 24, 2022

Highlights of the 2022 Municipal Election:

- Successfully offered Internet and In-Person Paper Ballots
- Several accessibility initiatives were undertaken for the 2022 Municipal Election
- Six (6) local positions were acclaimed (Mayor, Regional Councillor, Councillor Wards 1, 2, 3 & 4)
- Local race for Councillor – Ward 5 (3 candidates)
- 18.34% voter turnout

Information Technology Strategic Plan (ITSP) and Five Year Roadmap

In Fall of 2021, the Township retained a third-party consultant to develop the ITSP and Five-Year Roadmap for the Township of Scugog. The plan was presented and endorsed by Council on January 17, 2022. Further to the ITSP, a confidential IT Organizational Structure was presented to Council in late January during a closed session of Council and endorsed. During the 2022 Operating Budget, Council approved the addition of a second full-time IT staff.



Highlights of the ITSP & Five Year Roadmap:

- Engagement through the “myscugog.ca” portal invited participants to share their thoughts or ideas as well as to participate in an online survey. Over 184 responses were received from both residents and local businesses.
- A virtual Open House was held where the project team was able to focus in on some of the ideas to gain an even better perspective of the community requirements for digital services.
- In addition, input from Staff, through focus groups and a staff survey were gathered and one-on-one meetings with members of Council were held
- The five-year roadmap identified 37 main projects and 7 sub-projects to be completed over the next 3-5 years.
- 11 projects are In Progress (IN); 13 projects are Ongoing (ON); 3 projects are Completed (C), and 16 projects have Not Commenced (NC).



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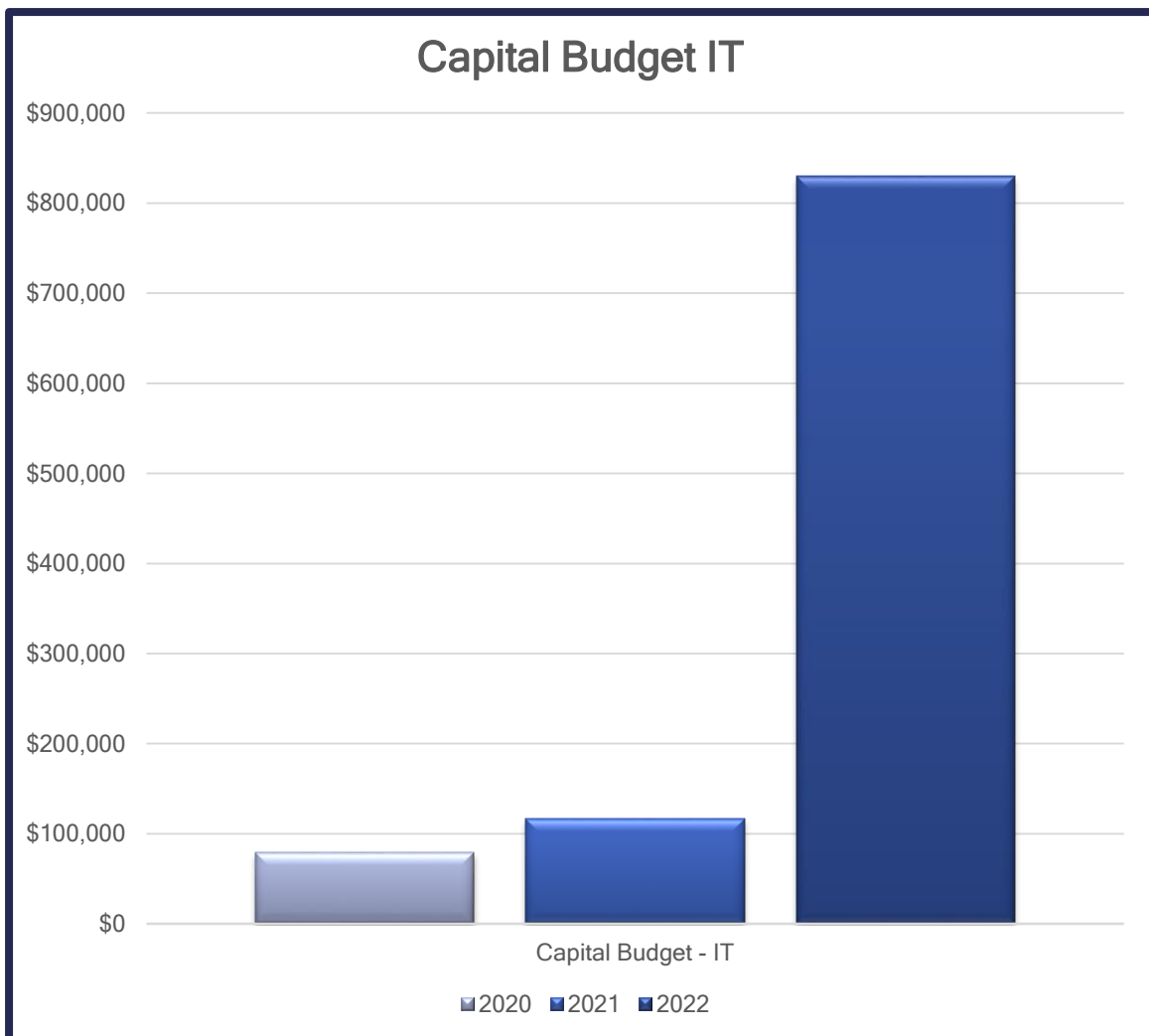
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Capital Budget

Corporate Services has very limited capital needs except for information technology. In 2022, upon the approval of the Township of Scugog Information Technology Strategic Plan (ITSP) and Five-Year Roadmap, a significant increase was seen in the IT Capital Budget. This was partially due to the Township receiving grant funding of approximately \$400,000 through the three (3) phases of the Municipal Modernization Program.



2022 Capital Projects

New Phone System

Nine (9) sites connected through one phone system. Residents are now able to call the main office and be connected to other facilities directly. Staff are better to communicate internally as well.



Cloudpermit



Cloudpermit is live for building, pool, heritage, sign permits. As of January 2023, by-law went live to report a complaint/concern. This provides a single point of contact to complete and track permits, allowing residents, contractors, and inspectors the access to easily check the status of their permits as well as follow-up on them and schedule inspections from one place! Planning module to follow later this year.

Connectivity Improvements - Internet and Cellular Improvements

Cellular boosters were added to the Municipal Office and SCRC to enhance cell communication in these facilities. Residents can rent wifi hubs through the SCRC to use in conjunction with their hall rentals.



Online Fillable Forms

Over 30 new online fillable forms were added to our website and many incorporated e-commerce.



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MyScugogConnected.ca

Launched phase one of the Township's Customer Relationship Management (CRM) software and citizen portal myscugogconnected.ca. Phase one included Roads Service Request and have already seen through the reporting feature that over 50 percent are coming through the system now and prior 90 percent where through the phone.





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Grants

Any grants applied for, received etc.

Grant Program	Agency	Project Description	Grant Amount	Status
Municipal Modernization Program – Intake 3 (Review Stream)	Provincial Government	Business Continuity & Disaster Recovery Plan	\$55,968.00	Approved / Completed
Municipal Modernization Program – Intake 3 (Implementation Stream)	Provincial Government	Township of Scugog Service Delivery Modernization	\$99,216.00	Approved

Awards

2022 Excellence in Municipal Systems Award

The Township of Scugog was a recipient of the Municipal Information Systems Association (Ontario) 2022 Excellence in Municipal Systems Award. A panel of representatives from various Ontario municipalities selected our submission for the Customer Service Improvements Through Technology project as one of the 2022 Award recipients.

The Award recognizes Ontario municipality's and individuals within the municipality, who have successfully undertaken a significant initiative or set a new standard that other municipalities may follow.

This is very exciting for the Township and highlights how our investment in technology is making a difference! One of our goals during the development of our Township of Scugog Information Technology Strategic Plan and Five-Year Roadmap was to become a leader in technology and this is the first step in achieving this!



Director of Corporate Services/Clerk Becky Jamieson, Former Mayor Bobbie Drew, MISA President Jamie Hagg, and Director of Community Services Lori Bowers at the 2022 MISA Conference in June 2022 to receive the award.

MISA requested Becky host a webinar on the Township of Scugog's Customer Service Improvements through technology in December 2022.

Staff Accomplishments

Welcome to New Corporate Services Team Members

Barbara Pelley – Customer Service Associate

Daniel Popham – Network Analyst

Debbie Showler – Business / Solutions Analyst

2022 Retirements/ Departures

Kim Cox – 9 Years of Service

Adam Dubecki – 5 Years of Service



Corporate Services Team – December 2022

Back Row – Ashley MacDougall, Daniel Popham, Valerie Ratchford, Debbie Showler, Jordyn Traynor, Christy Harrison

Front row – Josie Bowers, Becky Jamieson



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Looking Ahead To 2023

2023 is expected to be another busy and exciting year for the Corporate Services Team! There are several projects and initiatives planned for this year including:

- Review, update and the development of a number of Information Technology Policies.
- Continue to develop and expand the Customer Relationship Management Software, myscugogconnected.ca, with additional service requests and other enhancements. One enhancement will include ability to easily view and pay taxes through Virtual City Hall found on My Scugog Connected.
- Development of a new Corporate website, www.scugog.ca, in conjunction with Community Services
- Development of a new Five-Year Township of Scugog Multi-Year Accessibility Plan.
- Development of a Diversity, Equity and Inclusion plan for the Township of Scugog.
- Council Chamber technology enhancements to allow a more seamless hybrid experience for all attendees.
- Overhaul of the information technology infrastructure.
- Update and review Region of Durham GIS Enterprise Agreement.
- Implement an Asset Management Software.
- Implement of Kiosks in various Township facilities. Offer some locations such as the Library and Arena to encourage use on evenings and weekends to easily check status of permits, pay a recreation booking, create a complaint/concern and more online services.
- Review and update the following policies/bylaws:
 - Procedural By-law
 - Notice Policy
 - Records Retention Policy

Department Team

Director of Corporate Services/Clerk

Becky Jamieson

Deputy Clerk

Sandra Frey

Legislative Services Associate

Ashley MacDougall

Committee Coordinator Associate

Christy Harrison

Customer Service Associate

Barbara Pelley

Customer Service/Election Assistants

Josie Bowers

Valerie Ratchford

Jordyn Traynor

Katie Elliot (Summer Student)

Olivia Goreski (Summer Student)

Network Analyst

Daniel Popham

Business / Solutions Analyst

Debbie Showler

Project Co-ordinator

Sandra Irvine

IT Student

Justin Coyne

Graham Soomre (Summer Student)

