

Corporate Services

May 24, 2021



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Agenda

Slide 3 – Global Initiatives Across Corporate Services

Departments	People	Achievements	On-going / Upcoming	Metrics
Customer Service	Slide 4	Slide 5	Slide 5	Slide 6
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Acting Director of Planning and Development will report on the activities of the Clerk's division when presenting Planning and Development at a future meeting.



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Global Initiatives across Corporate Services

Managing the Day-to-day

- Customer
- People
- Simplicity
- Value

Moving Forward

- Continuous Improvement
- Directional

Administrative Initiatives

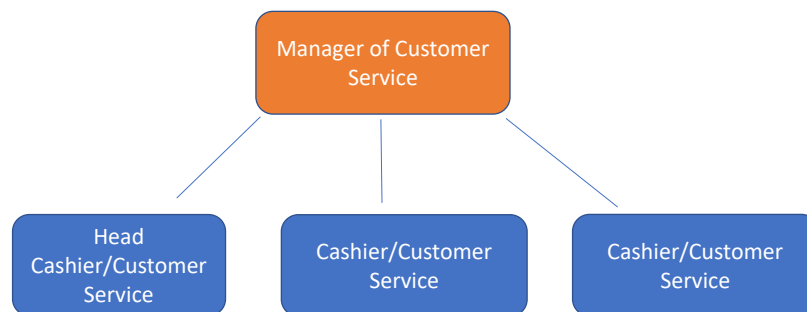
- Tactical Plan linked to the Strategic Plan
- Multi-year Departmental Financial and People Plans
- Metrics to KPI Development and then Targets

The **On-going/Upcoming** comments in this presentation generally represent a 1-year view of priorities. A multi-year model will be developed through the tactical planning process and will be in place by the end of the year.



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Customer Service



Plus 1, 4-month student

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Customer Service

Achievements

- Internal Knowledgebase.
- Policy & Procedure Review.
- Citizen Feedback Form.
- Website Feedback Form.
- Improved Telephone System.
- Specialized phones installed for Customer Service.
- New and Improved website.
- After hours phone menu.
- Appropriate phone queue messaging.
- Centralized certificate of insurance tracking.
- Hired 3rd Cashier/Customer Service Representative.
- Dedicated Customer Service email and inbox.
- Customer Service break schedule to have appropriate coverage for citizen inquiries.
- Customer Service shared calendar for City Hall citizen appointments.
- Reviewed all web pages and fixed all broken links from switch over.

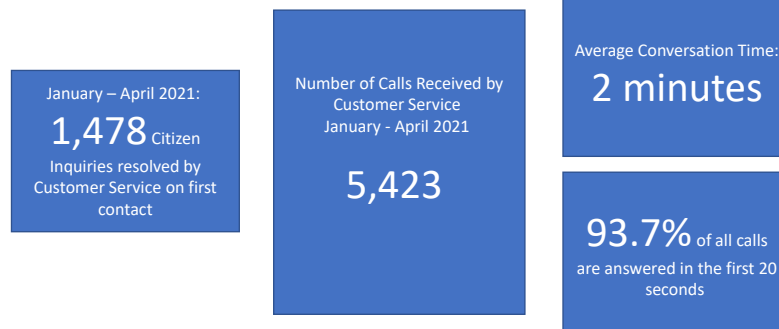
On-going / Upcoming

- Virtual City Hall.
- Onetime online payments.
- Credit card payments.
- Online donations and donation receipts.
- City Wide – Mobile Application.
- PORTicipate pass program.
- Email subscription marketing.
- Internal communications.
- Intranet for Corporate Services and all City staff.
- Website governance.
- AODA compliance.
- Convert all PDF forms online to be fillable PDF forms.
- Quality model for Customer Service.
- Reviewing office functions to prevent unnecessary duplications in work/functions.



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Customer Service



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Customer Service – Virtual City Hall

The screenshot displays two side-by-side forms for the Port Colborne Virtual City Hall Customer Service interface.

Left Form: Enter Payment Information

- Payment Information:** Fields for First Name, Last Name, Email, and Phone Number. A note states: "All fields are required unless marked as optional." There is a "No Email Address" checkbox.
- Payment Components:** A table with columns: Account Type, Account Number, Date Due, and Payment Amount. The table contains one row with "Water Bill" as the account type and "00000000" as the account number.
- Payment Method:** Radio buttons for "Debit Card", "Credit Card", and "Other".
- Buttons:** "Back" and "Continue".

Right Form: Enter Account Information

- Payment Type:** Radio buttons for "Water Bill", "Property Tax", and "All Payments".
- Account Number:** A field to "Enter your utility account number".
- Authentication Token 1:** A field to "Enter Authentication Token 1".
- Buttons:** "Pay Another Account" and "Continue".

Where is my Account Number?

A section titled "Where is my Account Number?" with a link to "Get Account Number" and a "Pay Another Account" button.

Paymentus

Paymentus is a secure online payment system. For more information, visit www.paymentus.com.

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Customer Service – CityWide

The screenshot displays the Port Colborne CityWide Customer Service interface. The top navigation bar includes "CityWide", "Home", "Help", "Support", "Service Request", "My Account", and "Logout".

Modules:

- Asset Manager, Maintenance Manager, GIS, CFA, Permits, OLAP Engine, CityWide API, Decision Support.

Administration:

- Attributes, Classifications, Client Profile, Customers, Databases, Files and Storage, General Ledger Codes, Logs, Properties, Users.

Help & Support:

- User Guides, Latest Release Notes, Support Centre.

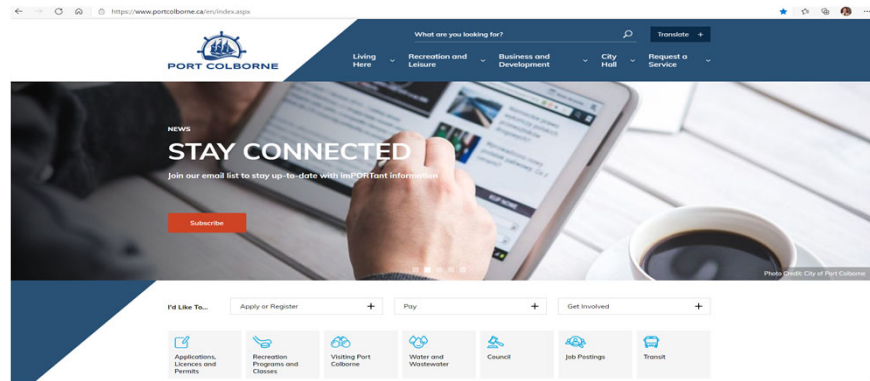
Service Request Form:

The form is titled "Service Request Type" and includes the following fields:

- Details:** Department, Requester Name, Requester Email, Requester Phone, Requester Address, Requester City, Requester Province, Requester Country.
- Service Request Status:** Status, Priority, Customer Follow-Up.
- Dates:** Created Date, Last Updated Date, Approved Date, Rejected Date.
- Actions/Information:** Create New Request, Link Existing Request, Submit, Cancel Request.
- Map:** A map showing the location of the request.

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Customer Service – Website



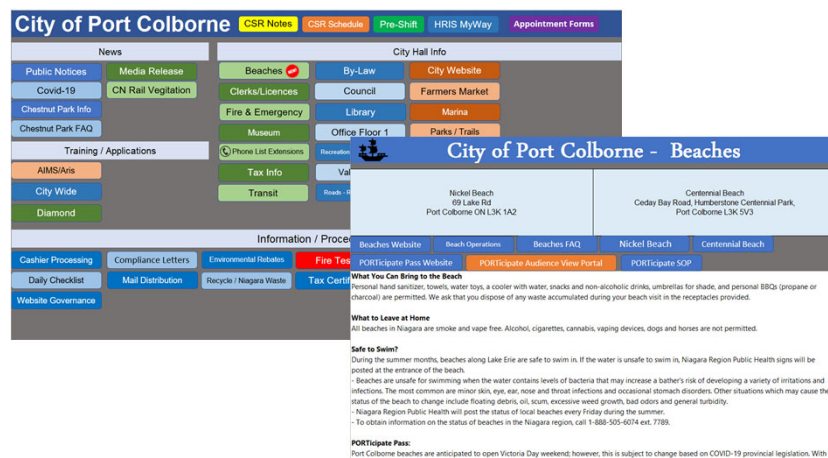
Special Thank You

Amber LaPointe (Clerk)
Alex Pederson
(Communications Officer)

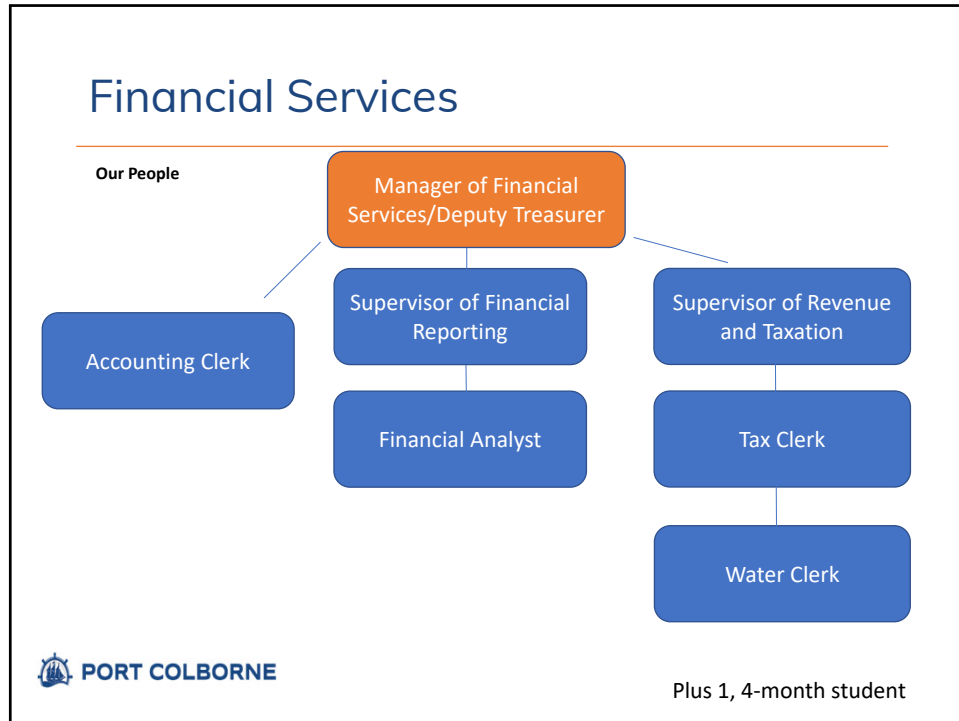


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Customer Service – CSR Workbook



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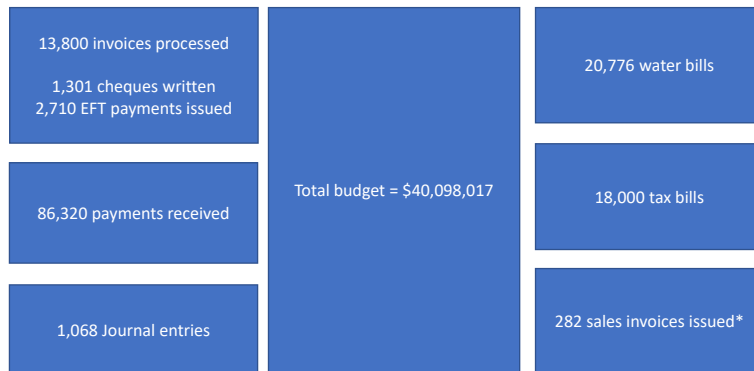


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Financial Services

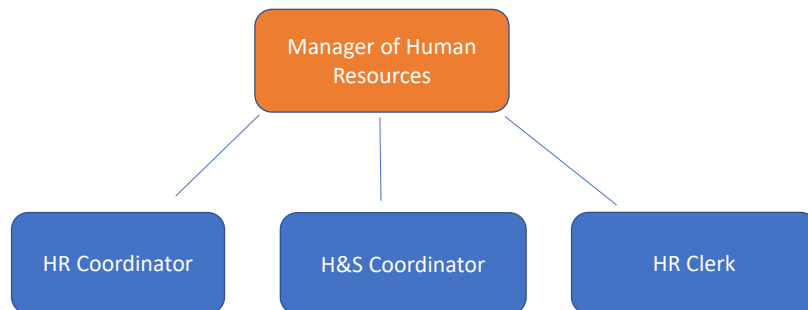


* More non-tax and water billings are direct pay



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Human Resources



Plus 1, 4-month student



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Human Resources

Achievements

- 3rd Bi-annual workplace survey.
- Joined the Coalition of Inclusive Municipalities and have active involvement in several sub committees of the Local Area Municipalities Committee.
- Negotiated a 4-year extension to CUPE agreements.
- Established regular Union Management meetings.
- Rolled out City-wide workplace violence and harassment training on updated policy.
- Non-Union compensation review.
- LinkedIn learning rollout to help create a learning culture and provide ongoing learning opportunities.
- Comprehensive policy review of HR policies resulting in the updating of several policies to reflect the current realities of our workplace.



On-going/Upcoming

- Performance Development Program tied to competencies, education and training.
- New recognition program.
- City-wide succession plan.
- Leadership Development Program.
- Establishment of a Diversity and Inclusion Committee.
- Health and Safety.
- AODA Compliance.
- Creation and implementation of diversity and inclusion training.
- Enchantments to the onboarding program.
- Establishment of a Wellness Committee to focus on wellness initiatives in the workplace.
- Establishing and fostering a learning culture.
- Review of CUPE job descriptions and salary banding.
- Creation of a Corporate Negotiation strategy for future rounds of Collective Bargaining.

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Human Resources

9 workplace accidents
2 near misses
4 vehicle incidents

2 unfilled positions
33 filled positions
6 retirements

Personnel Budget =

\$16,253,600

40.5% of Combined Levy and
Rate Budget

180 FTE

243 Headcount*

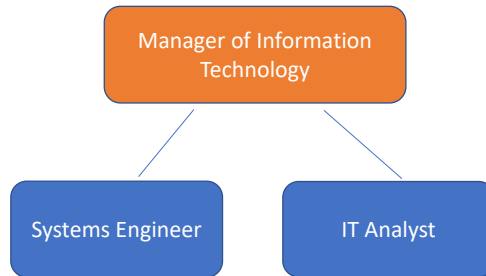
* Plus Fire volunteers and
Council members



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Information Technology Services

Our People



Plus 1, 4-month student

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Information Technology Services

Achievements

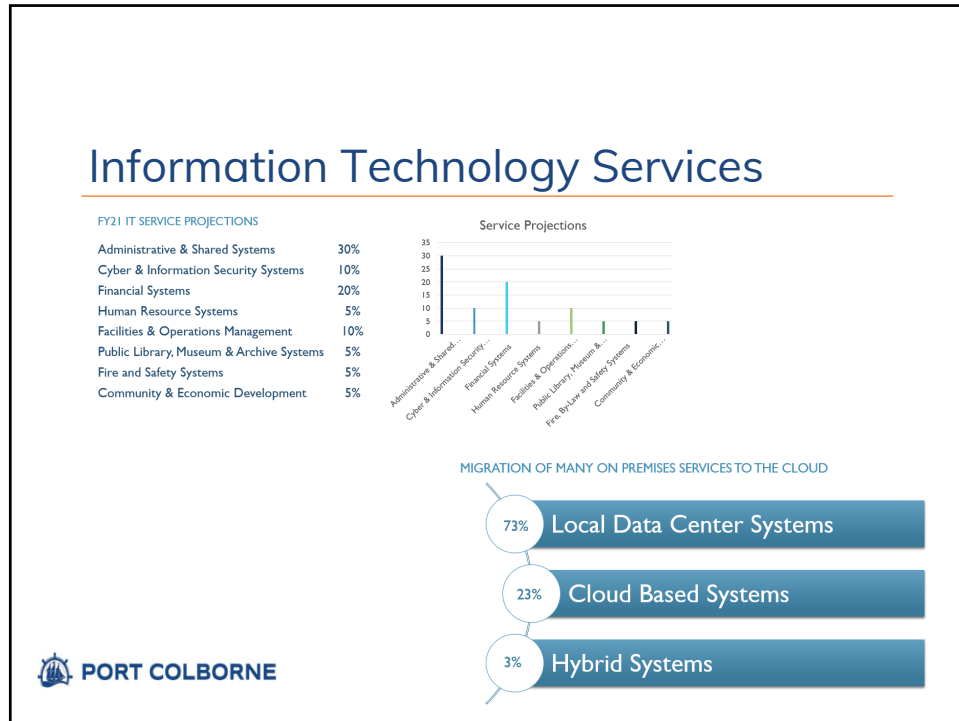
- Cyber Security – Recently added cyber, email and on premises server third party security support.
- Upgraded City VPN.
- Replaced network switches at VHCW, Marina, Museum and the Library.
- Replaced the WiFi at City Hall.
- Migrated ARCGIS (used in mapping) and AIMS (used for parking tickets) to the cloud.
- Supported the addition of work order/work-flow applications to CityWide.
- Implemented Office 365 in the cloud (included the migration to Outlook).
- Deployed Microsoft Teams, Remote Access (so IT can support users anywhere) and online digital COVID screening.
- Supported new website implementation.

On-going/Upcoming

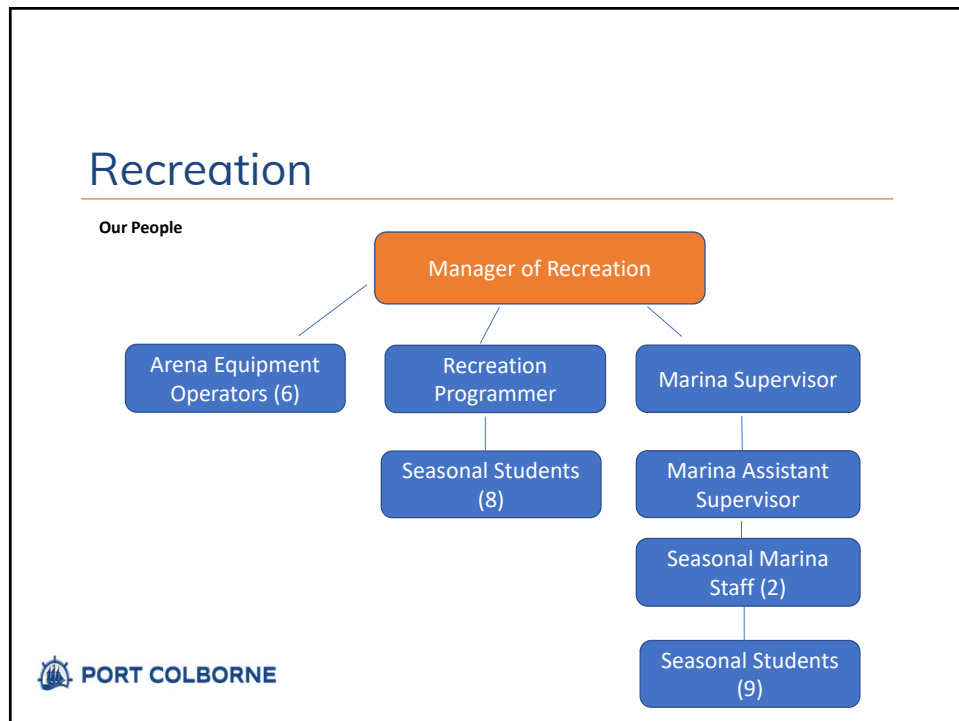
- Continued Microsoft training leveraging LinkedIn program where appropriate.
- Centralized, Secure backup solution.
- Genetec Security System Upgrade and NRPS Federation.
- To be proposed network upgrades to FIBER at various city sites (VHCW, Library/Museum, Marina/HH Knoll).
- Develop and implement mobile device guidelines.
- Support the implementation of building permit application software that also accepts online payment.
- Continue the move to the cloud with a [cloud first strategy](#).



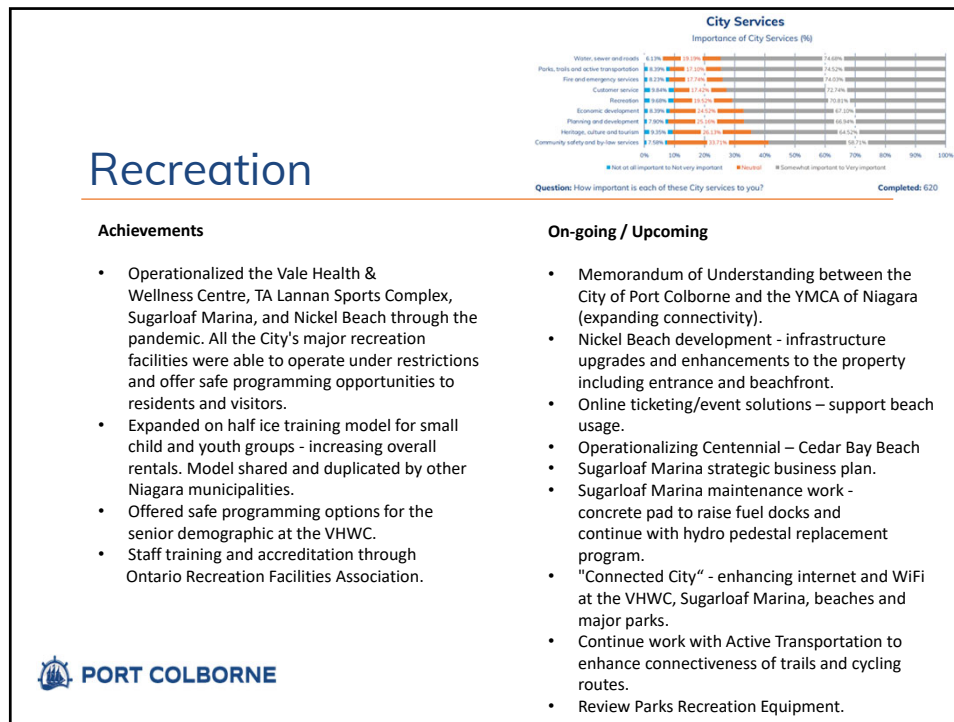
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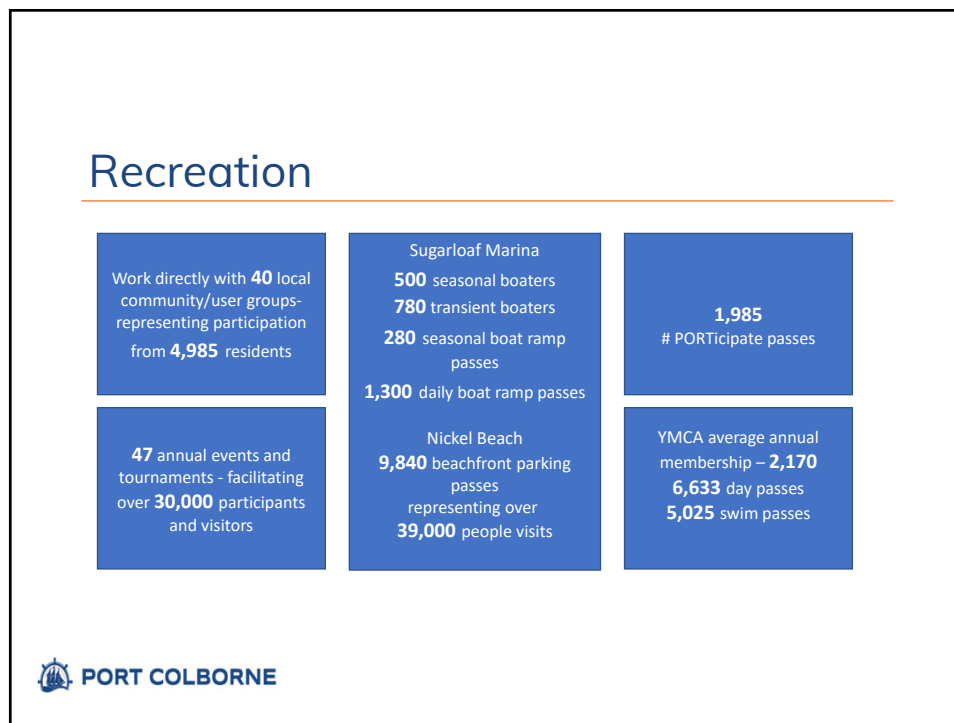
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Thank you

