

Name Your Improvement	Department	Strategic Area of Focus	What's the Problem You're Trying	The Improvement
Perfect Mind Booking Improvements	Community Services	- An Exceptional Quality of Life	Need to pivot to on line registration, screening and payment for recreational programs.	Use of Perfect Mind increased. On line payment by credit card was introduced. On line booking and screening for drop in programs. Front desk work was reduced and user experience improved.
Safe Work Spaces	Community Services	- A Healthy Environment	Need for enhanced safety with work spaces to ensure safety protocols during the pandemic.	Tempoaray/Permanent barrier use at work stations and in vehicles.
JDE Case Enhancements	Community Services	- Good Government	Enhance JDE for better Customer Service	Better sharing and more accurate information for tracking. Development of training materials and a public facing dashboard.
Customer Services Training	Community Services	- Good Government	Need for enhanced training and information sharing with Service Admin staff so that work can occur.	A compilation of a training binder for continuous learning and FAQ gathering
Call Centre Operations	Community Services		Improved call centre functions for corporate benefit.	Shared call centre operations at all Service Centres, not just focused in Lindsay
Service Centre Operations	Community Services	- Good Government	To be able to propvide service during a time of pandemic and short staff	Provide efficiency by only opening a certain number of Service Centres which can be properly maintained and staffed
Courier Tracking	Community Services	- Good Government	Enhance Courier tracking to ensure required stops and frequencies are being achieved	Provide better service to those Depts requiring the Courier service

Customer Service FAQ Page	Community Services	- Good Government	Provide better information for SA staff to perform their jobs	Gather FAQ information from different Depts to allow SA staff to triage more calls at the Call Centre directly
SAIII Shared Tasks	Community Services	- Good Government	Make Service Admin III roles more consistent and efficient	Share the tasks of SAIII's so that roles are more equitable, tasks are more shared and shared learning takes place
Grass Cutting Efficiencies	Community Services	- A Healthy Environment;#- Good Government	Reduced Park utilization. Opportunity for savings by reviewing service levels in short term - Pandemic	Drop all Service levels for grass cutting by 1 level during the pandemic when parks are not used for active purposes. Service levels to be reviewed for future seasons post pandemic
PRC Staff Training	Community Services	- Good Government	Need for virtual platform to deliver necessary staff learning.	Zoom and on-line training for outdoor staff
On-Line Facility/Ice/Sportsfield Booking Request Form	Community Services	- An Exceptional Quality of Life;#- Good Government	Easier access for public to book and see availability of facilities and sports fields.	Provide service on-line for self viewing and request rather than via phone or in person.
Arena Operations during Pandemic	Community Services	- An Exceptional Quality of Life;#- Good Government	Opportunity to review number of arenas available and operational during the Pandemic	Only operate as many facilities as required during the pandemic as Council directed
Portable Washroom Provision during Pandemic	Community Services	- An Exceptional Quality of Life;#- Good Government	Provide portable washroom facilities during pandemic when public facilities are not open	Increase number of and ensure operations during the period
Automated Public Washroom Locking Functions	Community Services	- Good Government	Opportunity to reduce staff resources needed to travel to washroom facilities to secure daily.	Install automated washrooms locking
Arena Efficiency	Community Services	- Good Government	Right-size number of arena facilities	Re-purpose the Ops CC so that it can be used and serve other community needs while right-sizing the number of ice pads
Centennial Park On-Line Registration	Community Services	- Good Government	Need for Centennial Trailer Park registration and customer service to be on line when in person interactions are not possible.	Allow for registration on-line rather than in person so it can be done more efficiently and in advance

WiFi Installation at Wilson Fields	Community Services	- An Exceptional Quality of Life;#- Good Government	Allow staff more efficiencies by allowing facility booking on-line at the location	Add wifi and provide service to staff on-site
Staff Resource Sharing	Community Services	- Good Government	Opportunity to re deploy staff to tasks in other service areas when changes occurred to staffing levels, service provision	Allow staff to perform more tasks in other areas to create more efficient service completion/provision
Surplus Furniture Sale	Community Services	- A Vibrant and Growing Economy;#- Good Government	Reduce the amount of City surplus furniture	Sell surplus furniture not required to lessen storage needs, provide assistance to staff WFH needs. Proceeds donated to charity.
CINTAS Contract Streamlining	Community Services	- Good Government	Create more efficient invoicing and tracking system for CINTAS service	Consolidated invoices to reduce frequency.
Flags At Half Mast Process	Community Services	- Good Government	Streamline approach and policy for flag maintenance/service provision	Have all flags that receive service fall under 1 policy and be managed by BP Division
Enhanced Operating Effectiveness	Community Services	- Good Government	Using and developing roster tools to make procurement process for project delivery more efficient	Develop a small project contractor roster to make projects more efficient
Enhanced Building Automation	Community Services	- A Healthy Environment;#- Good Government	Need for more efficient operations and servicing of City facilities	Increase the number of facilities served with a BAS system
EWAY Employee Home Office Purchases	Corporate Services	- An Exceptional Quality of Life	Need for staff to set up their home office. Need for supplies.	Setting up an EWAY account that will allow staff to log in and utilize the City's discounted pricing.

Virtual Internal Meeting Capability - Zoom	Corporate Services	- Good Government	The March 2020 Pandemic forced staff to work from home. In person meetings became impossible.	Zoom Virtual Meeting Platform was introduced, licenses were distributed based on criteria. Meetings could occur where technology was in place.
Remote Work Capability (Citrix)	Corporate Services	- Good Government	Remote work by staff created a greater demand for remote Citrix functionality than could be handled with the current infrastructure.	Provided ability for all staff to utilize the remote Citrix desktops. Enhanced and upgraded Citrix infrastructure to allow for all staff that could make use of a remote Citrix desktop from home, on both corporate and personal equipment to do so.
Increased Frequency of Internal Communication	Corporate Services	- Good Government	Corporate Employee Engagement Action item to increase frequency and enhance content in regular corporate message from CAO to all staff.	CAO and Response Team messaging is now weekly and directed to all staff.
Accounts Payable Process Improved	Corporate Services	- Good Government	Accounts Payable was a fully paper based process pre pandemic.	Staff can now pdf copies of invoices to AP to be paid if you can't get the physical copy to City Hall in time and during lockdown. It still has all the manual approvals on it. A combination of electronic and manual processes used to receive the invoice. Eventually may be a workflow.
Corporate Procedures Documented	Corporate Services	- Good Government	Processes were not fully documented to continue business in IT, HR, Finance.	Processes are now being documented.
Staff Cross Training Revenue and Taxation	Corporate Services	- Good Government	The Revenue and Taxation Division could not stop providing service during the Pandemic. Could not have staff at work all at once so had to shift and share work and space to continue seamless service for residents.	Staff learned some of the tasks in each other's jobs so that service could continue for residents. In Office and Remote Work schedules developed and implemented.

Re commit to Customer Service Standards	Corporate Services		Response to customers was lagging at the beginning of the Pandemic. In order to continue service to residents, Customer Service standard was reviewed and implemented fully.	Used data to inform action - learned about response times, call logs instituted to ensure 48 hour turn around time is met.
Visa Reconciliation	Corporate Services	- Good Government	Visa Reconciliation is paper based	Could this process be more electronic i.e. scanning? Receipt scan would be large and numerous. Investigate document imaging.
Point Person to Gather State of Emergency Info	Corporate Services	- Good Government	Information for a state of emergency comes from various sources. Re work occurred with multiple people looking for information.	Recommend that two people be assigned with clear instruction to gather information to guide and inform decisions in a state of emergency. ReWork occurred.
VPN Access for Corporate Devices	Corporate Services	- Good Government	Improve working from home experience on city-issued computers.	Provided access to the Global Protect VPN for staff with corporate devices working from home. This provided a near seamless transition in regards to working from home and working in the office. Improvements to user experience, security, and ability to manage these devices remotely was improved.
IT Service Desk Appointment Calendar	Corporate Services	- Good Government	Drop in / on demand IT support for staff was eliminated due to the Pandemic. Staff required a different way to access service.	1) Create booking calendar in Outlook for staff that need to visit the service desk counter to receive support 2) Staff can now request a time slot to obtain support and service desk staff can plan accordingly
Soft Phones	Corporate Services	- Good Government	Staff are unable to efficiently access their phone extensions causing delays/challenges communicating with the public	1) Softphones for staff working from home 2) Install softphone software on corporate mobile devices for staff that would see a benefit to accessing their extensions directly 3) Tested 4) pilot phase/limited production

Web Conferencing for City Staff	Corporate Services	- Good Government	Staff were unable to efficiently collaborate with each other when working remotely	1) Implemented a web conferencing system for staff meetings 2) Roll out a web conferencing system for all staff 3) Implemented immediately at beginning of pandemic
Web Conferencing combined with streaming in Council Chambers	Corporate Services	- Good Government	Due to space limitations in the council chambers and pandemic distancing requirements there was a need for individuals participating in council meetings to do so remotely. These remote participants also need to be integrated into the City's video stream to Youtube.	1) Enable individuals participating in council meetings to be able to join remotely using web conferencing technology. 2) Enhanced infrastructure and modified system configurations to allow for the allowance of web conference participants in the City's video stream 4) Implemented
Remote desktop access for staff with specialized applications	Corporate Services	- Good Government	In some scenarios staff require access to specialized applications on their corporate desktops while working remotely	1) Provided remote desktop access for remote workers with specialized applications 2) Enabled staff to access their corporate workstation while working remotely via the Citrix environment. 3) Implemented and ongoing where needed
Completed Implementation of Transfer Station system for Landfill Sites	Corporate Services	- Good Government	Get remaining landfills on Transfer Station software to eliminate manual tickets, improve reporting and reduce contact between customer and attendant.	Implement Transfer Station software in landfill sites that weren't running it.
Set up Moneris machines beside scales to reduce contact between customers and attendants	Corporate Services	- Good Government	Reduce contact between customer and Landfill Attendant when processing payments.	Set up Moneris machines beside scales.

Modifications to Case module of JDE to improve communication with caller, do Ward-based reporting, simplify completion of resolution field	Corporate Services	- Good Government	Improve communication with caller, create ward-based reporting, facilitate completion of resolution field.	Modifications to Case module to address needs identified by working group.
Online Purchase for curbside waste tags	Corporate Services	- Good Government	Need for residents to access curbside waste tags.	Implement technology solution that eliminates the need for residents to pick up a tag at a business location. They can now make the purchase online then they will receive an email with information on how to contact Miller for pickup. No physical tag is required. Solution went live March 2021.
Online Appointment Booking Application by residents for appointments	Corporate Services	- Good Government	Enhance customer service. Scheduling of visits ensure COVID protocols can be met in regard to distancing and disinfecting of spaces.	Implement technology to: Allow residents to book a appointment time and place with staff on line during this pandemic Allow appointments to take place in a suitable and managed environment. Allow appointments to be made through the CKL website for Marriage Licenses and Victoria Manor. Allow appointments to be made with Planning and other divisions by contacting the applicable division Marriage licenses and Victoria Manor appointments were live in March. With the current stay at home, not sure how it is being handled at the moment. Planning and other division appointments are on hold at this time due to building closures however application is configured and ready for use.

EDRMS Project Online Sessions improve meeting management and participation	Corporate Services	- Good Government	Implementation of the Electronic Document and Records Management System was resumed with staff and consultants working remotely using online meetings.	Online meeting sessions allows for one conversation to take place at a time resulting in participants fully understanding the topic of discussion. Improved upon in-person experience where during EDRMS working sessions in the training room, several conversations took place at any given time and important topics/changes were easily missed by participants. Even when back to the office returns, it would be preferred to continue with online EDRMS working sessions. The only negative comment I have is when training staff you can look at a person's facial expression and know they either have a question or you just need to repeat the last topic for further clarification. First project online session was in April 2021.
Implemented Technology to provide web conferencing and voice participation for POA Court	Corporate Services	- Good Government	Due to new regulations the City needs to allow participants in our POA court sessions to do so remotely via a web conference or phone	Implemented technology for web conferencing system for POA court sessions. Rolled out a customized version of the City's web conferencing solution for POA court that matches the workflow that is required.
Weekly IT Team Meetings	Corporate Services	- Good Government	Establish regular touchpoints to support communication within the team.	Established weekly web conference meeting where staff share their accomplishments and occasionally include a social aspects. Provided overview of Zoom chat to IT staff for quicker and informal touch points between staff, including channels.

Use of Online Meetings for IT Support	Corporate Services	- Good Government	Support staff efficiently while working from different locations	Use of Zoom and other online meeting applications has made it much more efficient to support staff with application concerns and questions. By sharing screens for both parties, the remote meeting technology creates an environment where the issue can be presented and the solution can be shown in a short period of time. Online meetings to support applications have reduced the need for several telephone calls and emails. Used Big Blue Button in 2020 and Zoom in 2021.
Payroll Inputs PRC Staff	Corporate Services	- Good Government	Manual process for PRC staff to fill out timesheets. Opportunity to improve process.	PRC staff time is entered in ESS reducing steps in the process.
Third party contracting rural 911 signage installation	Development Services	- Good Government	Remove the 911 Signage installation process from Public Works to improve the efficiency of installation process. Reduce the installation time frame.	Contracting out the service to a third party installer. Removes the need to keep hardware and posts on hand at numerous PW sites. The existing process does not fit well with PW daily workplans (disruptive, infrequent, on-demand type activity). Savings for Public Works of 45 hours per year. The customer fee covers the cost of the posts and the hardware but it was being paid from the PW operating budget so there's an additional savings of \$1800 per year for PW.

Planning and Development Website Update (Phase 1)	Development Services	- Good Government	1) Lack of up-to-date, accessible resources, information, and options on website; 2) High volume of counter inquiries (phone/e-mail) mainly directed at front-line Planner 1s Support Economic Recovery efforts (ERTF2020-002)	1) Provide more 'self serve' options to the public, including information and resources; 2) Enable higher-order work for Planner 1s by reducing inquiries
Virtual/Remote Building Inspections	Development Services	- Good Government	Province deemed construction relating to housing to be an essential service. Need for remote inspections rather than in person attendance at sites.	Making use of mobile apps such as GoogleDuo and FaceTime has allowed an inspector to continue to perform inspections remotely, while addressing the safety of both the staff person and the resident. The resident/contractor and the inspector connect via cell phones and using one of the apps the resident/contractor becomes the “legs” for the inspector and the cell phone camera becomes their “eyes”.
Remote and Virtual Business Services	Development Services	- A Vibrant and Growing Economy	Pandemic made in person business training and consulting impossible.	All business services offered remotely/electronically.
Patio Licence Improvements	Engineering and Corporate Assets	- Good Government	All agreements required updating due to COVID	Update agreements for April 1 opening (one month earlier), as well include snow clearing clauses due the patio’s encroaching on City sidewalks (do to earlier opening), and waive all fees during COVID
Engineering and Corporate Assets Accounts Payable Process	Engineering and Corporate Assets	- Good Government	Accounts Payable Tracking and Capital Close / Year-End Processing	An ECA AP email has been developed to ensure all invoices related to Engineering and Corporate Assets are received in a central location. All invoices received are tracked in a
Construction SOP	Engineering and Corporate Assets	- A Healthy Environment	Need for additional Standard Operating Procedures for CKL staff working on site during COVID	Developed SOP in conjunction with H&S to increase COVID awareness and increase staff safety.

CAD Setup	Engineering and Corporate Assets	- Good Government	Need for staff to access AutoCAD remotely.	Setup AutoCAD capabilities from home with IT
Subdivision Agreement Template – Annual Engineering Updates	Engineering and Corporate Assets	- A Healthy Environment;#- A Vibrant and Growing Economy;#- Good Government	Development demand requires precise contractual language in corporate agreements.	Annual updates to Planning Advisory Committee / Council
Infrastructure Design Guidelines – Annual Updates	Engineering and Corporate Assets	- A Healthy Environment;#- A Vibrant and Growing Economy;#- Good Government	Changes to Legislation and technology require updates to the City's Infrastructure Design Guidelines.	Annual updates to Planning Advisory Committee / Council
DC Deferral Application and Approval Form	Engineering and Corporate Assets	- Good Government	Absence of a streamlined and documented process for DC deferral applications and approvals as per the DC By-Law and DC Assistance Policy	Creation and implementation of a DC deferral application and approval form, which is to be accessed by applicants through the City's website
Revision of DC Section of Subdivision Agreement Template	Engineering and Corporate Assets	- Good Government	Subdivision agreement template is outdated as it relates to DCs	Align template with DC By-Law and DC Assistance Policy that came into effect on April 1, 2020

Monthly Engineering and Public Works Meetings	Engineering and Corporate Assets	- A Healthy Environment;#- Good Government	Heightened need for inter departmental communication and collaboration relating to Engineering and Public Works.	Better joint communication between departments through monthly meeting with agendas and action minutes
Lifecycle Capital Program	Engineering and Corporate Assets	- A Healthy Environment;#- A Vibrant and Growing Economy;#- Good Government	Identified need for a process for establishing projects for the Capital life cycle program and communicating works to council	A methodology for establishing priority projects for yearly capital Life Cycle program including coordination with Public works and Council
Burn Permit Applications online process	Fire Services	- A Healthy Environment;#- An Exceptional Quality of Life;#- Good Government	In person process to accept, process and issue burn permits during pandemic emergency declaration and stay at home order was not possible.	Email address for submitting burn permit applications and online payment options
Online Emergency Operations Centre Meetings	Fire Services	- A Healthy Environment;#- An Exceptional Quality of Life;#- Good Government	Hold meetings of the emergency control group during the pandemic in keeping with social distancing and health and safety measures.	Online meetings

Improvements on Access
for Staff to Work From
Home

Fire Services

- Good
Government

Need identified for increased
access for Fire Admin and Fire
Prevention staff to the network and
email to work from home.

Access to the citrix environment and email for more fire
administration and fire prevention staff

Flow of Communications to
Various Stakeholders

Fire Services

- A Healthy
Environment;#-
Good
Government

Flow of information to various
interests and stakeholders during
the emergency has been difficult at
times. Need to balance the various
interests and requirements and
develop information flow to those
that need it.

Please call me or zoom and we can talk about it as I dont know
what the improvement needs to be.

Using Incident Management System in the Emergency Operations Centre	Fire Services	- A Healthy Environment;#- An Exceptional Quality of Life;#- Good Government	The Emergency Plan adopted by bylaw in 2020 is based on the Incident Management System and prior to this the emergency control group members have done training sessions on IMS. There may be an improvement opportunity to use IMS in the Emergency Operations Centre.	Emergency Management Ontario offers a course on using IMS in the Emergency Operations Centre. May be opportunity for improvement by members of the emergency operations centre and thier alternates to do further training on IMS.
Social Services Consolidated Consent From	Human Services	- Good Government	Request information from external agencies to support the delivery of Human Services Life Stability Activities. We currently have separate consent forms for each individual division/program.	Consolidate the consent forms to a single form, if possible, and update language to meet all appropriate and pertinent legislation.
Staff to staff connections with VCCS	Human Services	- Good Government	Opportunity to support, develop and strengthen our relationship and connection with VCCS.	Will have sessions with our direct service delivery staff (both Human Services and VCCS) - to support, develop and strengthen our relationship with them - this will ultimately improve our coordination of services for the people we both serve.
Kawartha Haliburton Renovates Program	Human Services	- An Exceptional Quality of Life	Applicants could not access the Kawartha Haliburton Renovates program electronically	application process this year was changed to include an online option which was well-received, this eliminated the pressure on front-line staff to make sure all necessary supporting documents were included

Home Ownership Program	Human Services	- An Exceptional Quality of Life	Manual application process difficult to administer during pandemic	application process this year was changed to online, and we have received a positive response to this
Homelessness Prevention Supports	Human Services	- An Exceptional Quality of Life	Intake of documents relating to the Homelessness Supports Program was mostly manual so not accessible during Pandemic.	accepted verbal consents and electronic document submission, we have often allowed this in the past, but made greater use of the intake process
Support for Direct Service Staff to work Remotely	Human Services	- An Exceptional Quality of Life	Staff support needed to provide customer service to HS clients during pandemic where in person not possible.	Digitized case management, client interface reduced face to face. Supported flexible work arrangements for staff so that customers could receive service. Streamlined department vacation and staff schedules with a goal to provide service.
Improved client payment process	Human Services	- Good Government	Printing and distributing cheques in a timely manner was made difficult with the pandemic.	primarily Direct Bank Deposit or Reloadable Payment Cards – improving customer service and reducing admin time
Enhanced Cleaning of Municipal Buildings	Human Services	- Good Government	Pandemic required enhanced cleaning levels to sanitize buildings for staff safety.	Daily cleaning with amplified attention to frequently touched surfaces creates a healthier workplace for everyone.
Online Petitions	Office of the CAO	- Good Government	Provide an option for people to sign petitions electronically, instead of signing on paper.	An Online Petition Portal on Jump In Kawartha Lakes website
Signatures on Council Reports and other non binding documents	Office of the CAO	- Good Government	Original signatures on Committee of the Whole and Council Reports. The cover sheet states who the author of the report is and Legal/Finance sign off, but is it necessary that they sign the report? Can't we just type their names in or use an electronic signature feature?	I suggest that we use electronic signatures if possible (currently not available). Alternatively, the CAO be the only staffer to sign the reports. The cover sheet states the author and other reviewers i.e. legal, finance, etc.

Virtual Court Appearances	Office of the CAO	- Good Government	Solved - established virtual audio / video court proceedings by Zoom.	Implemented e-processes
Electronic court filing	Office of the CAO	- Good Government	Electronic filing of all court documentation (excluding charging documents). - Solved	Implemented e-processes
Employee approval for City laptops if needed	Office of the CAO	- An Exceptional Quality of Life;#- Good Government	Employees having approval to have City laptops to assist when working from home, especially while children are home schooling and also requiring computer access.	City approval for employee access to City laptops if required.
LCVI Accession Project	Office of the CAO	- A Vibrant and Growing Economy;#- An Exceptional Quality of Life;#- Good Government	The Lindsay Colligate and Vocational Institute (LCVI) has a roomful of records they wished to donate to the municipal archives. Utilizing a Co-op student program arrangements were made to start a project for the inventory and preparation of the records to be donated to COKL. This was supposed to have begun in November of 2020 but the project fell through when the student pulled out. In April of 2021 a new Co-op student was found but due to the stay at home order precluding access to the records the project was put on hold again.	In anticipation of a new Co-op student expressing interest in the project myself and Mark Cossarin, Principal of LCVI began to formulate a process by which a student might be able to do the work of building an inventory of the records from home. Utilizing Zoom we met with the prospective student and I explained the project and the work it entailed, When I got word the project was once again on, I built procedures for the Co-op student on how to perform the necessary work for the inventory, on how to work with the records, and provided them with training resources on archival records as well as basic archival theory in general. At the beginning of May 2021 the the first boxes of supplies and rcords were delieverd to the student and they were able to begin the project.

Updated Process to Issue a Marriage License	Office of the CAO	- A Vibrant and Growing Economy;#- An Exceptional Quality of Life;#- Good Government	How can we issue a marriage license efficiently while adhering to COVID-19 Protocols?	Marriage Licences are now issued by appointment. Marriage License applications, along with all supplementary information, are submitted to the Clerk's Office electronically, staff accept payment by credit card prior to the appointment. The revised process allows staff to issue a marriage license while limiting the amount of time that staff will need meet with the applicant.
Electronic Meetings	Office of the CAO	- Good Government	Electronic Participation Meetings for Committees of Council needed.	The Clerk's Office, with the assistance of Communications, have implemented a procedure for Committees to follow to allow a Committee Meeting to be held electronically.
Electronic Participation for Council, Committee of the Whole and Planning Advisory Committee Meetings	Office of the CAO	- A Vibrant and Growing Economy;#- Good Government	How can Council, Committee of the Whole and Planning Advisory Committee Meetings be held while adhering to COVID-19 protocols?	Staff developed a procedure that allows Council, Committee of the Whole and Planning Advisory Committee Meetings to be held electronically.
Issuing Vital Statistics Registrations Electronically	Office of the CAO	- An Exceptional Quality of Life;#- Good Government	How can vital statistics registrations be issued while City Administration Offices are closed.	Vital Statistics registrations are now issued electronically. Registrations are submitted to the Clerk's Office by email; the registrations are reviewed by staff and returned to the applicants by email.
Deployment Issues	Paramedic Services	- Good Government	Department has had to rely on last minute information for deployment due to lockdown-workplace restrictions.	We now have a deployment plan in place for safely social distancing staff. This has meant a total overhaul of the deployment plan until covid restrictions are lifted.

Equipment upgrade to PAPR's	Paramedic Services	- A Healthy Environment;#- Good Government	Use of disposable Personal Protective Equipment increased during Pandemic.	The new Power Air Purifying Respirators (PAPR) machines were issued (one to each medic) this addition to our PPE supply will move us away from disposables.
Storage for supplies	Paramedic Services	- Good Government	Confirmed need for more storage and enhanced ability to store PPE and clean supplies.	We had to use the library and then got moved out and currently using one side of Cambray CC.
New Technology	Paramedic Services		Needed a way to implment an efficient inventory, documentation and communication system heightened due to the Pandemic.	Operative IQ implentation- New system for efficiency in operations inventory, documentation, communication and H&S.
Creation of Utility Maintenance Electrician Operator (UMEO)	Public Works	- Good Government	City spends ~\$30K per year on outsourced electrician duties related to streetlights and traffic lights. Incorporating electrician certification into the job description for the Utility Maintenance Operator (UMO) position will result in (after incorporating higher salary expectations) cost savings	Included in the business case is the plan to convert one Equipment Operator position at the Lindsay depot into the current UMO job description to provide some redundancy to the service and create a possibility for succession planning. This conversion, after incorporating the salary increase, still nets out to saving the City ~\$5K annually.
Removal of Contracted Sidewalk plowing in Lindsay	Public Works	- Good Government	Contracted sidewalk plowing is provided to the residents of the Town of Lindsay at a premium cost	Providing all winter sidewalk maintenance, in the Town of Lindsay, by internal resources and removing contracted service. Saving the City money, improving the quality of service, and providing greater service resources to the City.
Removal of contracted winter road maintenance in the Town of Lindsay	Public Works	- Good Government	Contracted winter maintenance is provided to parts of the Town of Lindsay at a premium cost and only provides this one service	Replacing contracted winter road maintenance with in-house resources resulting in cost savings to the City, service delivery improvement, and greater service availability (i.e. the in-house resource can be performing other work when not performing winter maintenance)

Central Composting	Public Works	- A Vibrant and Growing Economy;#- Good Government	Cut down on traffic and wait times at all landfill sites accepting compost.	To have a central area within the Kawartha Lakes for customers/residents to bring in leaf/yard waste and brush. This will allow the Landfills to look after waste and the Compost area to concentrate on yard waste, it will relieve the amount of traffic coming into landfills and stop congestion. Set it up to allow for future Green Waste to be accepted. To have a proper composting facility, maybe even with capacity to accept other municipalities green waste.
On Line Tag Purchase for FREON large items and mattresses	Public Works	- A Healthy Environment	No drop off for large freon items and mattresses when landfills had to close.	Freon large items and mattresses can now be picked up at resident's home with on line purchase of tags. Better access for the public and don't have to leave home
Improved communication with customers at Landfill	Public Works	- Good Government	Difficult to provide direction to customers on where to drop their stuff.	Installed speaker system at scale house to better communicate.
Increased bag limit - curbside waste pick up	Public Works	- Good Government	With stay at home orders, residents produced more household waste.	Increased bag limit from 2 to 3 bags per household.
Documented processes at Landfill	Public Works	- Good Government	Staff redeployment effort required increased training on procedures.	Documented processes in SOP's so that staff could review and use when redeployed.
Transit	Public Works		Access for residents needing transport to appointments	Implemented booking system for timed pick ups (kerri Lyn has more to add here)