

2022 EFFICIENCIES & INNOVATIONS

In 2021, Council asked that starting in 2023 an annual list of cost saving efficiencies/asures be included in the Business Plan & Budget binders identifying specific amounts, be listed by department with the use of subheadings and written in plain language.

To accomplish this, City staff launched an internal tool to collect and share efficiencies across the Corporation. In instances where staff time is saved, this time is 100% reinvested, allowing for staff more time to complete other work.



~3,500 hours
of staff
time saved
per year

10 Year Capital Projects Dashboard

Provides a visualization of the capital plan to help staff understand its impact, to help plan work affected by the plan and to create better capital plans.

Lead: IT

Collaborating departments: Corporate Asset Management, Finance

- Saves ~3,500 hours of staff time per year



Strategic priority: Offering Innovative & Citizen-Driven Services



~260 staff
hours saved
per year

Waterfront Parking Permits Go Digital

Waterfront parking passes were made available through the HotSpot app, physical hangtags are being phased out, saving staff time and getting customers their passes quicker by foregoing the physical pick up/ mailing of passes.

Lead: Transit & Parking

Collaborating Departments: Marketing & Communications, Service Barrie, Office of the CAO

- ~260 staff hours saved per year
- ~\$17,360 cost avoidance, by not printing and mailing
- Increased revenue of \$7,170 due to increased sales of non-resident waterfront parking permit
- Reduced wait time for customer; mailed passes took ~5 weeks whereas digital passes take ~3 days
- Total customer time savings is estimated at 1,500 hours per year
- Increased ease for customers; there have been four times more digital permits issued vs hangtags
- Saved 38,000 pieces of paper (hangtags and envelopes) in five months since launch



Strategic priority: Offering Innovative & Citizen-Driven Services



~\$17,360
cost avoidance





50+ staff trained to administer

Naloxone Kits in City Facilities

To provide an opioid overdose reversing Naloxone kit for public use in City facilities.

Lead: Community & Corporate Services

Collaborating departments: Barrie Fire & Emergency Service, Legal Services, Corporate Facilities, Access Barrie, Human Resources, Recreation & Culture

- 50+ staff trained to administer
- Results in ~five minutes sooner life-saving measures per use
- 20 public facilities now have Naloxone kits
- Resulted in two opioid overdose reversals to date



Strategic priority: Fostering a Safe & Healthy City



~11,260 hours saved each year

Specialized Transit Online Booking Service

Allows Specialized Transit clients to book their trips online. Reduces phone hold times and allows customers to track their bus approaching in real time. Available 24/7.

Lead: Transit & Parking

Collaborating departments: Marketing & Communications

- ~11,260 total customer hours saved per year
- Improved safety for ~80 clients per year (tracking a bus in real time can help avoid missed trips)



Strategic priorities: Improving the Ability to Get Around, Offering Innovative & Citizen-Driven Services





**~270 hours
of staff
time saved
each year**

Improved Building Permit Inspection Requests Process

Streamlined the building permit inspection request process by allowing any stakeholder to ask for multiple inspections on multiple permits online through APLI, the City’s online application tool to create, pay, and check the status of Barrie’s most popular permits. This makes the process easier and faster for customers and staff.

Lead: Infrastructure & Growth Management, Building

Collaborating departments: IT, Service Barrie, Marketing & Communications, Business Performance & Environmental Sustainability

- ~270 hours of staff time to be saved per year
- ~41 total customer hours saved per year
- Saves customers ~ 30 steps



Strategic priorities: Growing Our Economy, Offering Innovative & Citizen-Driven Services





~1,200 staff
hours saved
per year

Automation of Invoice Payment Process Pilot

A pilot project automating the invoice payment process allows staff greater insight and control over document distribution (digital, no longer physical/manual), reducing the possibility of duplicate payments, and saving staff time.

Lead: Finance

- ~1,200 staff hours saved per year
- ~\$50,000 annual cost avoidance in creation & storage of hard-copy invoices & reduction in data entry errors or duplicate payments
- Reduces data entry errors and eliminates interoffice mailing of invoices and potential delays
- Reduces invoices sent back and forth
- ~30,000 pieces of paper saved per year



Strategic priority: Offering Innovative & Citizen-Driven Services



eliminates
38 tonnes
of emissions
annually
and 80%
energy savings

Electric Ice Resurfacing Units

Replaced two natural gas ice resurfacing units with the City's first electric ones which are easier to maintain and reduce greenhouse emissions.

Lead: Recreation & Culture

Collaborating Departments: Corporate Asset Management

- ~1,820 hours saved per year with reduced maintenance
- 9 staff trained on operation of new units
- \$12,000 cost avoidance (reduced annual maintenance costs)
- Eliminates 38 tonnes of emissions annually and 80% energy savings compared to natural gas units



Strategic priority: Fostering a Safe & Healthy City





7,500+
downloads
as of Nov. 2022

New City of Barrie App

The previous Pingstreet app was replaced with an improved app, developed in three months.

Lead: Marketing & Communications

Collaborating departments: IT

- 7,500+ app downloads as of November 2022
- ~1 hour saved per customer with easier access to more information & services.
- The “Report A Problem” feature on the app was used 530+ times since launch (May 30-Nov 17, 2022) to submit City service requests, concerns and feedback
- Added more customized notification to improve communication with residents
- Marketing & Communications and IT were awarded a Gold MarCom Award for the new app



Strategic priorities: Offering Innovative & Citizen-Driven Services,
Improving the Ability to Get Around



~10 staff
hours saved
per year

Office Supply Ordering Procedure

New procedure for ordering office supplies reduces time spent on administrative processing for multiple orders by consolidating and scheduling order requests.

Lead: Business Performance & Environmental Sustainability

- ~10 staff hours saved per year
- Cut process in half for staff requesting items by no longer requiring supervisor approval on requests



Strategic priority: Offering Innovative & Citizen-Driven Services



18 staff
trained

Staff Lean Six Sigma Training

The first level of Lean Six Sigma training (White Belt) was made available to staff in 2021, and the second level (Yellow Belt) launched the first pilot session September 2022. This allows staff to see and action improvement opportunities within their department.

Lead: Business Performance & Environmental Sustainability

- 18 staff trained & small projects completed



Strategic priority: Offering Innovative & Citizen-Driven Services



~24 staff
hours saved
per year

Improved After-Hours Service Request Documentation & Tracking

Addressed causes of missing information that caused staff to spend time searching for it each quarter.

Lead: Infrastructure (Water Operations)

Collaborating Departments: Business Performance & Environmental Sustainability

- ~24 staff hours saved per year



Strategic priority: Offering Innovative & Citizen-Driven Services



~\$56,000
cost avoidance

New Smartpoint Water Meter Warranty Tracking

Improved tracking for Smartpoint meter warranty values increases information available to staff to help better manage the assets.

Lead: Infrastructure (Water Operations)

Collaborating Departments: Finance

- ~\$56,000 cost avoidance per year, knowing how much a warranty replacement should cost at any time
- This process provides clarity on how the City manages \$7.2 million worth of assets



Strategic priority: Offering Innovative & Citizen-Driven Services



~26 staff
hours saved
per year

Digital Library for Safety Data Sheets

Created a digital library for Safety Data Sheets, for improved & consistent document management, location, access and version control. Staff now all have access to view these documents. There are 300+ Safety Data Sheets, ranging from two to 15 pages in length.

Lead: Human Resources

Collaborating Departments: IT

- ~26 staff hours saved per year by not having to search for physical documents
- Paper saved not having to print new or updated Safety Data Sheets, and multiple copies for different locations



Strategic priorities: Offering Innovative & Citizen-Driven Services, Fostering a Safe & Healthy City



~415 staff
hours saved
per year

Automated Booking & Signing

Employee 1:1 Retirement Planning sessions with OMERS can be automatically booked through Microsoft Teams, and DocuSign (an online document signing tool) allows benefit and pension packages to be digitally finalized, saving staff time and physical resources.

Lead: Human Resources

- ~415 hours of staff time saved per year
- ~12,000 printed pages saved per year (400 packages, 30 pages each)



Strategic priority: Offering Innovative & Citizen-Driven Services



~300 staff
hours saved
per year

Recruitment Efficiencies & Automation

Job applications were previously received by email and reviewed manually. The applicant tracking system reduces the time spent on recruitment activities by filtering applicants, and housing a one-stop-shop for recruiters to review resumes, schedule and conduct interviews and communicate directly with applicants. It also provides increased communication with all job applicants.

Lead: Human Resources

Collaborating Departments: Business Performance & Environmental Sustainability

- ~ 300 staff hours saved per year
- Eliminates the manual work of at least four recruitment steps
- Eliminates separate application process for internal staff only, reducing confusion and potential for missed job opportunities



Strategic priority: Offering Innovative & Citizen-Driven Services



~20 staff
hours saved
per year

Standardization in IT Project Files

Standardization in IT project files allows easier access for all team members and promotes best practices, and reduces staff time and rework.

Lead: IT

- ~20 staff hours saved per year
- Eliminated the need to involve AskIT in the process



Strategic priority: Offering Innovative & Citizen-Driven Services



~\$2,250
cost avoidance

Salary Recovery & Payroll Data Automation Pilot

System improvements allow a small group of staff to enter their own hours for payroll, and automatically process the time spent on capital projects (for salary recovery), saving staff time and reducing manual processing.

Lead: Infrastructure & Growth Management

Collaborating departments: Finance, Human Resources, Development Services, Infrastructure, Corporate Asset Management

- ~475 staff hours saved per year
- ~\$2,250 cost avoidance (overtime to complete manual process will no longer be required)
- ~ Processing time from 4 months down to 4 weeks



Strategic priority: Offering Innovative & Citizen-Driven Services



~24 staff
hours saved

Accounting Automation

Automatic customer account clearing saves staff time from completing this manually after a customer has paid in full.

Lead: Finance

- ~24 staff hours saved



Strategic priority: Offering Innovative & Citizen-Driven Services