

2025 EFFICIENCIES & INNOVATIONS

Since the 2025 budget, staff have implemented 109 process improvements—up from 82 last year—resulting in **6,579 hours of staff time saved** and substantial financial benefits through cost savings, avoidance, and increased revenue. These initiatives collectively enhance operational efficiency and support reinvestment across the City.



109*
Total Number of Submissions
(up from 82 submissions reported in the 2025 budget)



6,579 hours
Total Staff Time Saved



\$853,000
Estimated Financial Impact (savings, avoidance, and increased revenue)

Department	# of Submissions Involved In*
Human Resources	37
Finance	28
Building	12
Transit & Parking	12
Recreation & Culture Services	10
Infrastructure	10
Information Technology	8
Communications & Customer Service	6
Business Performance & Internal Audit	5
Development Services	4
Barrie Fire & Emergency Service	2
Legal Services	2
Waste Management & Environmental Sustainability	2
Corporate Asset Management	2
Corporate Facilities	1
Operations	1
Economic & Creative Development	1

**Due to collaboration between departments, some improvements are submitted once but are credited to multiple departments.*

DEPARTMENTAL HIGHLIGHTS

Human Resources

- **Hearing Protection:** Automated spreadsheet improves accuracy and saves time
- **Certification Renewal:** Learning Management System checkpoint and automated reminders ensure compliance
- **Driver Authorization:** Streamlined onboarding and proactive screening
- **Tax Forms:** Automated rules reduce errors and follow-ups
- **Electronic Timesheets:** Saves 1,227 hours annually and reduces paper use
- **Benefits Updates:** Improved process saves 578 hours in 2024
- **Employee Change Form:** Mandatory fields reduce delays and save 27 hours
- **Onboarding:** Standardized practices and DocuSign reduce errors and save 116 hours
- **Grievance Process:** Removal of unnecessary steps saves 34.5 hours
- **Automation:** Power Automate for HR tasks saves 120 hours and boosts participation
- **Internal Movement:** Simplified process saves 93 hours annually
- **Safety Posters:** Improved PPE awareness and compliance
- **Event Equipment Sharing:** Saves \$1,000 annually
- **Additional Improvements:** Automation and policy updates save 67 hours and \$300 per year

Finance



240
Invoice Processing
Hours Saved
Annually

Enhanced system
displays item
price details

- **Inventory Management:** Billing of materials for water meter packages reduces errors and saves 24 hours per year
- **Year-End Alerts:** Automated prompts save 80 hours annually by reducing posting errors
- **Digital Documentation:** Transition to digital supporting documents for tax and water adjustments saves 64 hours and \$215 in paper costs
- **Reporting:** Consolidated SAP BI reports reduce licenses and save 35 minutes daily
- **Reconciliation:** Improved SAP and Questica data reconciliation saves 10–20 hours annually
- **Purchasing:** Dedicated inboxes and award memo templates save over 113 hours annually
- **Contract Extensions:** Standardized notifications save 31 hours and reduce follow-up questions
- **Invoice Uploading:** Streamlined process eliminates errors and duplicate work
- **Additional Improvements:** Automation and digitalization across finance save 54 hours annually and reduce errors

Building Services



Streamlined order
issuance and
enforcement fees
(2024–2025)

- **Inspection Reports:** Standardized format improves clarity and saves time
- **Implementation of AI based software:** Expedites review of conformance to Ontario and National Building Code
- **Additional Improvements:** Automated agendas, email templates, and centralized digital storage save 20 hours annually

Transit & Parking



240
Invoice Processing
Hours Saved
Annually

Enhanced system
displays item
price details

- **Vehicle Audits:** Digital forms eliminate paper and save time
- **Platform Conflict Detection:** Automated tool saves 3 hours and prevents delays
- **Email Signatures:** Pre-set templates save 100 hours annually
- **Transit ON Demand Expansion:** Broader coverage with increased revenue and no added cost
- **Battery Electric Bus Pilot:** Data-driven strategy for zero-emission fleet
- **Smaller Vehicles:** Improved access, safety, and flexibility
- **Microsoft Teams:** Centralized data saves 30 hours and \$6,120 annually
- **Mobile Fare App:** Increased digital sales save \$10,000 and reduce cash handling
- **Additional Improvements:** Automation and online applications save time and improve customer experience

Recreation & Culture Services



294

**Reduced Hours
and Supply Costs**

Sales Tracking
Electronic system

- **Holiday Fitness Calendar:** Promotes engagement and inclusion
- **Unisex Uniforms:** Streamlined inventory and improved safety save 23.5 hours
- **Digital Scheduling:** Real-time data integration saves 164 hours and reduces waitlists by 47%
- **Swim Lesson Setup:** Dedicated staff save 690 hours and reduce errors
- **PFD Loaner Program:** Simplified process saves 11.25 hours and improves safety

Infrastructure



**\$34 million
in Potential
Net Savings**

Full-Scale Dewatering
savings by 2051 and
significant greenhouse
gas reduction

- **Wastewater SOPs:** Centralized templates and filing save time and reduce confusion
- **Sand Filter Shocking:** Automated reporting and timely shocks save 42.4 hours and \$2,380 annually
- **Sludge Measurement:** Improved accuracy enhances process control
- **Biosolids Dewatering:** Pilot project reduces volume, saves \$100,000, and informs future implementation
- **Full-Scale Dewatering:** Potential \$34 million net savings by 2051 and significant greenhouse gas reduction
- **Improved Water Meter installation:** Selling water meter package saves 51.75 hours and \$7,275 per year
- **Additional Improvements:** Early engagement and new employee onboarding (at the Wastewater Treatment Facility) saves 11 hours and improves communication

Other Departments



- **Business Performance & Internal Audit:**
 - Internal Lean Six Sigma training avoids \$77,937 in external costs
 - Offering internally-developed Lean Six Sigma training to neighbouring municipalities at a discounted rate generated \$3,300 in revenue
- **Corporate Asset Management:** Five-year capital planning saves 28–35 hours and \$9,200 annually
- **Development Services:** Digital library for park elements saves 150 hours and streamlines design
- **Legal Services:** Centralized recording system reduces search steps and saves 3 hours per search
- **Waste Management & Environmental Sustainability:** Excel-based unit confirmations save 17 hours and reduce email clutter
- **Collaboration between Transit & Parking, Communications & Customer Service, and Recreation & Culture Services:** Improved management of inventory (fare cards, etc.) saves 16 hours and \$1,448 per year
- **Collaboration between Infrastructure, Development Services, Corporate Asset Management, Building Services, and Operations:** Improved hydrant selection for hydrant flow testing saves 462 hours and \$3,168
- **Collaboration between Information Technology and Communications & Customer Service:** AI chatbot on barrie.ca has a success rate of over 75% in responding accurately to user inquiries, providing an enhanced customer service experience

Summary

The City's commitment to continuous improvement has delivered measurable results in staff time saved, financial impact, and service quality. By streamlining processes, automating tasks, and fostering collaboration, departments have made the organization more efficient and responsive to community needs.