GENERAL GOVERNMENT SERVICES COMMITTEE AGENDA

Thursday, June 22, 2023 at 11:00 a.m.
W & M Edelbrock Centre, Dufferin Room, 30 Centre Street, Orangeville ON
The meeting will be live streamed on YouTube at the following link:
https://www.youtube.com/channel/UCCx9vXkywfIJr0LUVkKnYWQ

Land Acknowledgement Statement

We would like to begin by respectfully acknowledging that Dufferin County resides within the traditional territory and ancestral lands of the Tionontati (Petun), Attawandaron (Neutral), Haudenosaunee (Six Nations), and Anishinaabe peoples.

We also acknowledge that various municipalities within the County of Dufferin reside within the treaty lands named under the Haldimand Deed of 1784 and two of the Williams Treaties of 1818: Treaty 18: the Nottawasaga Purchase, and Treaty 19: The Ajetance Treaty.

These traditional territories upon which we live and learn, are steeped in rich Indigenous history and traditions. It is with this statement that we declare to honour and respect the past and present connection of Indigenous peoples with this land, its waterways and resources.

Roll Call

Declarations of Pecuniary Interest by Members

PUBLIC QUESTION PERIOD

Members of the public in attendance are able to ask a question. If you unable to attend and would like to submit a question, please contact us at info@dufferincounty.ca or 519-941-2816 x2500 prior to 4:30 p.m. on June 21, 2023.

REPORTS

1. GENERAL GOVERNMENT SERVICES – June 22, 2023 – ITEM #1
    Assessment of Emergency Shelter Generator Capacity

    A report from the Manager – Preparedness, 911 & Corporate Projects, dated June 22,

2023, to seek approval to complete an emergency shelter generator capacity assessment.

Recommendation:

THAT the report of the Manager – Preparedness, 911 & Corporate Projects, dated June 22, 2023, regarding the Assessment of Emergency Shelter Generator Capacity, be received;

AND THAT staff be directed to develop an Emergency Power Generation Upgrade Action Plan which will include a current state assessment and recommendations with anticipated costs;

AND THAT funds of $10,000-$15,000 to cover the cost of developing the Action Plan be transferred from Municipal Emergency Management Readiness Reserve.

2. GENERAL GOVERNMENT SERVICES – June 22, 2023 – ITEM #2
   <u>Insurance Renewal</u>

   A report from the Manager of Corporate Finance, Treasurer, dated June 22, 2023, to seek Council approval to extend the current insurance contract for an additional year.

   Recommendation:

   THAT the report of the Manager of Corporate Finance, Treasurer, dated June 22, 2023, be received;

   AND THAT Intact Public Entities be engaged to provide Insurance Services for the 2024 fiscal year.

3. GENERAL GOVERNMENT SERVICES – June 22, 2023 – ITEM #3
   <u>IT & GIS Status Report</u>

   A report from the Manager of Information Technology, dated June 22, 2023, to provide an overview of what has been accomplished, what the team is working on, what the team will be working on soon, and identify potential challenges and opportunities.

   Recommendation:

   THAT the Report from the Manager of Information Technology & Geographic Information Systems, dated June 22, 2023, titled IT & GIS Status Report, be

received.

NOTICE OF MOTIONS

Next Meeting
Thursday, August 24, 2023
W & M Edelbrock Centre, Dufferin Room, 30 Centre Street, Orangeville ON

Report To: Chair Creelman and Members of the General Government Services Committee

Meeting Date: June 22, 2023

Subject:	**Assessment of Emergency Shelter Generator Capacity**
From:	**Steve Murphy, Manager – Preparedness, 911 & Corporate Projects**

Recommendation

THAT the report of the Manager – Preparedness, 911 & Corporate Projects, dated June 22, 2023, regarding the Assessment of Emergency Shelter Generator Capacity, be received;

AND THAT staff be directed to develop an Emergency Power Generation Upgrade Action Plan which will include a current state assessment and recommendations with anticipated costs;

AND THAT funds of $10,000-$15,000 to cover the cost of developing the Action Plan be transferred from Municipal Emergency Management Readiness Reserve.

Executive Summary

The increasing risks of severe weather events across the country has necessitated the review of the way municipalities shelter people temporarily displaced by these extreme events. While Dufferin County has a long-established history of providing emergency shelters due to weather events, there are improvements that could be undertaken.

Council recently approved the enhancement of our emergency supplies stockpile and the strengthening of our emergency volunteer base. This decision aligns with recently announced actions being taken by Emergency Management Ontario to create strategic stockpiles and recruit disaster volunteers.

As the impacts of climate change continue to spawn more extreme weather events, the demands placed on the available resources in Dufferin County will stress the existing capacity to protect people, property, and the environment.

Background & Discussion

In response to direction from Council, staff have reviewed the capacity of the designated emergency shelter locations currently included in the County's Emergency Support Services plan. There are 12 locations in Dufferin County that are designated as emergency reception centres, more commonly referred to as shelters. Of these, nine are under municipal control and the other three are owned by entities in the private or not-for-profit sectors. Collectively these designated locations can provide reception centre services for 6,237 people and full emergency sheltering for 2,125.

A memorandum of understanding (MOU) is in place for each designated location which clearly establishes responsibilities and authorities. Prior to finalizing each MOU, the facility is inspected by staff as well as Fire Prevention Officers, Public Health Inspectors, Building Inspectors, and the Canadian Red Cross to ensure suitability.

Upon receipt of a request to open a shelter, it is important to determine the nature and severity of the incident and the existing or anticipated vulnerabilities of the public. While many of those affected will have alternatives available to them which will be more comfortable, there are people who do not have the social and family support networks, insurance coverage or financial means to meet their unique needs during a crisis. Once the initial level of vulnerability has been determined, staff will consider additional factors.

Wind direction, weather forecasts, incident stability, staffing and facility infrastructure and availability are among the considerations that staff assess before determining where the shelter will be established. All attempts are made to ensure the selected shelter is located as close as is possible to those requiring the service.

Currently, the County can meet the emergency sheltering needs of 225 people for three days with the stockpiled emergency support supplies. A project is underway to expand this capacity to 1,000 people for seven days. Of the nine municipally controlled shelter locations, only five have backup generators and full access to municipal water and sewer services. None of the privately operated facilities has the capability to generate backup power.

Ideally all designated locations would have adequate power generation capabilities, however the costs to the municipalities are very prohibitive. As an alternative, each location could be equipped with a power transfer switch to permit a mobile generator to be rapidly and safely connected to the facility. Mobile generators are available from various equipment rental agencies and could be onsite and connected in as little as three hours but within 24 hours. Before proceeding, a more thorough review and assessment of options is required.

A review of the emergency power generation needs will provide a clear understanding of the necessary requirements, recommend upgrades, identify costs, and an implementation timeline. This would result in an Action Plan to increase the adequacy of the designated emergency shelters across Dufferin County. It is likely that some outside assistance and expertise will be required to develop the Action Plan.

Financial, Staffing, Legal, or IT Considerations

The costs associated with developing an Emergency Power Generation Upgrade Action Plan can be covered through the Municipal Emergency Readiness reserve. There is minimal to no impact on the County's staffing, legal or IT resources arising from the report.

In Support of Strategic Plan Priorities and Objectives

Community - support community well-being and safety through collaboration and partnerships
Equity – align programs, services, and infrastructure with changing community needs

Respectfully Submitted By:

Steve Murphy
Manager – Preparedness, 911 & Corporate Projects

Reviewed by: Sonya Pritchard, Chief Administrative Officer

Report To: Chair Creelman and Members of General Government Services Committee

Meeting Date: June 22, 2023

Subject:	**Insurance Renewal**
From:	**Aimee Raves, Manager of Corporate Finance, Treasurer**

Recommendation

THAT the report of the Manager of Corporate Finance, Treasurer, dated June 22, 2023, be received;

AND THAT Intact Public Entities be engaged to provide Insurance Services for the 2024 fiscal year.

Executive Summary

The purpose of this report is to seek Council approval to extend the current insurance contract for an additional year.

Background & Discussion

A request for proposal was issued in 2020 for the provision of Insurance Services, at which time Frank Cowan Company (now known as Intact Public Entities), was awarded the contract. Subsequently, contract extensions were approved for both 2022 and 2023.

The insurance industry has been in what is known as a hard market for several years now. In 2019 when the insurance industry first made the shift to a hard market, it was anticipated it would be short lived. At this point it is anticipated the market should begin softening in the future. However, the majority of pressures originally contributing to the sustained hard market including the impact of the pandemic, prolonged geo-political changes, record high inflation and an increase in climate related disasters continues to put the same pressure on the market.

Municipalities have seen significant increases in insurance costs over the last few years. Since 2019, our costs have gone up over 80% to roughly $1.28 million from $700,000. The difficulties seen by municipalities has led to the establishment of a working group in conjunction with location authority services (LAS) that is looking into alternative insurance solutions for municipalities, similar to their recent work on cyber insurance.

Financial Impact

Working with Intact Public Entities and Crewson Insurance Brokers over the last few years has allowed staff to develop a valuable relationship with the team. Their timely responses to inquiries, helpful advice and resources provided have proven beneficial to staff in limiting our exposure to risk. Given the current climate within the insurance market it is not advantageous to go to market at this time, as such staff are recommending extending the current contract for an additional year. Similar to prior years, applications will need to be completed and evaluated by Intact Public Entities and its insurance partners prior to providing an estimated cost for the 2024 year.

In Support of Strategic Plan Priorities and Objectives

Governance - identify opportunities to improve governance and service delivery

Respectfully submitted,

Aimee Raves, CPA CMA
Manager of Corporate Finance, Treasurer

Reviewed by: Sonya Pritchard, Chief Administrative Officer

Report To: Chair Creelman and Members of General Government Services
          Committee
Meeting Date: June 22, 2023

Subject: **IT & GIS Status Report**

From: **Peter Routledge, Manager of Information Technology (IT) &
                Geographic Information Systems (GIS)**

Recommendation

**THAT the Report from the Manager of Information Technology & Geographic
Information Systems, dated June 22, 2023, titled IT & GIS Status Report, be
received.**

Executive Summary

The IT & GIS division has had a busy start to the year. This report will provide an
overview of what has been accomplished, what the team is working on, what the team
will be working on soon, and identify potential challenges and opportunities.

Background & Discussion

Accomplishments

The IT & GIS team has gradually shifted from a broke/fix transactional type support
team to a model that is more pro-active and transformational in nature. While we still
provide all the expected day-to-day tasks of a technology support team, team members
have trained in multiple transformational areas, including project management, process
optimization, service management, change management, and information security.
Benefits have already been realized from this training as various team members taken
on the responsibility of managing a variety of projects – from small team projects to

County-wide enterprise-level projects (i.e., SharePoint transition and the Website replacement projects).

In April of this year, we successfully transitioned the entire County to Microsoft SharePoint online. This team effort included the cleanup and movement of over a million documents to the new environment and, in its entirety, represents a two-year multi-phase project. The success of this immensely complicated project was due to the tremendous efforts of Ellen Best and Graham Halkett, who stepped up and took on the Project Management role at various points of the project's lifecycle, Corinne Nielsen, and Rebecca Whelan for leading the document cleanup initiative, our dedicated steering committee members, and many others. The team is now focused on reinforcement with plans to follow up with additional training and touch points to make sure that staff across the County are feeling comfortable with the new solution; creating business practices in support of the platform; and helping to develop a governance model to support future decisions, functions; and clearly defining role responsibilities.

Another enterprise level project that the team has been leading is the website replacement project. Brian Boston and Ellen Best volunteered to be the Project Manager and Business Analyst, respectively, on this project. With their leadership, we focused heavily on finding a partner that was the right operational size, had a privacy and security focus, could consolidate website management under one roof to simplify operations, and that could help us bring to life the County's vision of what the new site could be. We recently closed the RFP process and are in the final stages of establishing a partnership with the vendor that was the unanimous choice from our RFP review team. Our hope is to have an agreement in place in the next few weeks and promptly begin the design and requirements stage; our anticipated project completion date is in Q4 of 2023.

Some other accomplishments this year that need to be mentioned are:

- *Microsoft year three renewal*: We shifted into year three of our three-year agreement with Microsoft. This included a comprehensive license review (i.e., 550 user licenses, 50+ server licenses, all Microsoft software licenses), which the IT team lead to ensure that we comply.
- *Municipal Partner Support*: We are continuing to build and strengthen the relationships with the four municipalities that the team supports through quarterly working group meetings.

- *Xerox 5-year agreement*: A new 5-year agreement with Xerox was put in place early in 2023. The team helped with negotiations and took the initiative to put 16 new Xerox machines in place.

GIS Projects

Eric Carr leads the GIS projects with a high-level of skill and knowledge and provides a variety of services to all our municipal partners, from addressing to consulting with almost every division within the County relying on GIS services. A major accomplishment this year was the new Esri Canada GIS 3-year agreement with negotiation completing in May. The agreement provides access to the Esri suite of products for the County and seven municipal partners at about 25% of the normal cost if we had acted independently, thereby resulting in several hundred thousand dollars in savings. Eric Carr along with Chad Smith (Town of Shelburne), Jake Zdravko and Michelle Newson (Town of Mono) were vital throughout the process to ensure that we received exactly what we needed from the service.

We also completed two procurement processes to attain 10-cm and 20-cm aerial GIS photos. The agreements have been put in place and our two partners have completed mapping the region and we expect to have the photos soon. 10 cm aerial GIS photography is a new venture for us and will be completed once a year for the next 5 years, providing more detail in selected faster changing urban regions.

We have shifted the focus of GIS operations to prioritize process optimization. We are utilizing the FME broker tool to create a digital process solution for road condition updates. We are also working with our Consortech partner to automate other manual GIS processes. One of the more impactful solutions that was designed by Eric Carr and our recent student Ashir Riaz was to create an application that aggregates all the applicable policies on a per property basis in support of the Dufferin County Official Plan. This has saved, conservatively, hundreds of hours for our planning team because in the past this was a manual process.

Upcoming initiatives

Other projects that the IT/GIS team is working on or will be soon:

- *Documenting current state onboarding/offboarding process*: We have partnered with People & Equity to better understand and document the onboarding and offboarding processes across the County to find areas of improvement.

- *Formalizing software review process*: We are working with the Clerks team to create a more transparent and objective service when we are reviewing new software from a security and privacy perspective.
- *Service Desk Self-Service Portal*: To reduce requests into the Service Desk we will be utilizing the Microsoft portal to empower users to reset passwords and a variety of other tasks.
- *Alignment with Strategic Plan***:** Now that the Strategic Plan has been approved, IT/GIS will be reviewing our projects/practices to ensure they align with the objectives and values outlined therein.

Challenges

Our biggest challenges we face are the increased demands for support and the increased diversity of the requests within IT, Security, and GIS. The requests include skills that we do not have currently, such as development and programming. There is an immense need within GIS to bring in a new team member who would be development focused so that we can provide more solutions, as we did for the planning team.

The IT Team brings a diverse set of skills to the County; we are doing project management, business analysis, change management, and much more – and the demands and opportunities continue to increase. For example, with the new SharePoint environment, there are a lot of opportunities centred around workflow solutions, customized programming, and plugin platforms (e.g., Viva, which allows for the creation of an operational dashboard to support real-time data driven decision-making). While the responsibilities for some of these demands can reside within the existing roles; realistically, we should establish a strategic hiring plan to ensure the current and future needs of the County can be met and that the opportunities for process optimization and enhanced IT services can be fully realized.

Financial, Staffing, IT and Legal Impact

The three contract positions hired to offset the workload of the two corporate initiatives – SharePoint and the website will wrap up later this year with the completion of these projects. These additional team members have been integral to the success of these initiatives. The new role, Service Desk Manager, will be filled in the fall (as per 2023 Budget approval). This will provide additional time to focus on improving processes, improving customer services levels, and to strengthen partner relationships.

In Support of Strategic Plan Priorities and Objectives

Governance - identify opportunities to improve governance and service delivery

Respectfully Submitted By:

Peter Routledge
Manager of Information Technology & Geographic Information Systems

Reviewed by: Sonya Pritchard, Chief Administrative Officer