



To: Council
From: Loriann Harbers, Director of Corporate Services/Clerk
Date of Meeting: January 27, 2021
Subject: 2020 Online Services Update

Background:

The redesigned Township of South Stormont website was released in mid-2020, and with its release came the implementation of online forms. Township staff have created over 50 different online forms that allow residents to access a variety of services without the need to visit the Township office, or even speak to reception staff. Online forms were first available to the public in July of 2020.

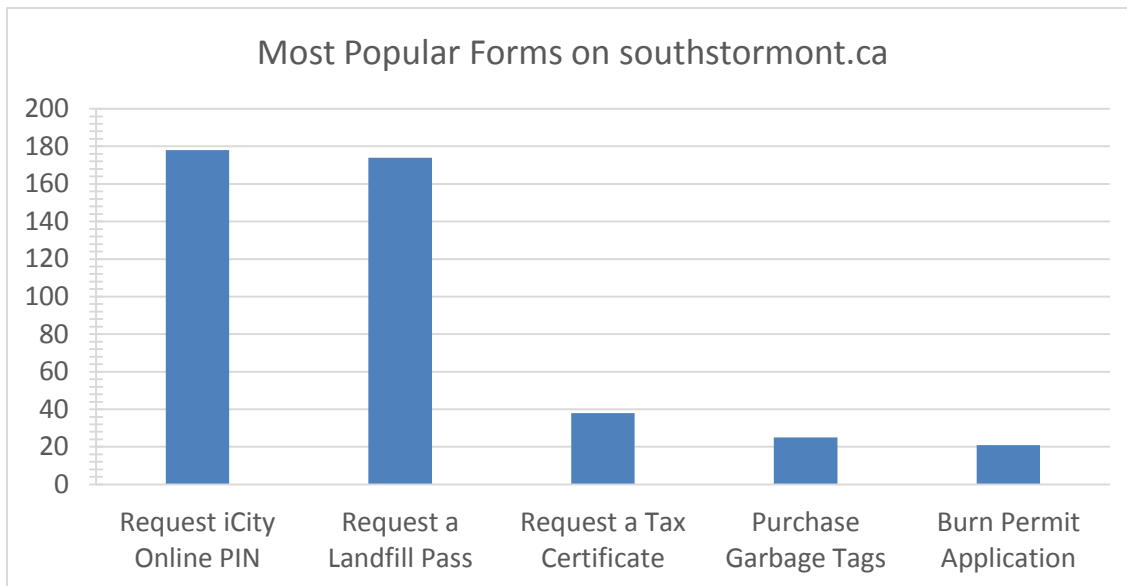
Discussion:

The implementation of online forms has been a vital aspect of service delivery during the pandemic. Residents have been able to access and apply for numerous Township services entirely from home. Reception staff has been able to increase efficiency in completing requests since implementation.

From August to September of 2020, Township staff created a series of seven social media posts promoting new features on the website, five of which featured tutorials on how to use some of the online forms (Request a Landfill Pass, Purchase Garbage Tags, Report a Concern, Apply for a Burn Permit, and Request iCity Online PIN respectively). Efforts to promote these forms proved effective as staff saw a surge in form completion after each social media post went public.

The five most popular forms on southstormont.ca between July 1st and December 31st, 2020 are listed below:

Form Name	Number of Completed Forms
Request iCity Online PIN	178
Request a Landfill Pass	174
Tax Certificate Request	38
Purchase Garbage Tags	25
Burn Permit Application	21



The “Request iCity Online PIN” form allows South Stormont property owners to request their property’s PIN information so they can access their iCity Online portal to view their property tax and utility billing information online. Currently, the only way that residents can complete this request is through this online form.

Residents who wish to request a landfill pass can do so either through the online form or by requesting their pass in person at the Township office. A total of 585 landfill passes were issued, 174 of those being requested online. Online landfill pass requests accounted for approximately 30% of all landfill pass requests during this initial six-month period.

Tax certificates can be requested by either contacting the finance department directly, or through the online form. 210 tax certificates were issued; 38 of those certificates were requested online. Tax certificates are primarily requested by law firms; Township staff intend to send notices to local law firms promoting our online forms to increase efficiency.

Garbage tags can be purchased through the online form, and in person at the Township office, Ingleside Foodland, or Crossroads Convenience in St. Andrews West. 25 requests to purchase garbage tags were made online in 2020. 899 garbage tags were purchased through these 25 requests, accounting for \$1,573.25 in garbage tag revenue. Total garbage tag revenue during this six-month period was \$3,501.00.

Burn permits can either be applied for in person at the Township Office, through the online form. A total of 49 burn permits were issued from July-December 2020. 21 of those 49 burn permits were requested, approved, paid for, and issued entirely online.

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