

FINANCIAL MANAGEMENT COMMITTEE

*HIS WORSHIP, THE MAYOR
AND COUNCILLORS*

SUBJECT: INFORMATION TECHNOLOGY CAPITAL PROGRAM

RECOMMENDATION:

1. THAT Council authorize the City Solicitor to bring forward a Capital Reserve Fund Bylaw in the amount of \$571,500 to finance the Business Licence Anniversary Billing and Dog Licensing capital projects, as outlined in the report.

REPORT

The Financial Management Committee, at its meeting held on 2020 June 10, received and adopted the attached report seeking Council authorization for the use of a Capital Reserve Fund Bylaw to finance enhancements to the existing Tempest system to support Anniversary Billing and Dog Licensing.

Respectfully submitted,

Mayor M. Hurley
Chair

Councillor S. Dhaliwal
Vice Chair

Copied to: City Manager Chief Information Officer Director Corporate Services Director Engineering Director Finance Director Planning and Building Director Public Safety and Community Services City Solicitor
--

TO: Chair and Members
FINANCIAL MANAGEMENT COMMITTEE

DATE: 2020 June 3

FROM: CHIEF INFORMATION OFFICER

FILE: 1900-00

SUBJECT: INFORMATION TECHNOLOGY CAPITAL PROGRAM

PURPOSE: To request a Capital Reserve Fund Bylaw to finance the implementation of enhanced business and dog licensing capability as outlined in this report.

RECOMMENDATION:

1. **THAT** Financial Management Committee recommend Council authorize the City Solicitor to bring forward a Capital Reserve Fund Bylaw in the amount of \$571,500 to finance the Business Licence Anniversary Billing and Dog Licensing capital projects as outlined in this report.

REPORT**1.0 INTRODUCTION**

The 2020 – 2024 Financial Plan provides funding for the annual Information Technology capital program. This program facilitates the replacement, expansion and upgrading of enterprise and departmental hardware and software in order to enhance the City's services to the public and improve the efficiency of internal processes. The purpose of this request is to seek approval of the Committee and Council to finance enhancements to the existing Tempest system to support Anniversary Billing and Dog Licensing.

2.0 POLICY SECTION

The 2020 Information Technology capital program is aligned with the City of Burnaby's Corporate Strategic Plan by supporting the following goals and sub-goals of the Plan.

- A Connected Community – Provide online access to core City services and information.
- A Thriving Organization – Support technology development and innovation to empower staff and to advance community objectives.

To: Financial Management Committee
 From: Chief Information Officer
 Re: INFORMATION TECHNOLOGY CAPITAL PROGRAM – BUSINESS
 LICENCE ANNIVERSARY BILLING AND DOG LICENSING
 2020 Jun 10.....Page 2

**3.0 BUSINESS LICENCE ANNIVERSARY BILLING AND DOG LICENSING –
 AEA.0114**

In response to a growing demand from the Burnaby business community, the Licence Office is seeking to migrate from the existing annual bulk renewal cycle for business licences to a monthly renewal process (Anniversary Billing). Under the current process, licences for new businesses expire on December 31st irrespective of the issue date, and all 13,000 business licence renewal notices are issued in November of each year. This creates a tremendous and untenable peak work load for staff in the Licence Office and the Revenue Services Division when processing notifications, payments, inquiries and subsequent follow-up. With Anniversary Billing, business licences will expire 12 months after issuance, generating internal efficiencies by spreading the renewal process across the entire year. In addition, business owners will pay a pro-rated licence fee in their first year of operating, which will in turn address the concerns raised by business owners of an unfair licence fee schedule

The existing Dog Licence system is a separate system currently running on hardware and software which is unsupported by the vendor and does not provide dog owners with the ability to apply for licences online. Nor does it provide adequate tracking and reporting to ensure compliance with the City’s licensing bylaws.

The recommended solution to address both Business Licence Anniversary Billing and Dog Licensing is to implement the Tempest licensing module. Tempest is already used at the City for property tax and utilities billing, and includes the *MyCity* portal to facilitate online payments and home owner grant applications. The *MyCity* portal also enables citizens to apply for, renew and pay for licences online. Implementation of the two licensing modules will be phased over 2020 – 2021. The Dog Licensing system will be available for use by the end of 2020 at an estimated cost of \$180,500. The Anniversary Billing solution will be ready to accept new business licences in May 2021 at an estimated cost of \$391,000. Ongoing support and maintenance costs for the two applications will be \$38,000. The project has a payback period of 4 years resulting from internal operational efficiencies and the timing of revenue collection. It is also expected that the ability to track dog licence adoption will increase revenues and compliance.

In order to expedite this project, funding has been reallocated in 2020 from the Recreations Activity Management System Replacement project of \$251,500, this project is not anticipated to proceed this year.

Project Mask(s)	2020	2021	Total
AEA.0114	\$430,000	\$141,500	\$571,500

These expenditures are included in the 2020 – 2024 Financial Plan and sufficient Capital Reserve Funds are available to finance the capital projects outlined in this report.

To: Financial Management Committee
From: Chief Information Officer
Re: INFORMATION TECHNOLOGY CAPITAL PROGRAM – BUSINESS
LICENCE ANNIVERSARY BILLING AND DOG LICENSING
2020 Jun 10.....Page 3

4.0 RECOMMENDATION

It is recommended that the Financial Management Committee recommend Council authorize the City Solicitor to bring forward a Capital Reserve Fund Bylaw in the amount of \$571,500 to finance the Business Licence Anniversary Billing and Dog Licensing projects.



Shari Wallace
CHIEF INFORMATION OFFICER

SJW:sjw

Copied to: Director Community Services and Public Safety
Director Engineering
Director Finance
Director Planning and Building