Town of Drumheller
COMMITTEE OF THE WHOLE MEETING
AGENDA

Monday, September 23, 2019 at 4:30 PM
Council Chambers, Town Hall
224 Centre Street, Drumheller, Alberta

Page

1. CALL TO ORDER

2. REVIEW OF STRATEGIC PLAN WORK PRIORITIES

3. DELEGATIONS

2 - 22 3.1 14 Oranges - Town App Presentation
14Oranges-InfoGrove-Drumheller

23 - 27 3.2 See Click Fix - Town App Presentation - Michael Nicholson, Mike Nargi
SeeClickFix - Drumheller Council Packet

28 - 50 3.3 Civic Web 5.40 - Town App Presentation
MyCivic Powerpoint for the Town of Drumheller - Sep 23 2019
MyCivic Apps presentation to the Town of Drumheller Agenda

4. REPORTS FROM ADMINISTRATION

4.1 CAO'S REPORT

4.11 Minimum Tax Fee Discussion

4.2 DEPUTY CAO/DIRECTOR OF CORPORATE SERVICES' REPORT

4.3 DIRECTOR OF INFRASTRUCTURE SERVICES' REPORT

4.4 DIRECTOR OF EMERGENCY / PROTECTIVE SERVICES' REPORT

4.5 MANAGER OF ECONOMIC DEVELOPMENT

4.6 COMMUNICATIONS OFFICER

4.61 Town App - Update

4.7 MANAGER ARTS CULTURE & RECREATION

51 - 58 4.71 Community Assistance Policy Discussion - Darren Goldthorpe
Council Policy #C-02-18 Community Assistance Policy

5. ANNUAL BUDGET REVIEW

6. COUNCIL MEMBERS QUARTERLY REPORTS AND ROUND TABLE DISCUSSION

7. IN-CAMERA MATTERS

Town of Drumheller App

Info Grove for the Town of Drumheller

Presenters:
Sylvain Marcotte, President and CEO

Karim Mansour, Account Manager

September 2019

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About 14 Oranges

14 Oranges is a leading Canadian software company focused on **mobile** and **web** applications **development**.

Top 10
Software company in Canada

10 Years
Software development experience

400+
Projects completed

150+
Customers in Canada and U.S.

Accomplishments:

- One of the top Mobile App Development Companies in the last 3 years
- Named One of the Top 100 Most Profitable firms in BC in 2014
- Named 2014 Small Business of the Year by Richmond Chamber of Commerce
- Selected for Wavefront Entrepreneurship Program 2011

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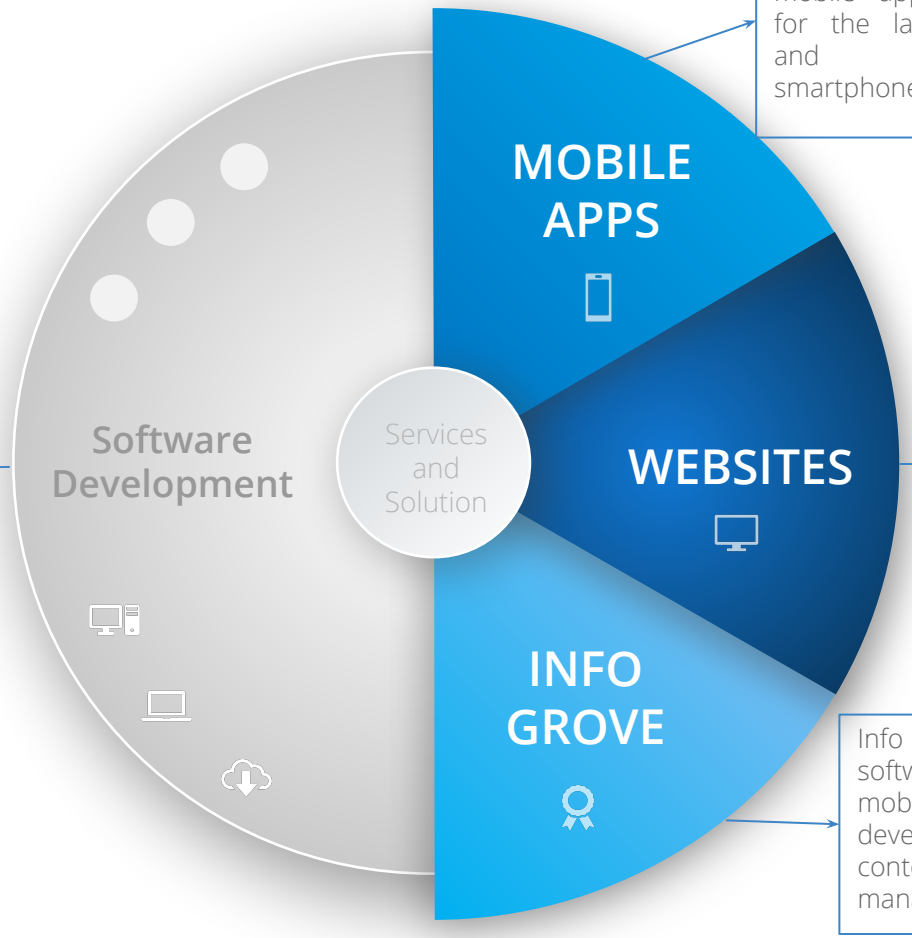
Expertise



We have experience developing custom mobile applications for the latest iOS and Android smartphones.

Over the past 10 years, we've created customized, effective business solutions including design, e-commerce solutions and internal CRM, ERP, CMS.

Info Grove is our software solution for mobile application development and content management.

We have in-house team of developers, so we guarantee high quality services, on-time delivery, and costs flexibility.

Technical expertise:

- Agile-based development, UI/UX Design principles
- iOS, Android,
- C / C++ / Objective C / Swift / Java / HTML / HTML 5 / Java Script
- PHP / Python / Twitter / Bootstrap / Wordpress

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Requirements Understanding

1. Report a problem
2. Schedules for recreation and council meetings
3. Emergency alerts
4. Upcoming Work alerts - localized alerts using GPS
5. Ease of use for citizens and staff
6. Technical support for staff
7. The level of training available for staff
8. How the app works for both Apple and Android Devices
9. Ability for the App to be cached
10. Location of Company servers

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Our Vision

To simplify the deployment and management of mobile applications for government to improve citizen engagement

INFO GROVE CMS

Info Grove CMS platform

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Info Grove

Info Grove is a Mobile-First Communication Service

- **Web CMS + Native Mobile Apps**
- Modules **= Building Blocks**
- Many 3rd Party Integrations
- Custom Modules

Apps offer a **great user experience** and is able to run on **iOS** or **Android**.

Info Grove can be easily integrated with **websites**, **social media** accounts, other 3rd party systems like **WordPress**, **Drupal**, **Kentico**, **Stripe**, **Bambora**, **Member365**, and others.

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Advantages

Customization

Apps are branded to your specifications

High-quality user experience

Native technologies guarantee excellent performance and app functionality regardless of the type of OS it works on.

Rapid deployment

The mobile app based on Info Grove platform can be launched in 6 weeks

Multiple Layouts & Languages

Offers Multiple Layouts
Available in English, French, and Spanish

Easily managed back-end system

Our friendly Info Grove CMS allows managing the mobile application content very easily without any specific technical skills

Info Grove allows you to **engage** residents with a **mobile-first** approach

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Modules & features

In general, **Info Grove** has over **30 modules and features** which can be **customised** individually according to the Town's requirements.

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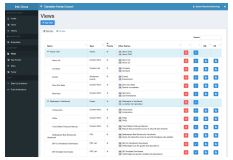
System overview

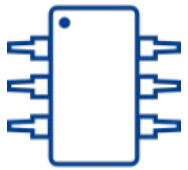
Content Management System

User Profiles & Logins
Self-Managed
Content Updates
Push Notifications



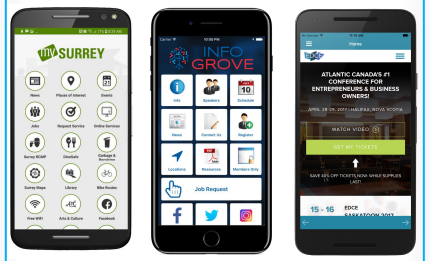
3rd party integrations

CRM, ERP, Websites, RSS News feeds, Additional Web services



INFO GROVE

Native Clients



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Project Timeline

Start Date

Contract Agreement

Signing agreement to develop the app

2 Weeks

Phase 1: Discovery, Project Planning

Kick-off Meeting, content and data requirement, branding document for graphical assets.

3 Weeks

Phase 2: Data Gathering

Drumheller to provide content

5 Weeks

Phase 3: App Development

Populate the app content and provide a test build

6 Weeks

Phase 4: Testing

Unit testing by Town's Key stakeholders

7 Weeks

Phase 5: Adjustments

Make adjustments and provide final build for approval

8 Weeks

Phase 6: Launch

Agreement by Town of Drumheller to submit apps to stores and submission to App Store and Google Play.

9 Weeks

Phase 7: Training

Provide training to relevant staff on the CMS and provide necessary documentation.

Timeline Expectations:

- Town expected launch date 31st of December 2019.
- Proposed release date 1st week of December 2019.

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Project Staff

Sylvain Marcotte

Executive Sponsor

Dan LeFrancois

Technical Lead

Yvonne Leonard

Project Manager
UI/UX Design and Quality Assurance

Karim Mansour

Account Manager

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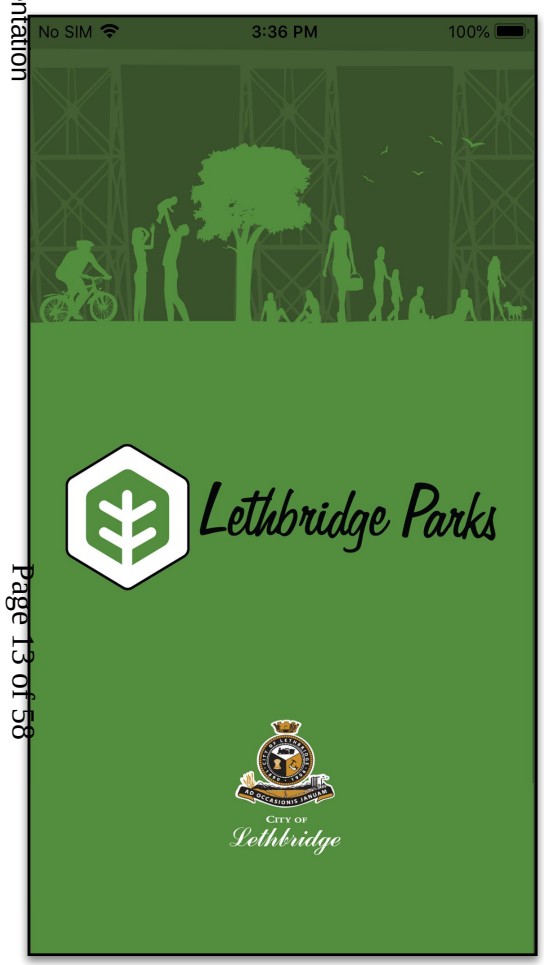
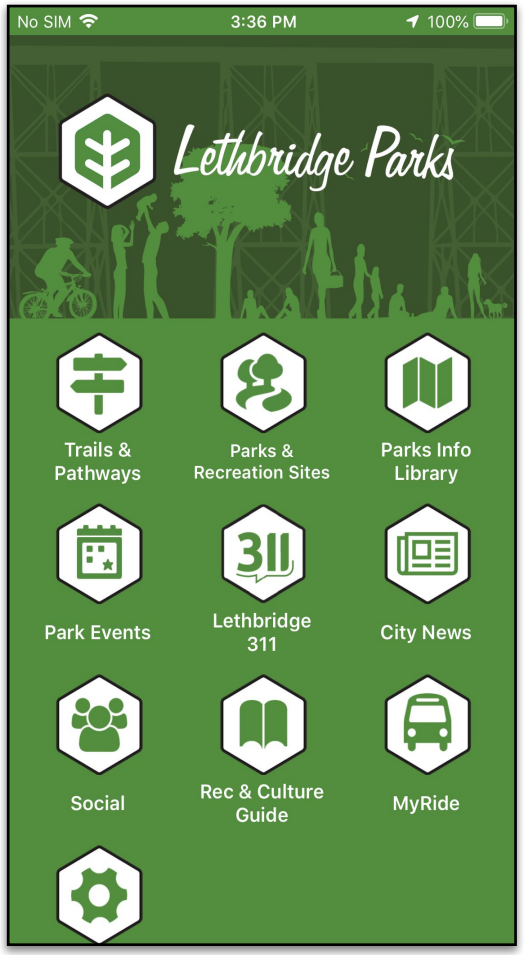
Reference Clients





City of Lethbridge

- Location: Alberta
- Park and Pathways Mobile application
- Client Since 2018
- iOS and Android Deployments

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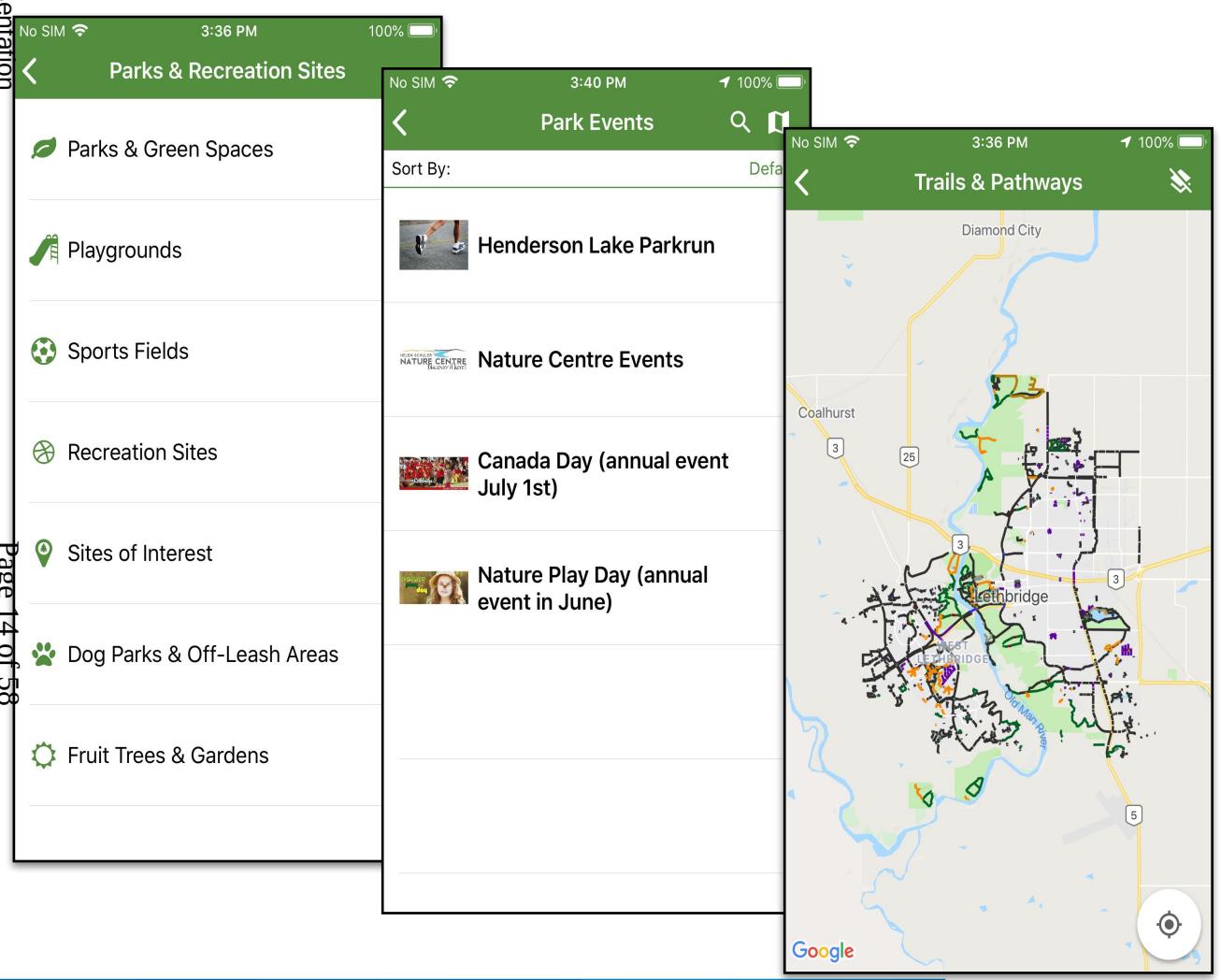
Reference Clients



City of Lethbridge

- A list of all parks, spaces, and recreation facilities in the city
- Updates on events, emergencies, and news.
- A centralized platform to promote an active lifestyle
- Geo-fences for local notifications

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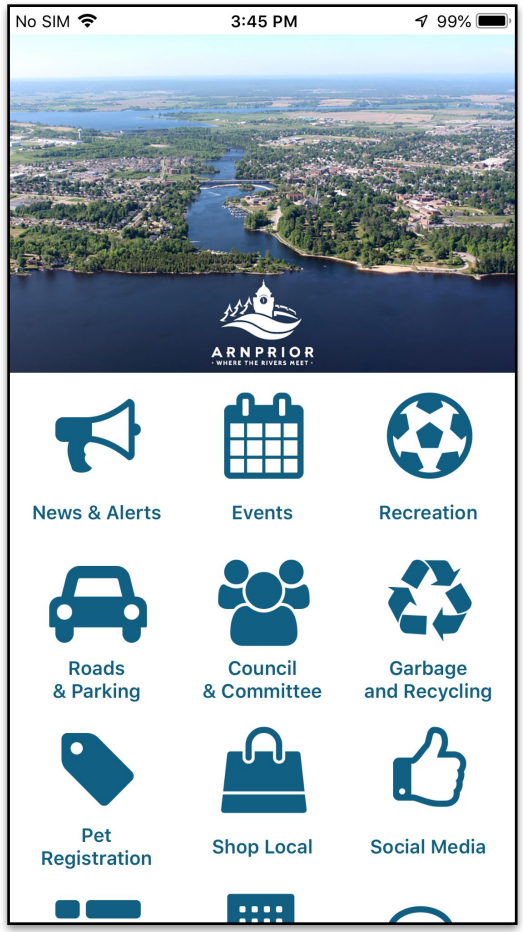
Reference Clients



Town of Arnprior

- Population: 8,700+
- Location: Ontario
- Citizen Engagement Mobile App
- Client Since 2018
- iOS and Android Deployments

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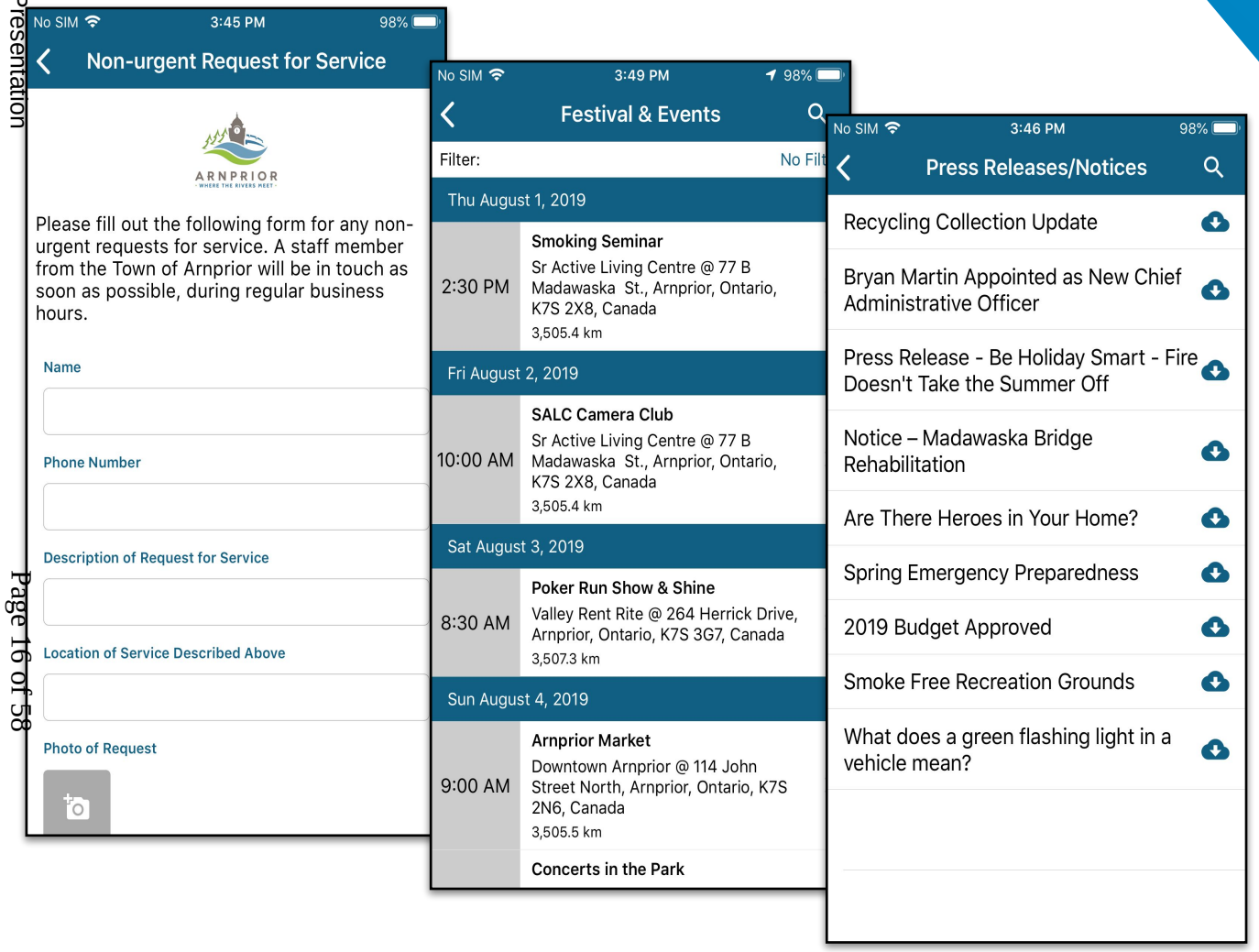
Reference Clients

ARNPRIOR



Town of Arnprior

- Two-way communications with forms and requests
- Updates on events, emergencies, and news.
- Location-based notifications with beacons
- Public recreation schedules and dates

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Clients

Click here for more clients

DEMONSTRATION

HOW IT WORKS!

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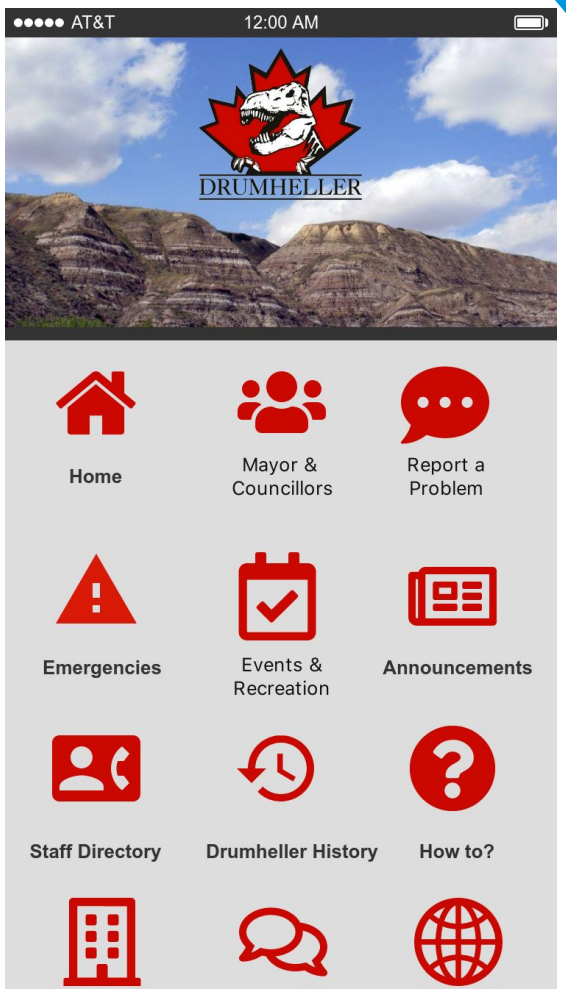
Alternative Mockups



Design Ideas

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Contacts

Visit us

Suite 295 – 3820 Cessna Drive, Richmond, British Columbia

Call us

+1-604-304-0020

Email us

sales@14oranges.com

Follow us

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THANK YOU!

Let’s discuss options!

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Appendix 1

- Contact List
- Schedule List
- Schedule Sync
- Locations List
- Plain List
- PDF List
- RSS Feed
- Content HTML
- External URL
- App Link
- Youtube
- Voting/Survey
- Push Notifications
- Payments
- Startup Questions
- Self-Assessment
- Favourites
- Location Links
- Membership Card
- Enhanced Form
- Local Access
- Data Sources
- External Data Sources
- SMS Features
- Content update notification
- Geofence and Beacon
- Grid Menu
- Dashboard Menu
- Slideshow on Startup
- Footer
- Custom Fonts
- Login launch (private access)
- Simple Form
- Analytics
- Staging Server
- Map Overlay
- Weather
- Weather Canada

List of the features

Drumheller + SeeClickFix

Getting the most out of Public Services while building trust with residents and staff one request at a time.

PRESENTED BY:
Michael J Nicholson

Provide the e-commerce level experience that staff and residents expect.

Easy to Use

Instant Gratification

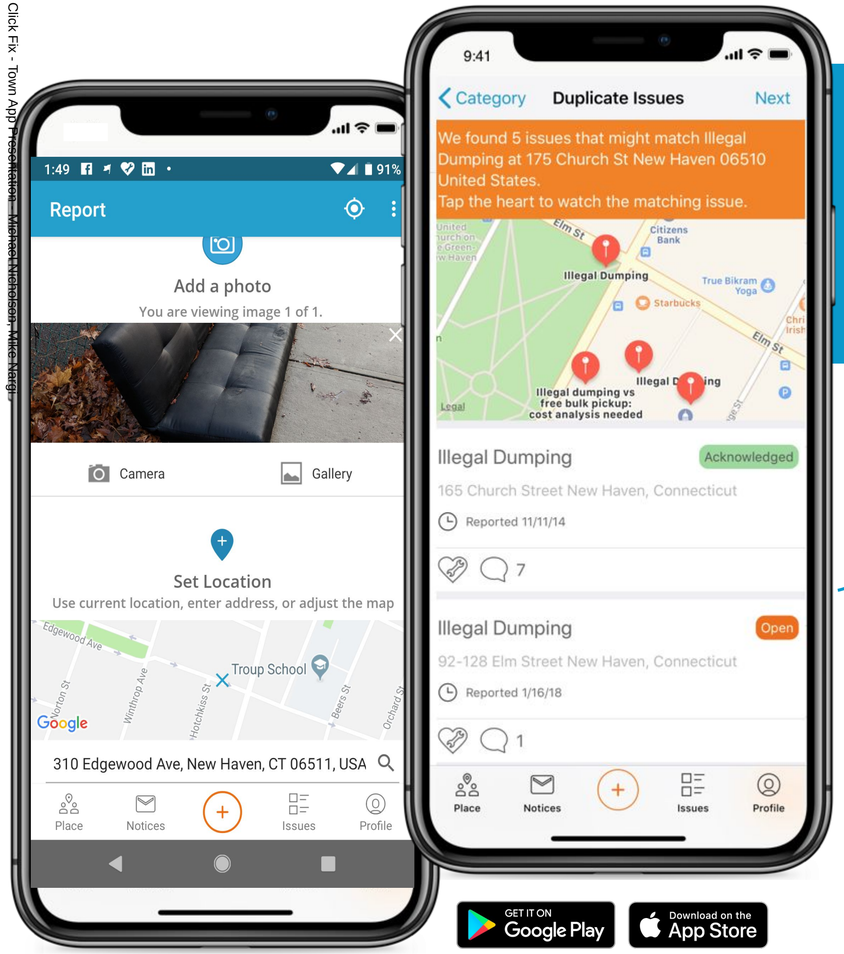
Feedback Loops

24 X 7 x 365

Support Data-Driven Decisions

Operational Visibility

Do more with the resources you have while building trust.



GET IT ON Google Play

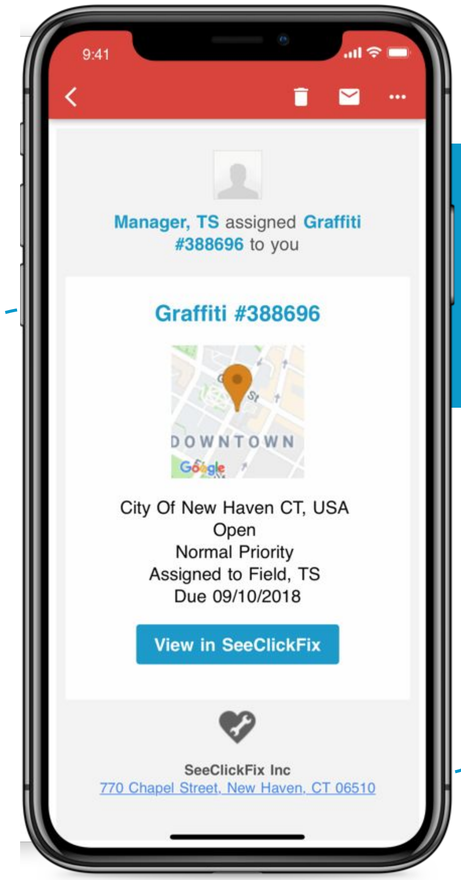
Download on the App Store

Accept Service Requests

- Mobile app
- Call taker interface
- Portal for your website
- Facebook widget

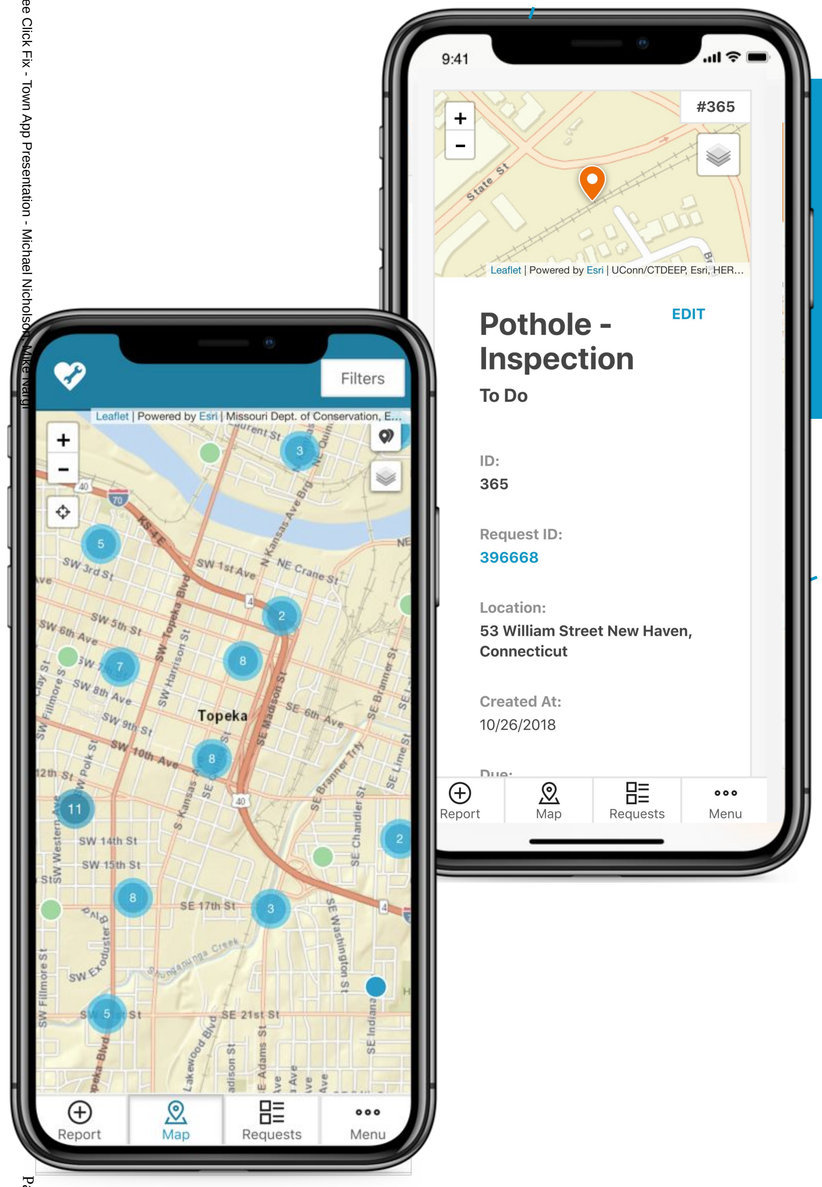
All feature:

- An easy-to-use interface
- Duplicate detection
- Feedback loops



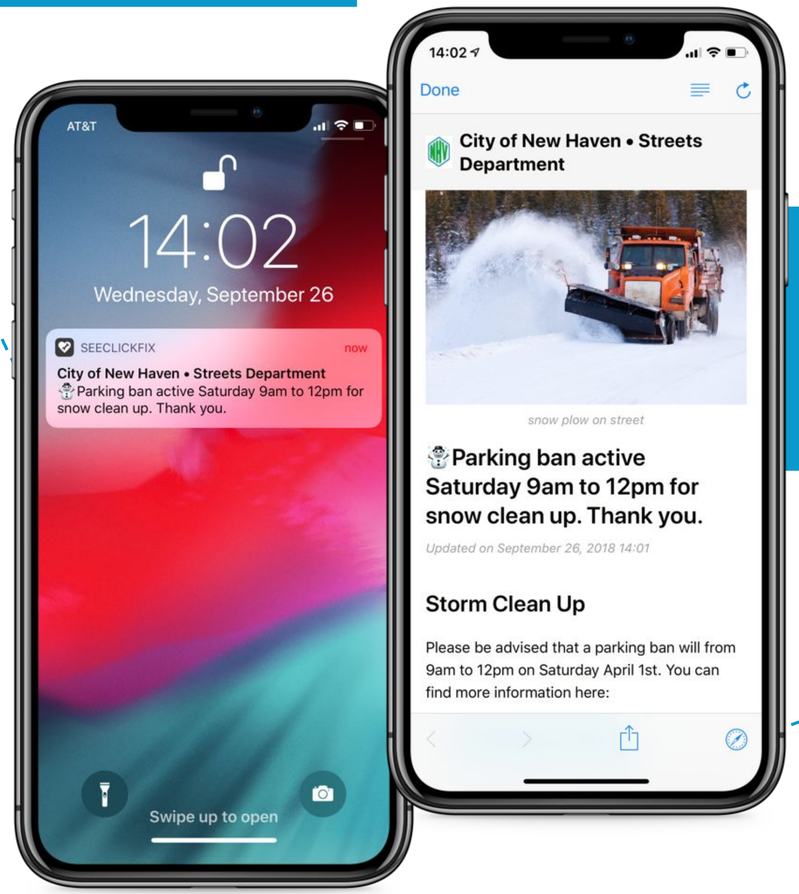
Smart Request Routing

- Custom workflows for how you operate
- Auto-route issues by location and type
- Handle overlapping jurisdictions



Assign Work Orders

- Assign work orders to individuals
- Discuss external requests - internally
- Associate multiple work orders, with one request, for multi-stage fixes
- Discover nearby issues

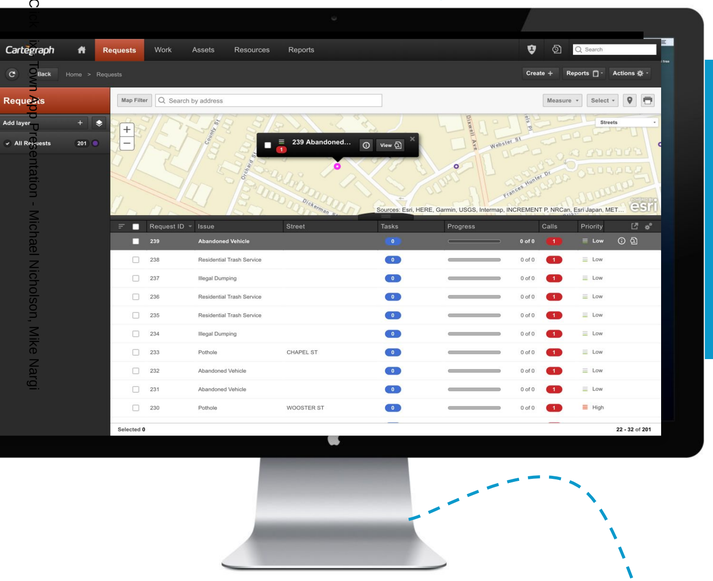


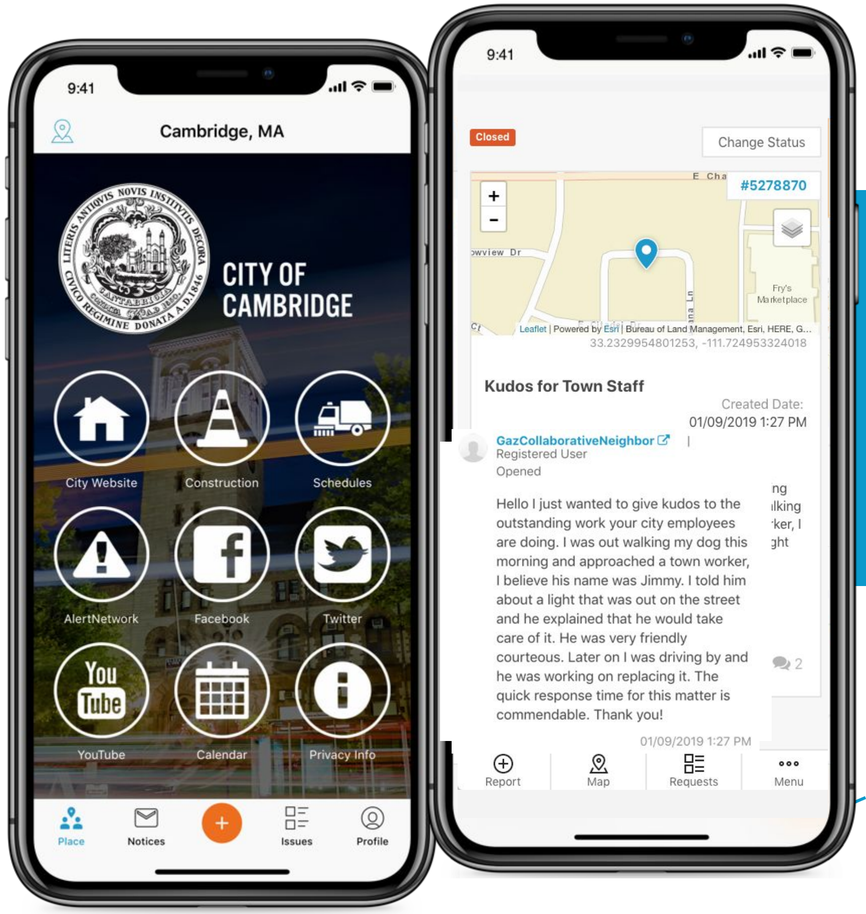
Citizens Communications

- Send push notifications
- Create visually rich notices
- View an archive of past notices

Integrate with Tools You Use

- 2-way integrations keep staff in the tools they use and send information to SeeClickFix
- Integrations to popular asset management, work order, PLL, and code enforcement tools





Build Trust Between Citizens and Staff

- Provide a branded gateway to the city
- Enable residents to thank staff
- Have staff feel valued
- Tell your story with data

“INSPIRED BY A DESIRE TO BUILD **STRONGER, SAFER, ENGAGED COMMUNITIES.**”

-MyCivic Apps

ABOUT CIVIC

- Developing mobile apps for cities since 2011
- 100+ mobile apps developed for cities, civic organizations and politicians
- The first “Whole City App”

PROBLEMS FACING COMMUNITIES

- Engaging Citizens
- Achieving Greater Transparency
- Supporting Local Economic Development
- Communicating Local News, Events & Services
- Providing New Services

THE MOST VALUABLE REAL ESTATE IN THE WORLD IS THE REAL ESTATE ON THE SCREEN OF AN INDIVIDUAL'S SMART PHONE DEVICE.

(AND THAT VALUE IS ONLY RISING...)

A city's mobile app has to do more than just report pot holes, graffiti and barking dogs to keep from being deleted shortly after it is downloaded.

77% of apps get deleted from a users phone within the first 3 days

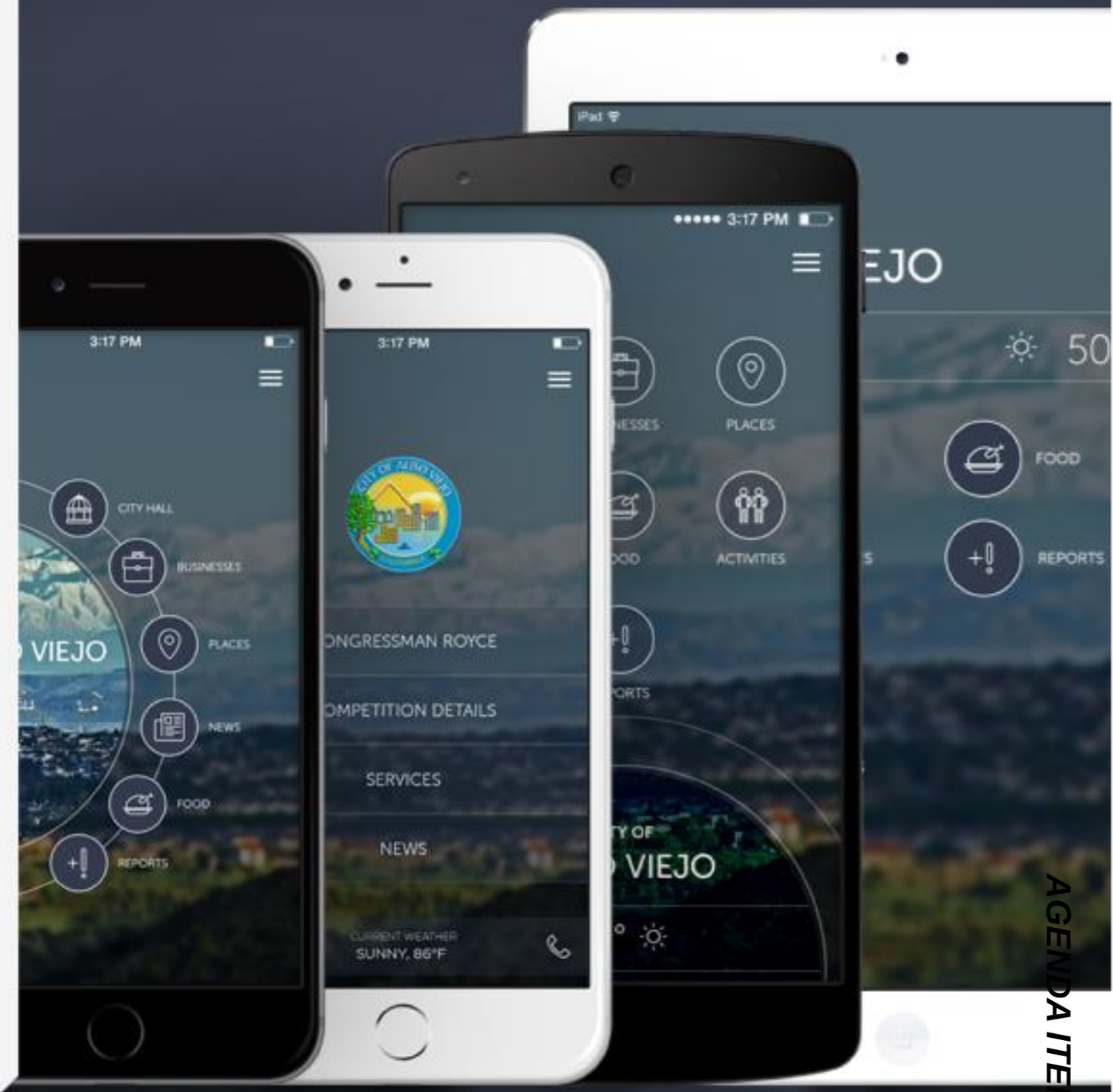
Source: SimilarWeb, April 2016

100% CUSTOMIZABLE

Every community has unique needs. We don't force your organization to fit into a template platform.

A customizable app without the large price tag and development time.

Update your app's interface or content in real-time.



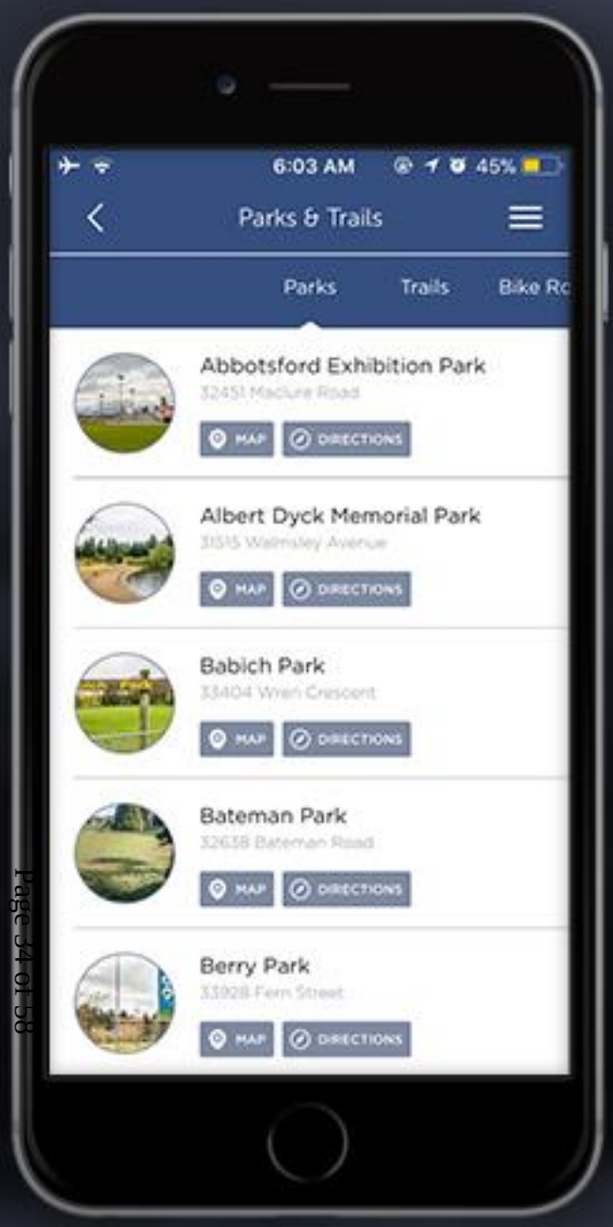
PEOPLE & INFORMATION

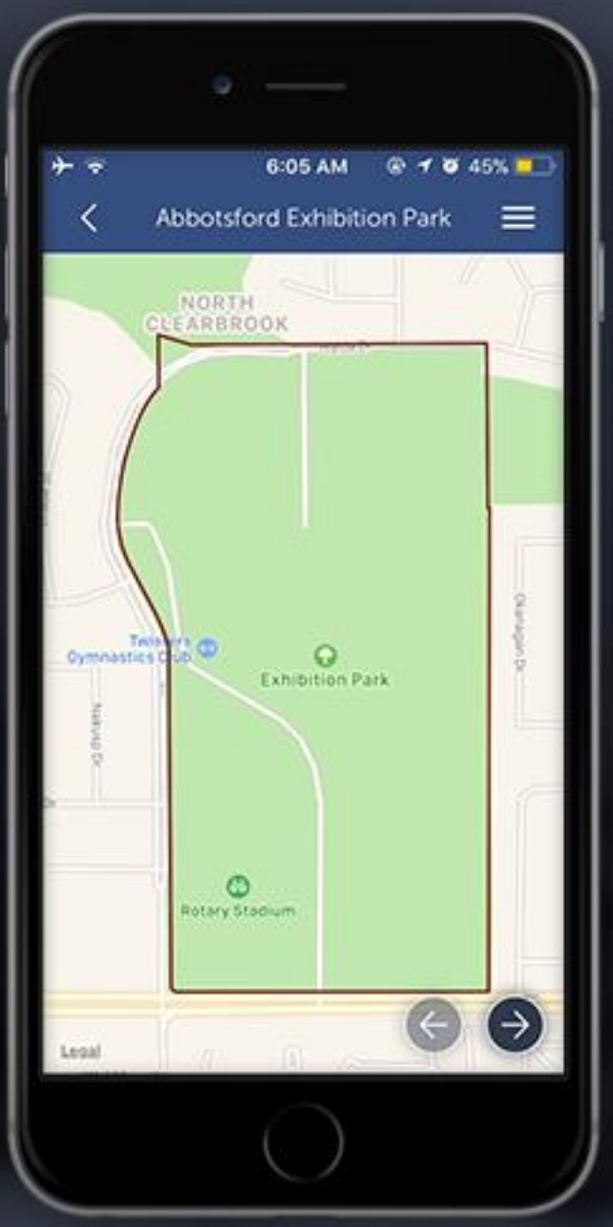
A great way to connect individuals to city information such as departments, city staff, as well as information like history of the city. Select from different layouts to display data.

HIERARCHY LIST PICTURE THUMB

PLACES

Find directions and contact info to parks and local facilities or get times and information on classes, special events and programs.





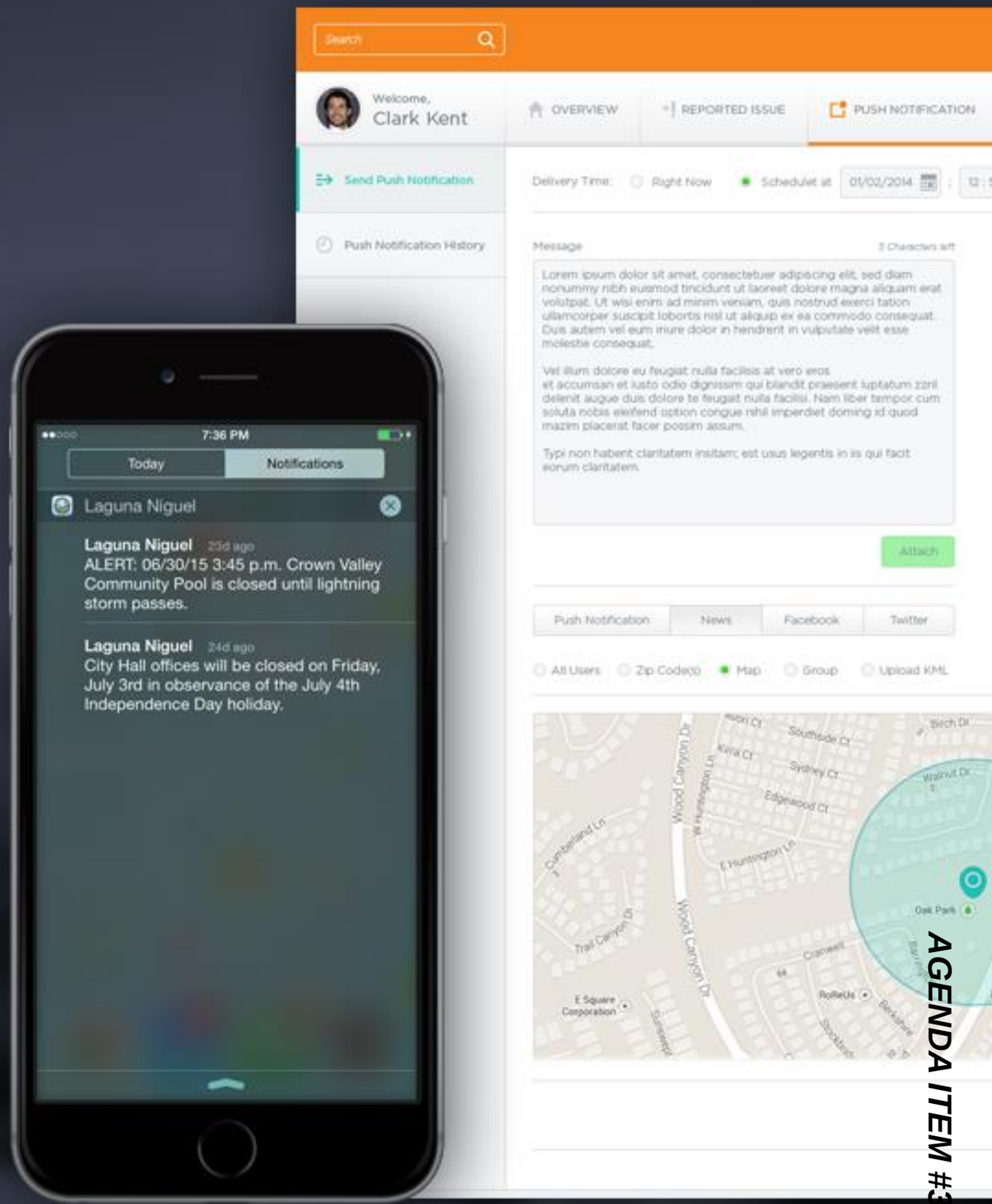
NEWS

Provide access to local information easier. RSS feeds can aggregate all news, social media, photos, and videos in one place.

PUSH NOTIFICATIONS

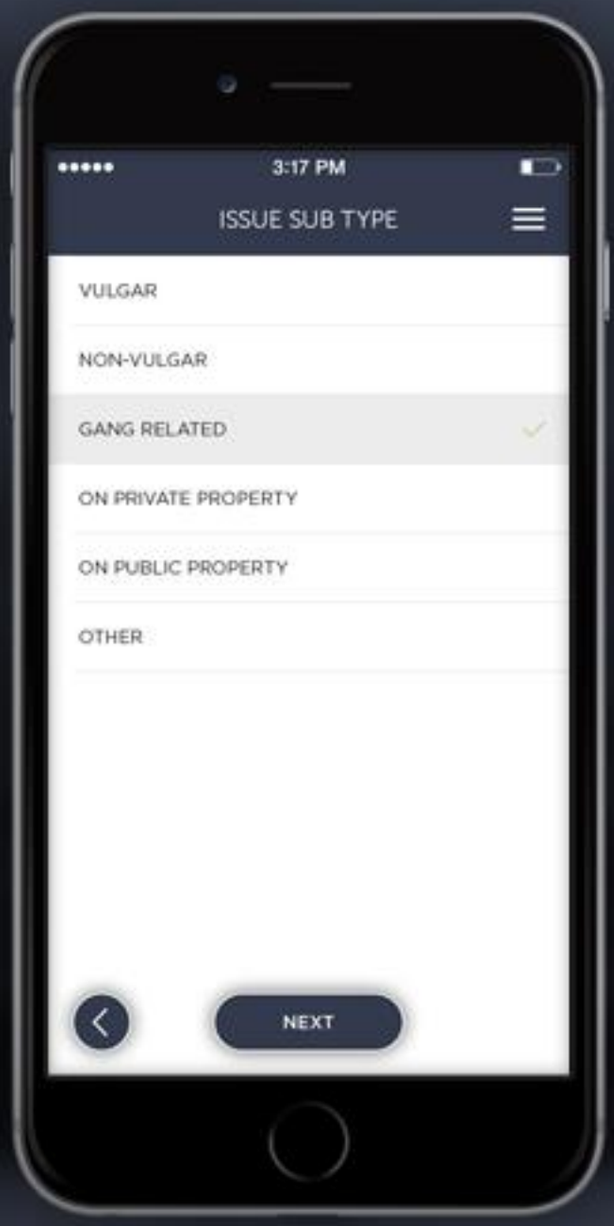
Up-to-the-minute local announcements, sales and special offers which can be pushed to all users, those living in a particular zip code or to those in geo-located areas.

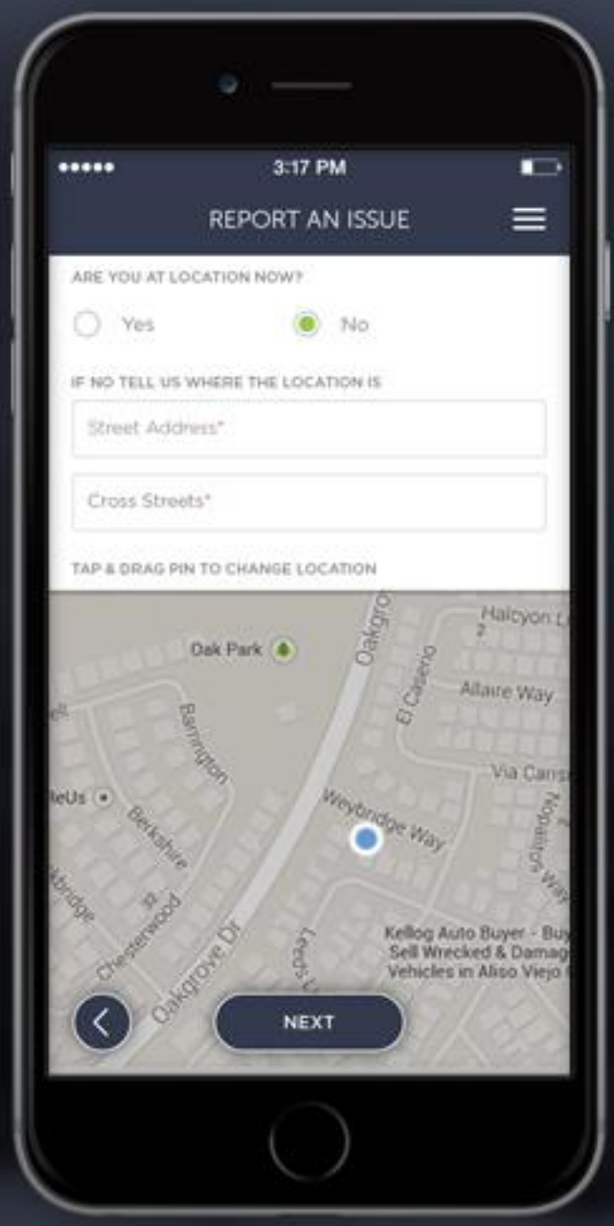
A faster, better, cheaper way to get important information to your community.

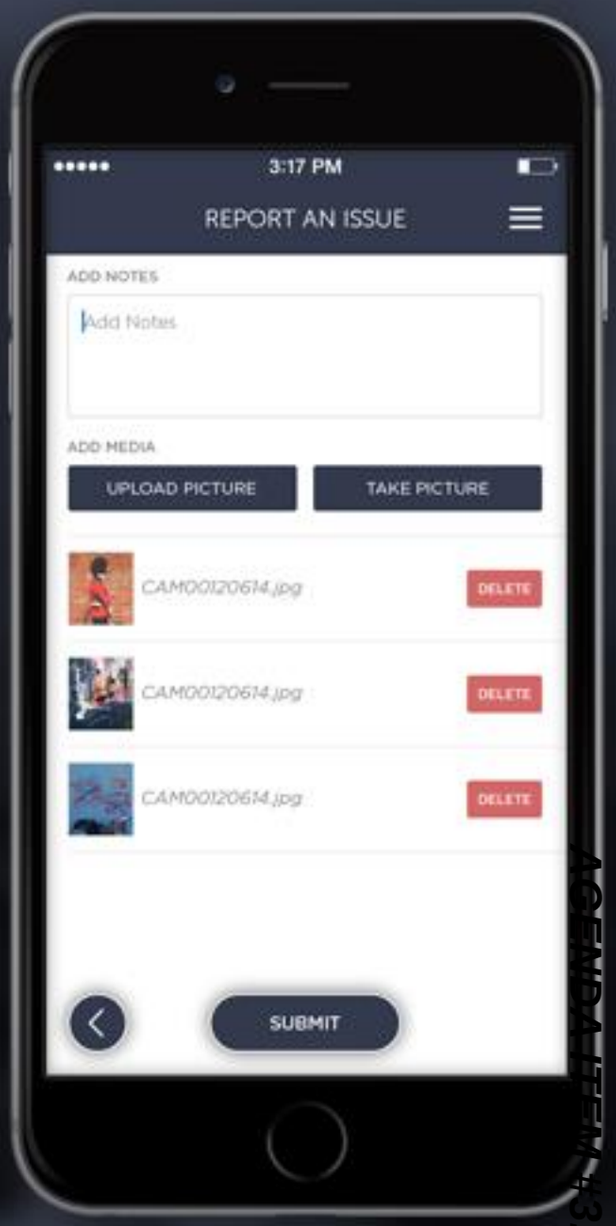


CITIZEN
REQUEST MANAGEMENT SYSTEM
REPORT, RESPOND, RESOLVE

Save city money by crowd sourcing public works and streamlining workflow process for staff.

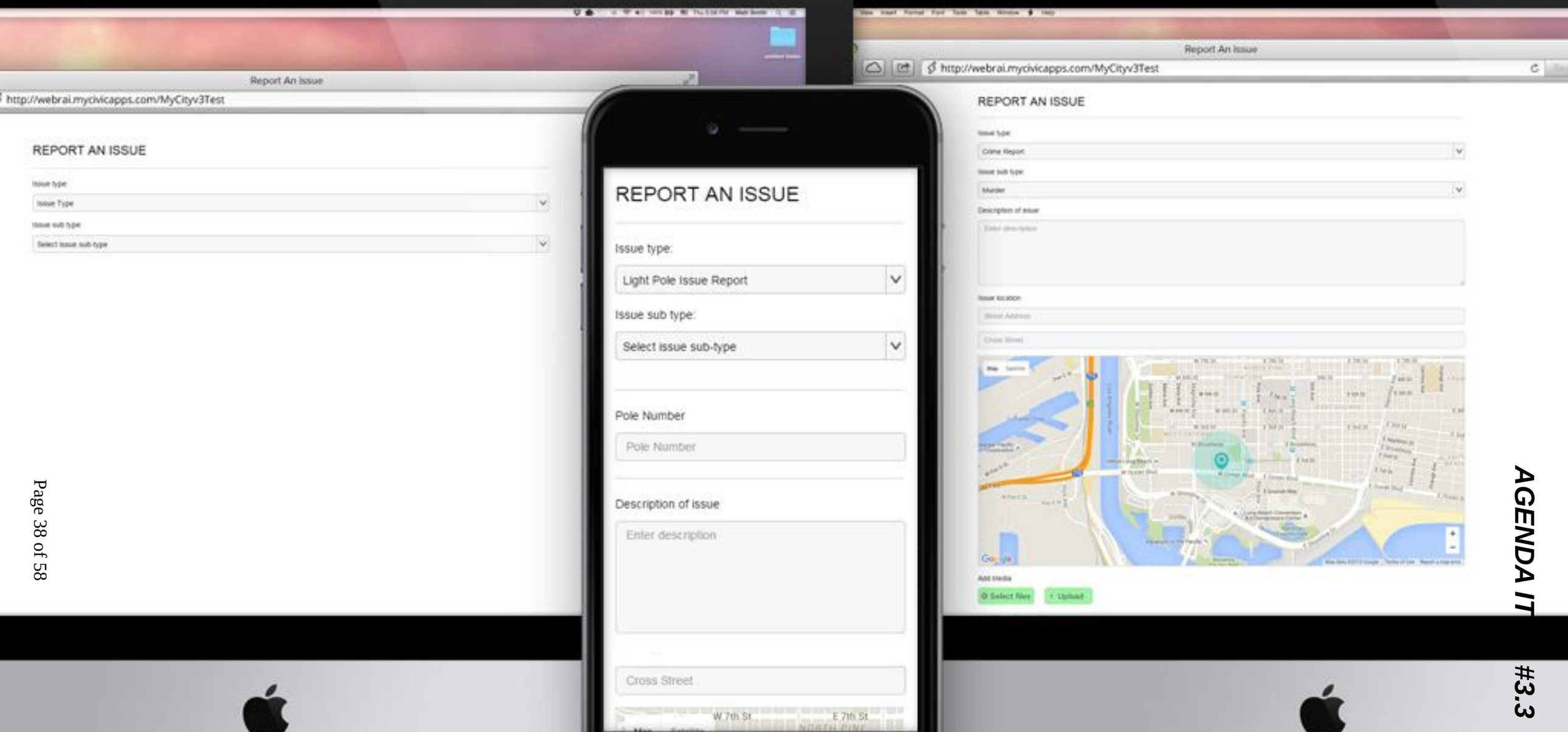






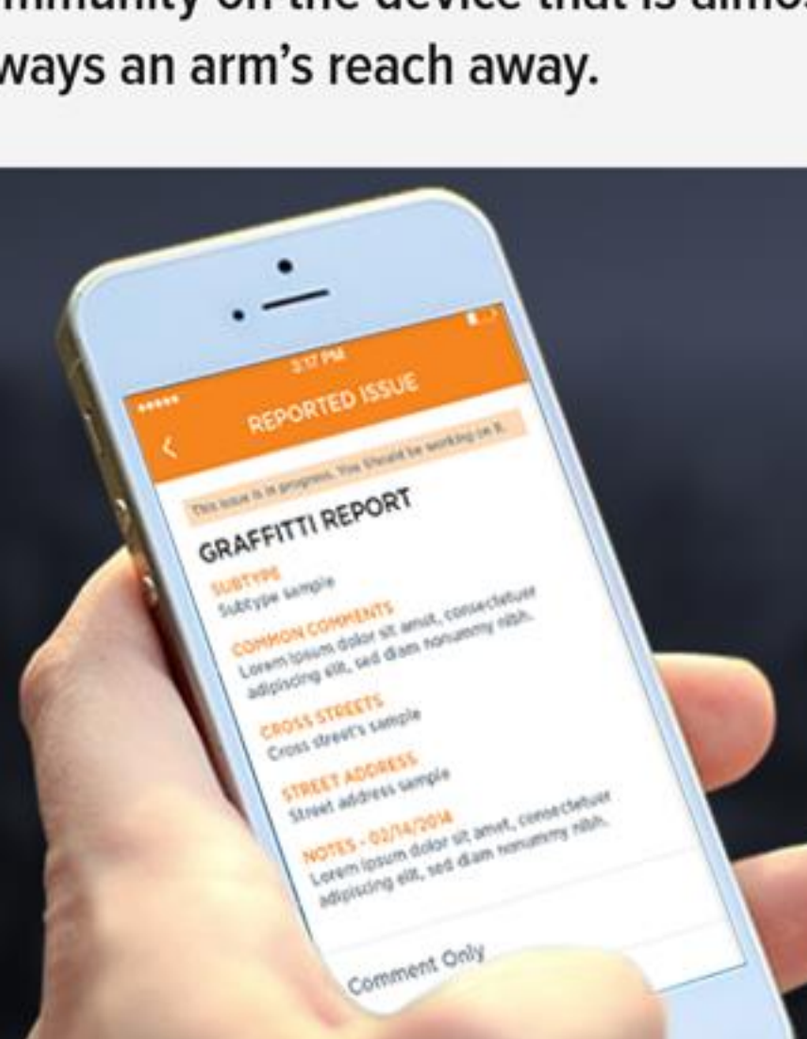
REQUEST MANAGEMENT SYSTEM
REPORT, RESPOND, RESOLVE

Items are reported through the devices citizens are most comfortable with, phone or PC.



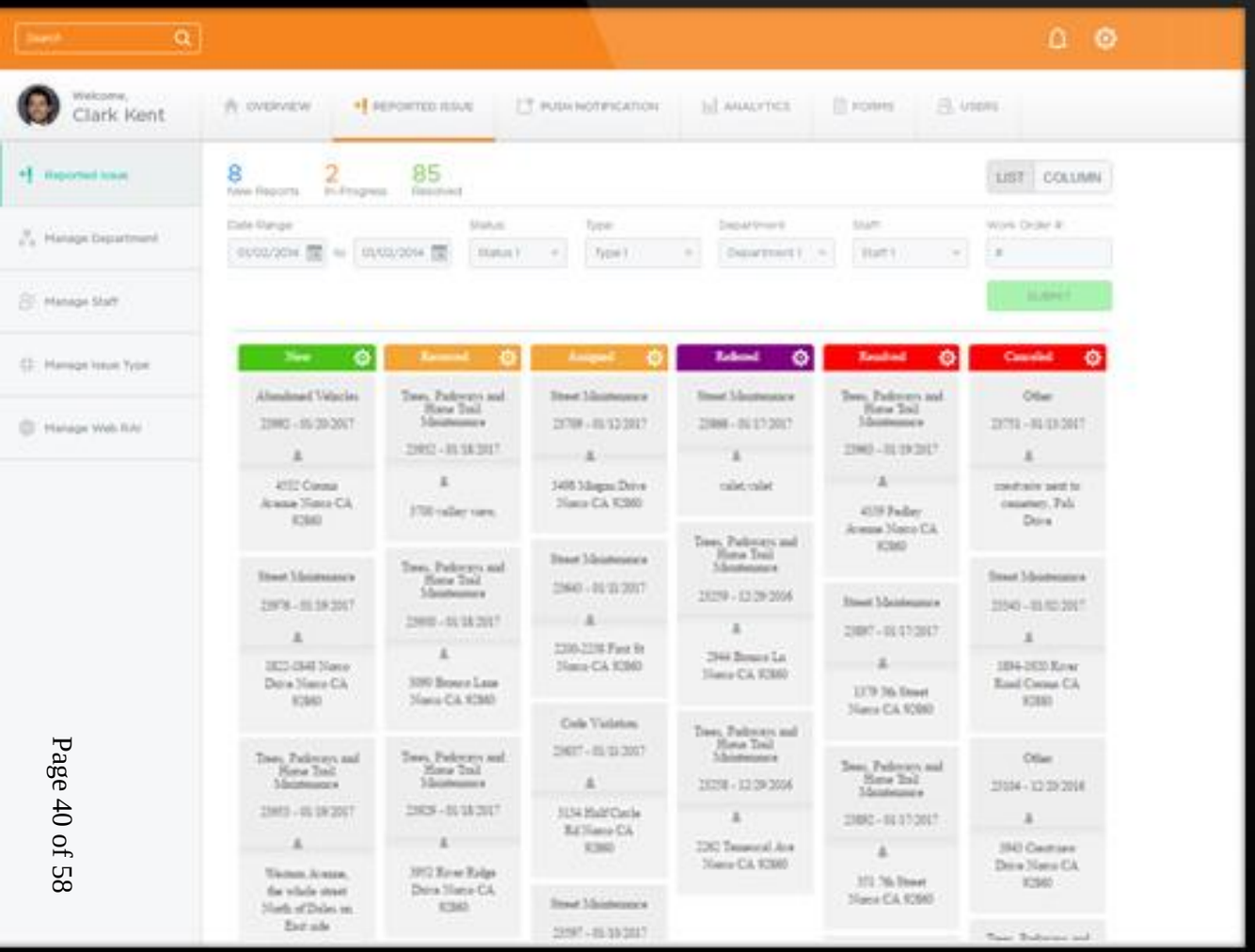
REQUEST MANAGEMENT SYSTEM
REPORT, RESPOND, RESOLVE

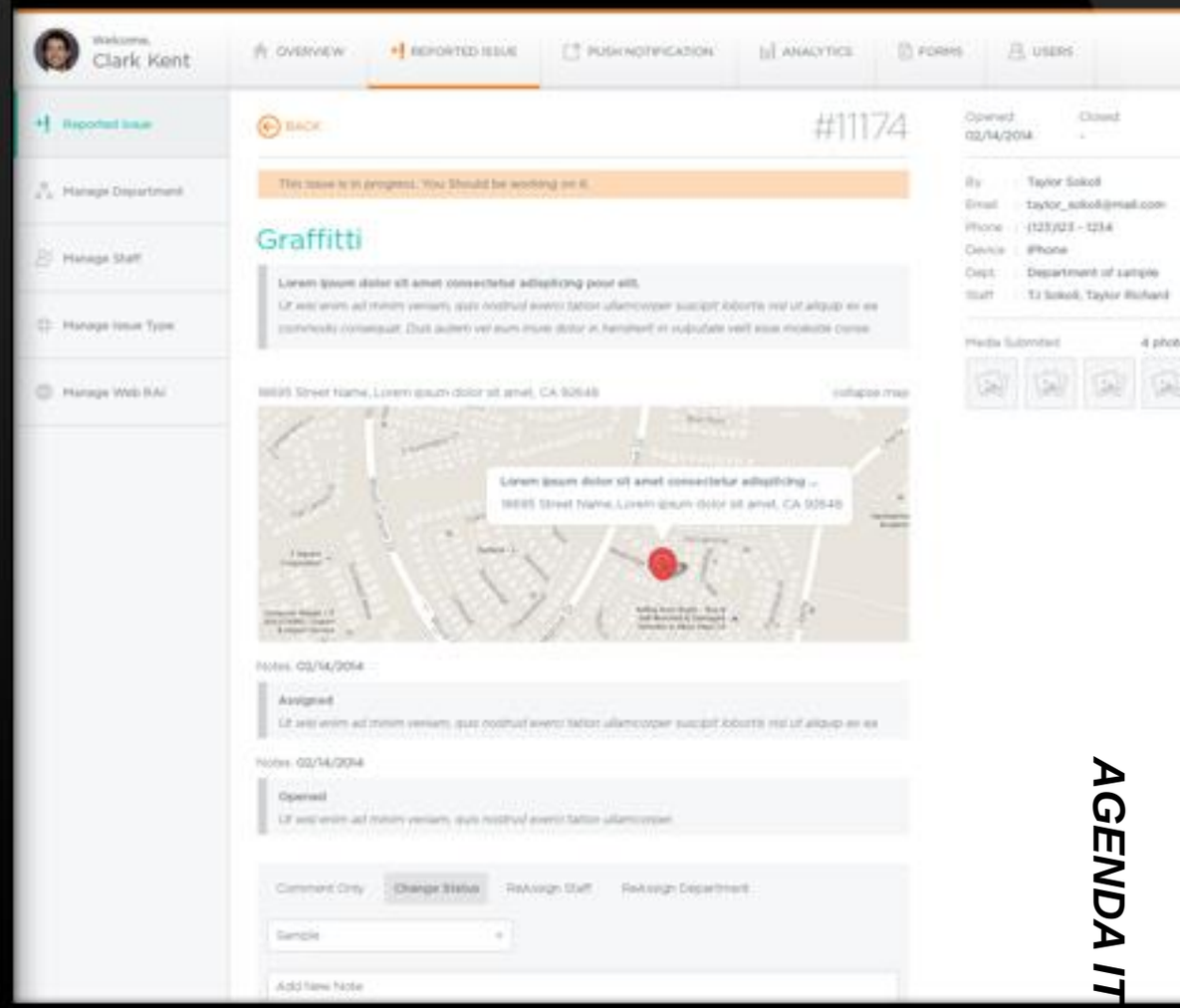
Instant two-way communication with your community on the device that is almost always an arm's reach away.



REQUEST MANAGEMENT SYSTEM
REPORT, RESPOND, RESOLVE

Issues are seamlessly tracked from start to finish providing great insights and ensuring nothing slips through the cracks.

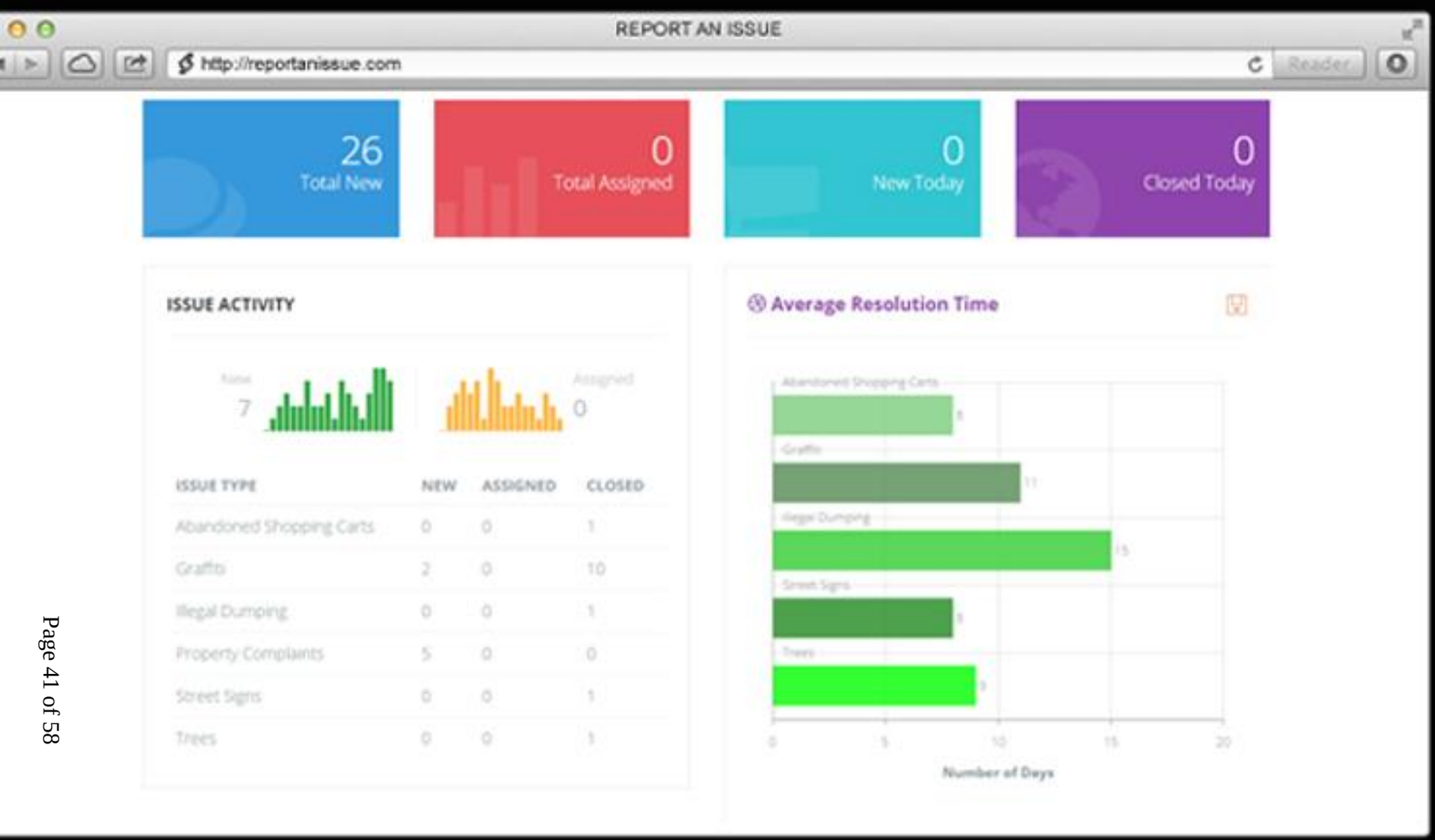


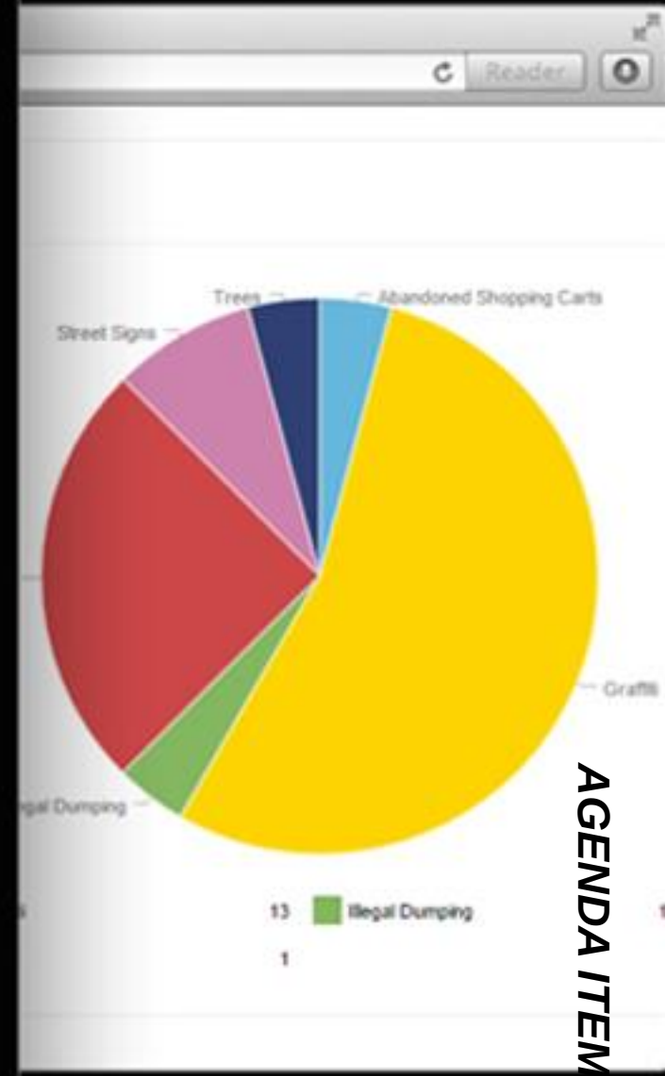


3-1-1 ANALYTICS

MAKE DATA DRIVEN DECISIONS

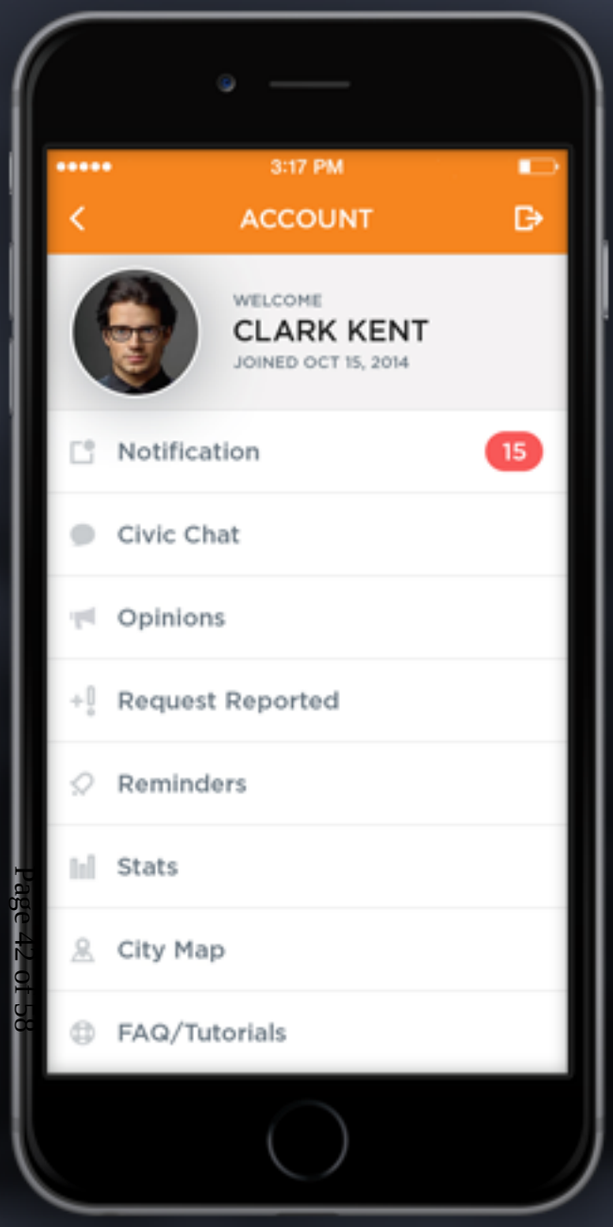
Get all the data you need to make insightful improvements on your city.

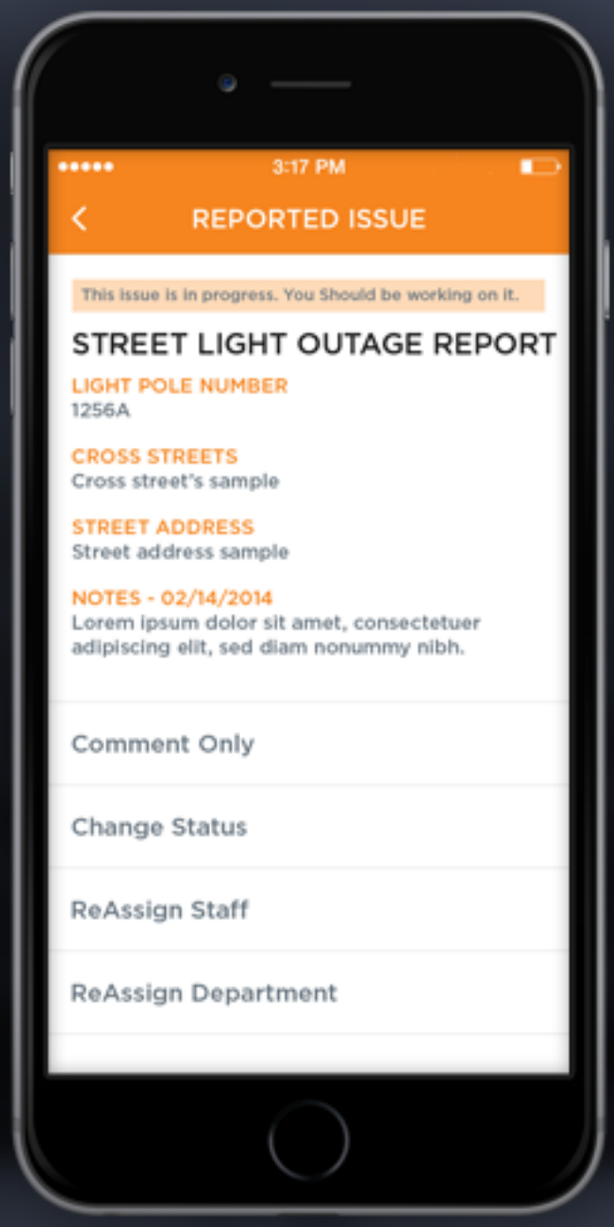


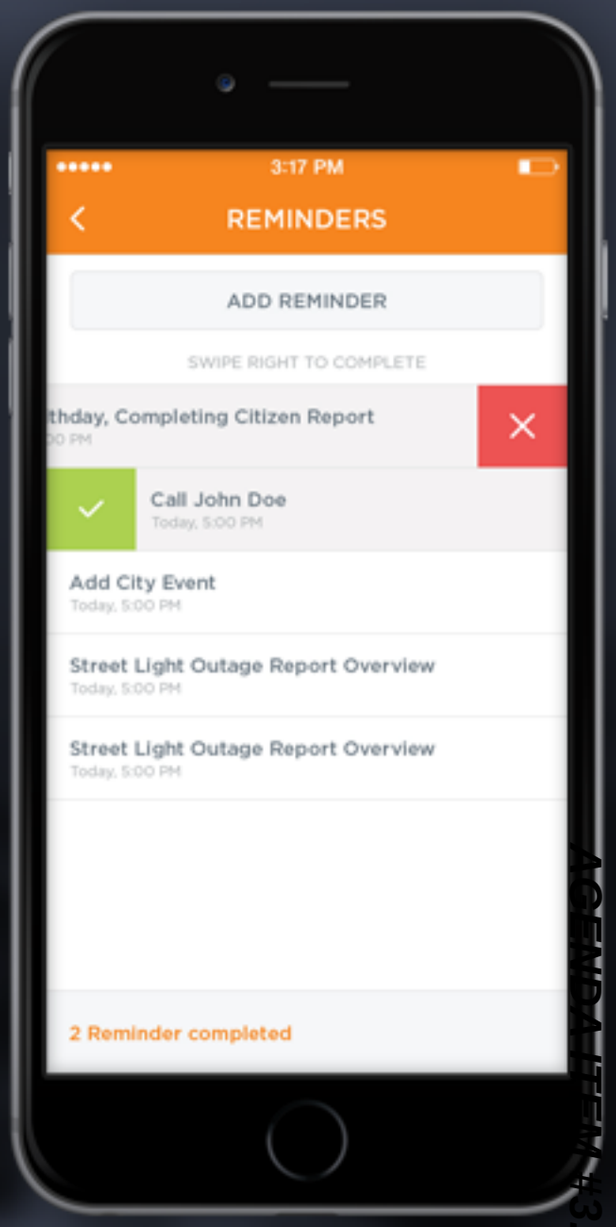


STAFF APP

Give staff the tools to do their job more efficiently, improve response times and save money.



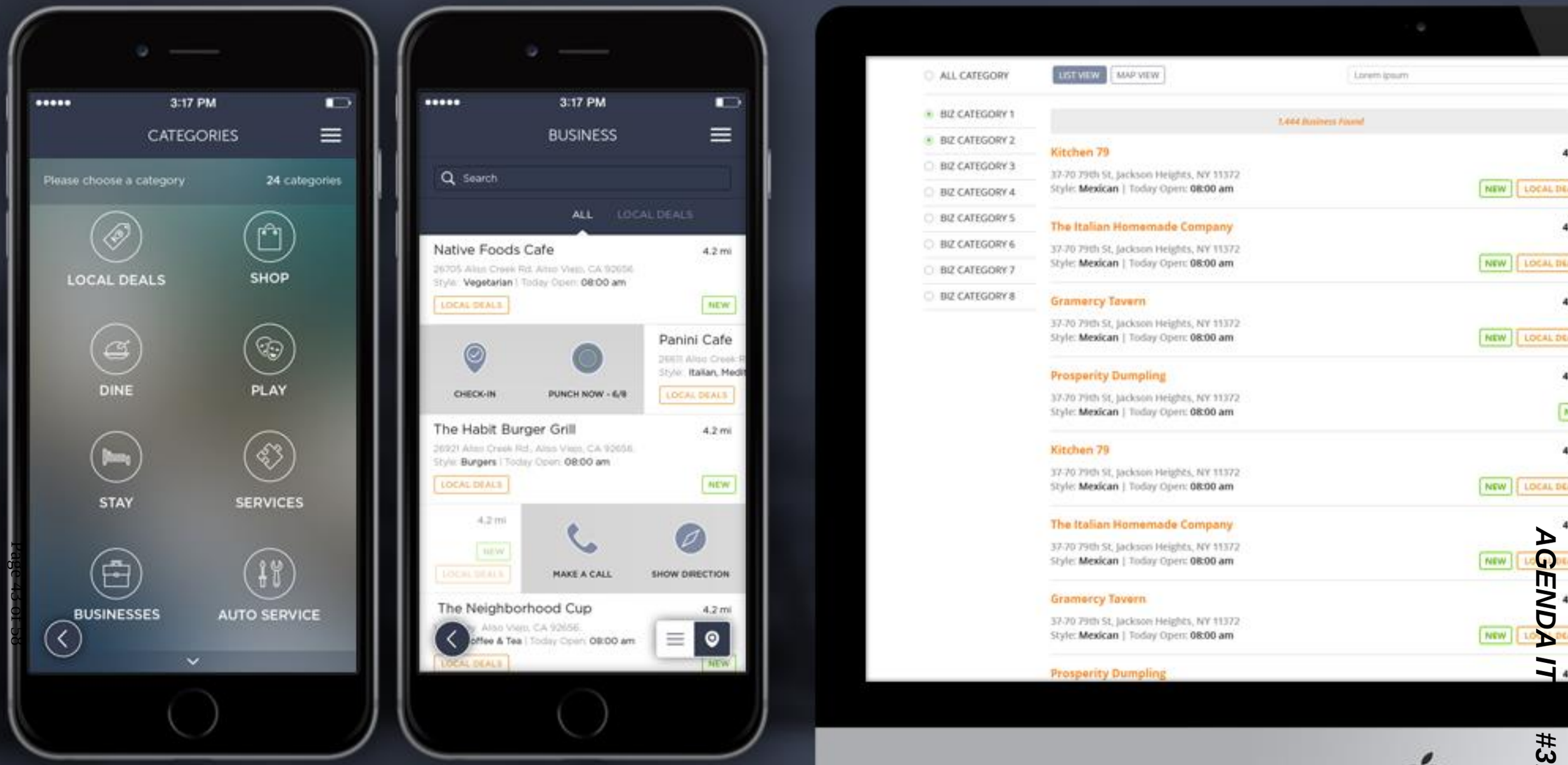




BUSINESS DIRECTORY

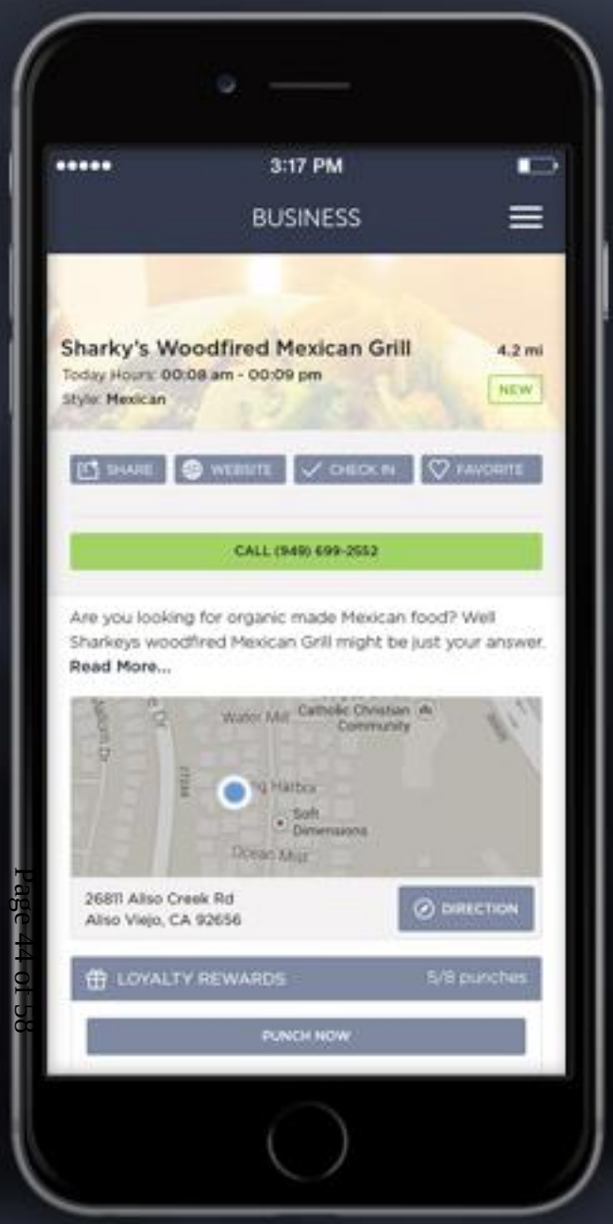
Local Economic Development

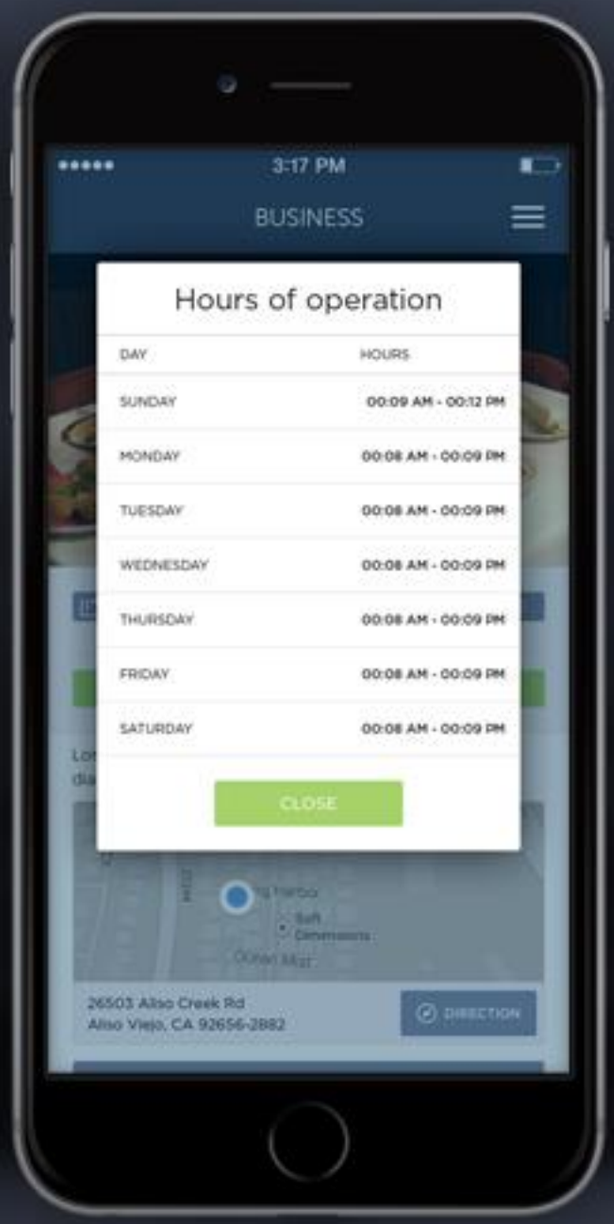
All the important information about businesses in your community is a tap away. Contact info, driving directions, hours of operation and much more.

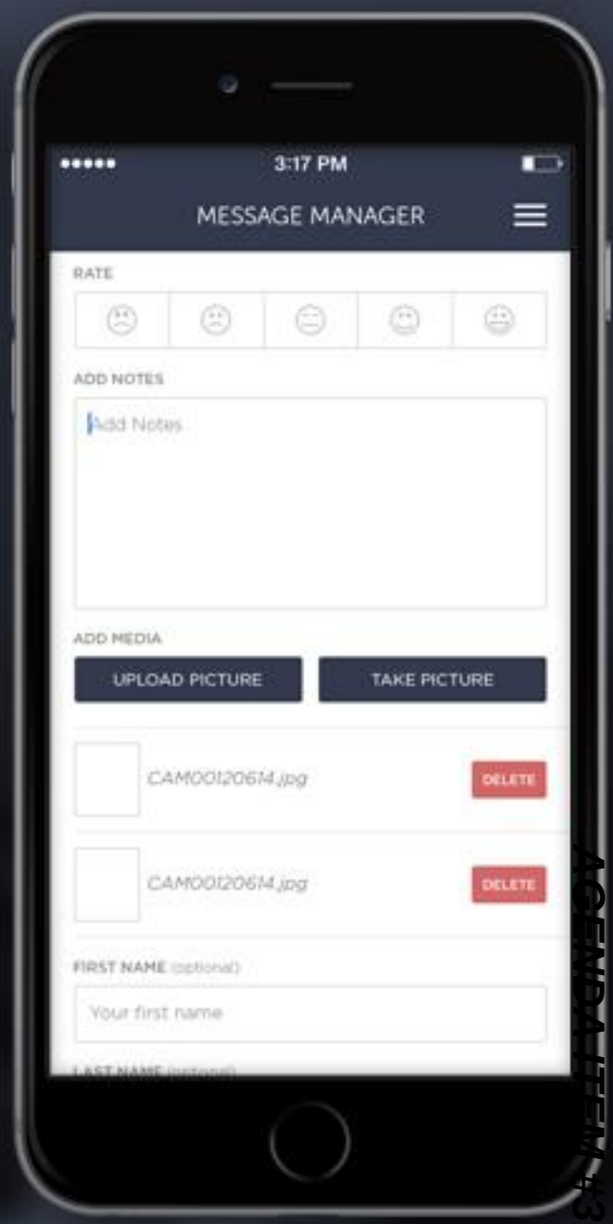


BUSINESS DIRECTORY

Provide Businesses with the tools they need to be seen and to succeed in your community.

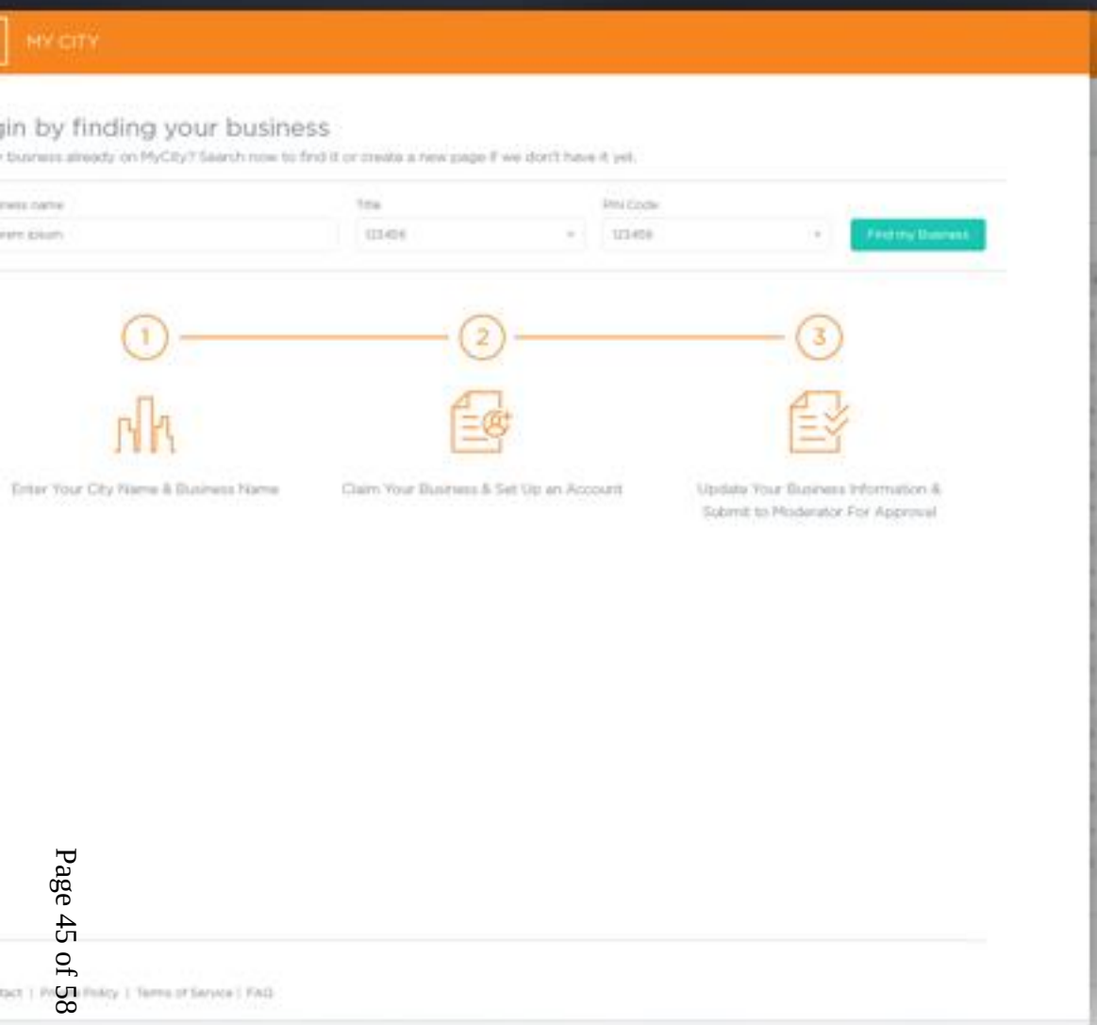


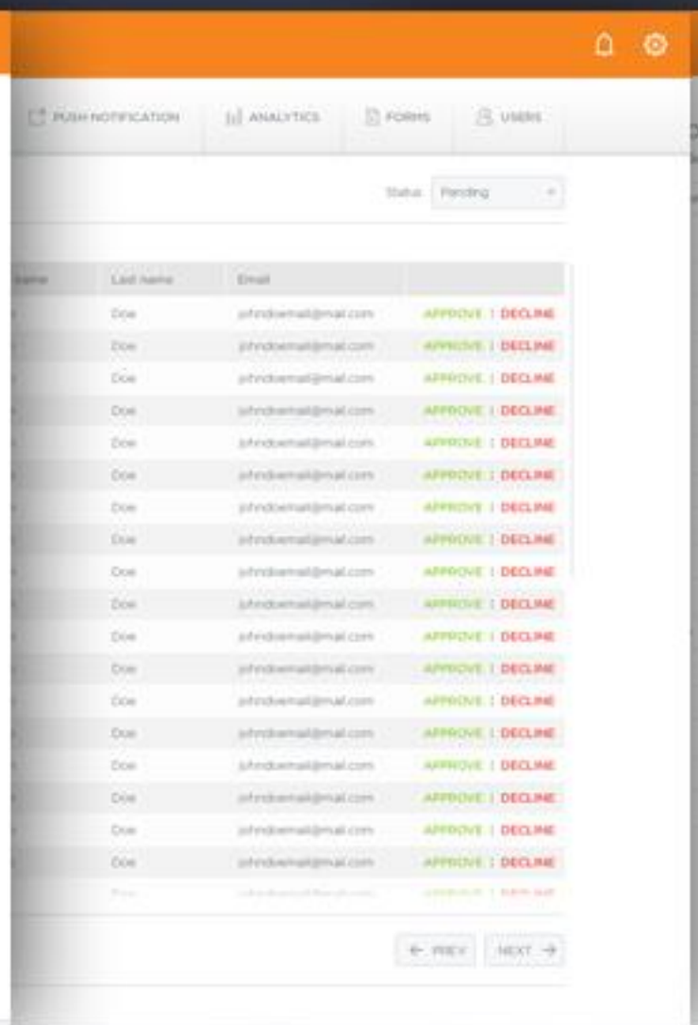


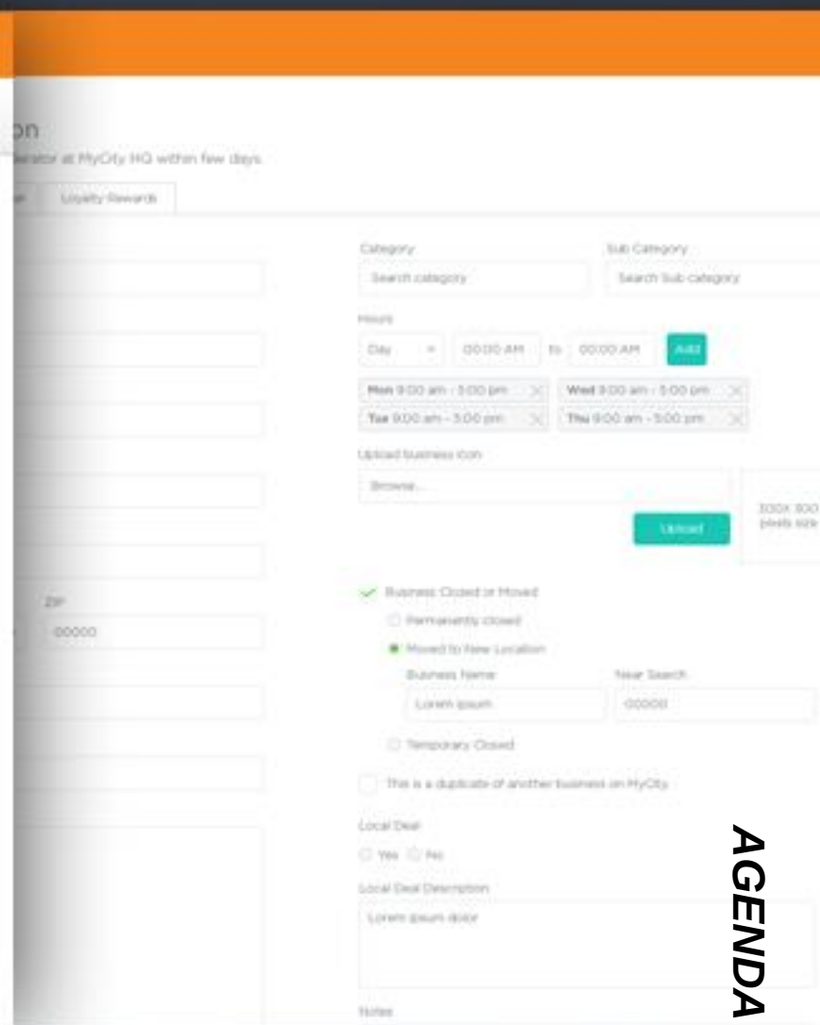


CLAIM BUSINESS

Offer businesses the ability to manage and update their profile. An engaged business becomes a partner in promoting the app to your community.







OPINIONS

Analytics to make informed decisions. Allows the communites voice be heard.

MYCITY APP BENEFITS

MyCivic Apps helps to reduce municipal employee workloads, streamline communication with constituents and showcase the best of what a city has to offer.

BY PUTTING YOUR ORGANIZATION IN THE PALM OF USERS HANDS, MYCIVIC APPS TRANSCENDS ANTIQUATED BRICK AND MORTAR BUREAUCRATIC PROCESSES WITH CUSTOMIZABLE FEATURES THAT STRENGTHEN RELATIONSHIPS.

THE LIVES OF PEOPLE TODAY REVOLVE AROUND THEIR MOBILE PHONES.

IF YOU WANT TO CONNECT WITH YOUR CITIZENS, YOUR NEED TO DO IT ON A MOBILE DEVICE.

MyCivic

MyCivic Apps presentation to the Town of Drumheller

Monday, September 23, 2019

During our presentation we will cover the following topics (10 to 15 minutes max)

- **"Whole City App"**
- **Problems Facing Communities**
- **Ease of customization**
- **People and Information module**
- **Places module**
- **News module**
- **Push Notifications**
- **311 Citizen Request module**
- **311 analytics**
- **Staff app**
- **Business directory module**
- **Citizen survey module**
- **Overall benefits**

Questions and Answers

If you would like to get a look at what the app looks like prior to the presentation, you can download it from the app stores. Please search for Abbotsford, app is called @Abbotsford.

From the main menu screen, you can swipe right to left to open the secondary menu screen.

DRUMHELLER
COUNCIL POLICY

Dinosaur Capital of the World

Council Policy # C02-18

Community Assistance Policy

POLICY PURPOSE:

The purpose of this policy is to define the process by which the Town of Drumheller provides financial assistance to local organizations and groups to support operating costs associated with the delivery of programs, services and events that promote active, safe and sustainable communities and improve quality of life in the Town.

BACKGROUND

The Town of Drumheller is committed to ensuring that recreational, cultural and community improvement programs and opportunities are available to meet the needs of Town residents. These grants are only available to organizations and groups that work on a not-for-profit basis.

DEFINITIONS:

Capital: any tangible asset with an estimated useful life exceeding one year, including:

- Land or Buildings;
- Facility Construction, renovation or repair;
- Facility assessment, study, design or construction documents to support the above projects;
- Furnishings and/or equipment for use at community operated facilities;
- Site improvements.

Town: the municipal corporation of the Town of Drumheller having jurisdiction under the *Municipal Government Act* and other applicable legislation.

Freedom of Information and Protection of Privacy Act: *Freedom of Information and Protection of Privacy Act*, RSA 2000, Chapter F-25, as amended thereto, also known as FOIP.

Municipal Government Act: *Municipal Government Act*, RSA 2000, c. M-26 and amendments thereto also known as MGA.

Operating: funding or projects related to maintaining or enhancing operations that are not directly related to infrastructure.

POLICY STATEMENT AND GUIDELINES:

AUTHORITY

Administration makes recommendations to Town Council. Town Council awards community assistance grants through a budget established on an annual basis.

ELIGIBILITY

Community- based volunteer groups and non-profit organizations may apply for a Community Assistance Grant.

PROCESS

Applications are to be submitted to the Town of Drumheller **ATTN: Community Assistance Program** 224 Centre Street, Drumheller, AB T0J 0Y4 by September 1st.

The personal information requested on this form is being collected for municipal purposes relating to a grant application, under the authority of the Freedom of Information and Protection of Privacy (FOIP) Act and is protected by the FOIP Act. If you have questions about the collection, contact our FOIP Coordinator at (403.823.1339).

Community Programs, Services and Events

Community programs, services and events that promote active, safe and sustainable communities may be considered by Town Council for allocation of grant funding.

Funding

Town Council will identify community assistance grant funding during the annual budget process. Financing for the grant will come from general revenues or other funding sources as determined by Town Council.

Requests for Funding

Applications to the Community Assistance Grant are considered by Council.

Throughout the year, application can be made for financial assistance by completing the attached application as per Schedule A.

Administration will review and recommend to Town Council a list of those organizations and groups who should be considered for funding. Town Council will make the final determination as to recipients of financial assistance.

The annual deadline is: September 1.

Criteria for Community Assistance Grant

Applications for assistance must demonstrate that the opportunities being provided are open for the use and enjoyment of users and the community.

Preference will be given to projects that complete Schedule A.

Town Administration will maintain an on-going record of the grants that Town Council has approved and report on the availability of community assistance grant funding as required.

ROLES AND RESPONSIBILITIES:

Chief Administrative Officer is responsible for: reviewing recommendations with regards to budget and submitting feedback if required

Community Services Director is responsible for: working with Community Services in reviewing recommendations and giving feedback if required

Director of Corporate Services is responsible for: working with Community Services in reviewing recommendations and giving feedback if required

Manager of Recreation and Culture is responsible for: communicating grant information to the public, ensuring Town Council understands policy, creating and defending grant budgets, approving grant dispersal, managing issues of concern or non-compliance.

Community and Protective Services Assistant is responsible for: advertising and making grant applications available, accepting and filing completed applications, providing Council's Executive Assistant with documentation for grant deliberations, communicating with groups, ensuring applications are complete, completing accounts payable memos, ensuring compliance, reporting issues or concerns.

Town Communications is responsible for: press releases regarding grant programs.

ATTACHMENTS:

Schedule "A" – Community Assistance Grant Application

Date: March 19, 2018

Chief Administrative Officer

Mayor

DRUMHELLER
COMMUNITY SERVICES
Dinosaur Capital of the World

Schedule "A"

Community Assistance Program
Community Assistance Grant Application

ORGANIZATION INFORMATION

Organization Name:_____

Mailing Address:_____

Postal Code:_____

Contact Name:_____ Title:_____

Telephone:

Business:_____ Home:_____

Registered Society or Charity Number (if applicable)_____

Is your organization presently receiving any financial assistance from the Town of Drumheller?

YES $ NO

Is your organization presently receiving any financial assistance from other municipalities or other levels of government, public agencies or other sources?

YES $ NO

PURPOSE AND NEED

Please describe what you are requesting. Include details such as timing, anticipated participation, etc. Describe the benefits of the project / activity in the community.

What are the goals and objectives of the proposed grant support? How will the success of the project or event be measured?

Describe the membership of your organization. How do you characterize your members / participants? (demographics)

Describe the anticipated level of current and future volunteerism and fundraising in relation to your group.

Please attach a copy of current financial statements to support your ask.

Describe what may happen if you do not receive grant funding, or if you receive less than the requested amount.

Are funds being sought from other sources to support this program or project?

_____

_____

_____

_____

Grant Amount Requested:_____

Declaration Statement

We the undersigned representative(s) certify that this application is complete and accurate.

Name _____ Title _____

Signature _____ Date _____

Name _____ Title _____

Signature _____ Date _____

Obligations Upon Receiving Grant

Grant recipients will receive a Grant Agreement outlining the approved grant amount, including specific items approved or denied, and the project goals and outcomes expected. Organizations may only spend grant funds on the specific items approved. Recipients must submit a report within the time identified in the Grant Agreement to account for funds spent and to indicate the success in achieving project/programs goals and objectives through measures identified in the approved application. Failure to submit a report, or delinquency in submission, may affect future grant application consideration. At any time, grant recipients must permit a representative of the Town of Drumheller to examine books or records to determine whether the grant funding has been used as intended and approved.

Council Meeting Sponsorship, Silent Auction Item, or Letter of Support Request Form

Sponsorship, Silent Auction Item, or Letter of Support Request Form may be submitted:

- In person at Town Hall, 224 Centre Street, Drumheller, AB T0J 0Y4
- By e-mail to lbosch@dinosaurvalley.com

Applicants will be contacted to confirm the Council meeting date and time (if requested).

Is the Request for a Sponsorship, for a Silent Auction item, or for a Letter of Support?

☐ REQUEST FOR SPONSORSHIP ☐ REQUEST FOR SILENT AUCTION ITEM

☐ REQUEST FOR LETTER OF SUPPORT

INTERNAL USE ONLY

Department:	Meeting Date:	Appt. Time:	CAO Approval: