



## MEDIA RELEASE

# Town Receives Funding from Province Toward Modernization Efforts

Funding will go toward digitizing and improving the way the Town provides service

**For Immediate Release**

**February 14, 2022**

The Town of Niagara-on-the-Lake received a total of \$239,390 through the Province's Municipal Modernization Program (MPP) Intake 3. This funding helps strengthen the delivery of critical Town programs and services that residents depend on while saving taxpayers' dollars.

The following three projects will be implemented because of this funding:

- Lean Process Review of Service Delivery
- e-Permitting for Building and Planning
- Customer Relationship Management (CRM) System

"The Town is committed to delivering modern and efficient services that are financially sustainable," stated Lord Mayor Betty Disero. "This funding will help the Town achieve its modernization goals while creating new cost savings. I want to thank the provincial government for their ongoing support towards modernizing municipalities."

In 2019, the province launched the MMP to help small and rural municipalities, like Niagara-on-the-Lake, modernize service delivery and identify new ways to be more efficient and effective. In 2019, the Town received \$725,000 as one-time funding for modernizing municipal services, which funded projects such as the Deloitte Service Delivery Review and a new Town website. In 2021, the Town was awarded up to \$150,000 through Intake 2 of the MMP for the purpose of completing a Fleet Services Review.

"Throughout the pandemic, modernization efforts have been more important than ever," stated CAO Marnie Cluckie. "Becoming more efficient through digital means allows for improved, more effective service in our community. Thank you to Town Staff who are always looking for innovative methods to provide outstanding customer service excellence."

The Town looks forward to continuing to discover modern solutions to create efficient and accessible service for all.

Additional information regarding the Town's Service Delivery Review and Permitting System Modernization will be shared with the public as advancements are made.

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