



**Company**

Region of Durham

**Industry**

Government

**Solution**

- Internet Outsourcing
- Long Term Managed Hosting
- Application Development

**Technology Employed**

Microsoft

## Region of Durham Residential Development Charges Form

Durham Region is currently experiencing tremendous growth in residential development throughout the 8 municipalities of Ajax, Whitby, Pickering, Oshawa, Clarington, Uxbridge, Scugog and Brock. To support this growth, the Region of Durham (ROD) wanted to replace the current manual process of submitting the "Residential Development Charges Information" form. This is the first of many internal processes to be automated and streamlined.

### Challenge

The "Residential Development Charges Information" form is used by builders to capture all information related to new developments in the municipalities governed by the Region of Durham. Development Charges are calculated based on the information about the development and ultimately becomes an important information source for the revenue that the local municipalities and the Region can expect to collect.

The challenge for regional and municipal governments is to find a way to keep the administrative costs of collecting revenue under control while ensuring reliable access to forms as they pass through the workflow.

### Solution

The purpose of the application is to provide an electronic version of the Development Charges form to builders and the Local and Regional administrative staff via the Web. The form is identical to the paper-based form in that it captures all information related to new developments in the municipalities governed by the Region of Durham.

Providing the form online means that the builders can easily enter the information about a development, either brand new developments or new construction after demolition of structures on existing lots. Duplicating form data reduces the administration time for the developers. Online submission means delays to processing the form caused by post or couriers are eliminated.

Processing of the forms can begin instantly from the initial submission by the builder to the local municipality who validates the information and forwards it to the Regional Works Department. At the Works level, the form goes through additional validation and the appropriate charges are calculated. The Works department returns the form to the municipality for the collection of the payment. When funds have been collected by the municipality from the builder, the form is advanced to the Regional Finance office for funds allocation and record keeping. In the past, understanding where the form is in the flow and whether funds have been collected at the Local level had been a challenge for Region.

With the manual process, the offline form payment process alone had taken approximately 20-25 business days and during this period the status of the "form" has been difficult to track offline. Providing an electronic version of the Development Charges form to builders and the Local and Regional administrative staff via the Web has resulted in improved tracking, and faster processing and collection of the charges. The Region has been able to use the financial data from the application to forecast revenue, an advantage that was difficult to achieve with the manual process.

Once the charges for a form or series of forms have been collected, the form is archived and stored for reference and for legal records retention. Reports can be generated on any forms status at any stage in the workflow.

### Results

**Improved Productivity**

- Faster, more efficient lines of communication
- Less time spent locating information

**Reduced Costs**

- Dramatically reduce administration costs
- Minimize hardcopy reproduction of reports
- Eliminate time spent responding to redundant information requests

**About Momentum Advanced Solutions**

Momentum Advanced Solutions is a leading IT services organization focused on delivering superior customer value by way of our proven consulting, integration and outsourcing solutions. Momentum helps organizations grow revenues, reduce costs and, overall, manage the complexity and risks associated with information technology with their Design, Build and Operate model. Headquartered in Thornhill, Ontario the Company has offices in Ottawa, Windsor and Toronto. Momentum is publicly traded on the Toronto Stock Exchange.