



Municipal E-Government Experience
e-Government Seminar
Sydney, NS - October 16, 2001



About Campbellton

- Population 8400
- Council composition - 9 including mayor
- 65 Full-time staff
- Demographics - aging population


Prior to e-commerce

- Over-the-counter services until October 2000
- Payment centers = City Hall and NBPower
- Limited business hours 8:30 - 4:30
- Complaints about access to services

Towards improved services

- Agreement with Service New Brunswick to have point of sale at their outlet in Campbellton
- Agreements with several financial institutions to have telephone banking
- Development of City web site for general information www.campbellton.org

Adding value with e-commerce

- Web payments through service agreement with Service New Brunswick on City's web site under 
- Electronic transfer of funds to city's accounting system and bank account (elimination of data entry by city staff)
- City's water and sewer bills produced electronically via Canada Post
- E-forms (license, job applications...) on City's web site in partnership with SNB

Results achieved

- Time saving for water and sewer bills less than 1/2 day versus 3 to 4 days when done manually
- 2786 transactions with SNB over-the-counter and web payments, since October 2000 (total city transactions = 15000)
- Cashier business hours reduced by 3 hours per day - converted savings to assisting senior managers improve efficiencies

Where to now?

- Interactive comments on Council initiatives such as By-law amendments, input on current programs, delegation status request etc...being considered on city's web page
- City's accounting system which integrated all e-commerce applications now being sold to other municipalities including training, implementation, and conversion of existing financial data

Final analysis

- E-commerce improves relationship with citizen in our experience
- Extended business hours 24/7
- Improved staff efficiency
- Needs buy-in by Council/staff and media
- Should be focused on adding value rather than on pure economic reasons (not an exercise to reduce payroll, cut costs etc...)

Question/Answer???

- City of Campbellton
- www.campbellton.org
- 1-506-789-2727 Mayor's office
- 1-506-789-2701 Administrator's office