

## TOWN OF GRAND COULEE

### Paperless Operations Policy

<i>Section</i>	<i>Classification</i>
General Governance	Policy
<i>Approved (Date)</i>	<i>Resolution No.</i>
March 26, 2024	#2024-061

#### Introduction:

The Town of Grand Coulee recognizes the importance of environmental sustainability and efficiency in municipal operations. In alignment with these principles, this policy aims to transition towards a paperless operation to reduce paper usage and streamline document management processes.

#### Purpose:

The purpose of this policy is to outline the procedures and directions for implementing paperless operations within the Town of Grand Coulee. This includes the issuance of tax notices, receipts, utility notices, and other correspondence via email, as well as the utilization of electronic document storage solutions to minimize paper usage and improve accessibility to records.

#### Policy Statement:

- a. The Town of Grand Coulee is committed to reducing paper consumption and promoting environmental sustainability through the adoption of paperless practices.
- b. Ratepayers will receive tax notices, receipts, utility notices, and other correspondence primarily via email.
- c. Administration will utilize cloud-based applications, such as Microsoft Office 365, and electronic document management systems like Munisoft and Catalis to store and manage long-term documentation.
- d. A dedicated hard drive will be used for regular backups of the main system, ensuring continuous access to documentation in the event of system failures.
- e. This policy aims to minimize paper usage, reduce the need for excessive storage space, and ensure compliance with record retention regulations.

#### Procedures:

- a. **Ratepayer Consent:** Ratepayers will be required to provide consent for electronic delivery of tax notices, receipts, utility notices, and other correspondence via email. An Email Consent Form will be made available for this purpose.
- b. **Implementation:** Upon receipt of an Email Consent Form, the Town will commence the electronic delivery of notices and correspondence to the ratepayer's provided email address.

## Paperless Operation Policy

c. Document Management: Administration will transition to electronic document storage solutions, utilizing cloud-based applications and dedicated hard drive backups for secure storage and easy retrieval of records.

d. Training and Support: Town staff will receive training on the use of electronic document management systems and provide ongoing support to ensure efficient implementation and compliance with this policy.

e. Monitoring and Review: The effectiveness of this policy will be periodically monitored and reviewed to assess progress towards paperless operations goals and identify areas for improvement.

### 5. Compliance:

All Town of Grand Coulee staff, ratepayers, and stakeholders are expected to adhere to this policy and actively support the transition towards paperless operations.

This policy shall take effect immediately upon approval by the appropriate governing body.