

Technology Improvements

Modernizing external Borough processes for citizens, increasing efficiencies for internal Borough workflows, and consolidating software.

SPRING 2024



eCommerce

- Mobile Friendly
- ACH/E-Checks
- Multiple Sign-on Methods
- Registered account experience
- Expanding online payment offerings
- Integrates with the current MSB Financial system

Time Keeping & Scheduling

- Consolidation of systems to one platform
- Expanding Scheduling options to more departments
- Streamline the internal process for Onboard → Scheduling → Time Keeping → Payroll



SUMMER 2024

Permitting, Licensing & Fire Plan Review

- Expanding our online application offerings
- Transparency of status/inspections of online Permits, Code cases, Plats and Pre-Apps, Business Licenses, and Fire Plan Reviews.
- Online portal for Self-Reported Taxes
- Online Business License Renewals & Business License lookup

SUMMER 2025



Assessment & Taxation

- Revamp of MyProperty website
- Modernizing the online customer experience
- Integrating taxes with current MSB Financial System
- Partnering with a Software Vendor that has roadmaps for enhancements/upgrades
- Moving away from customized software



FALL 2025