

**Communications Committee &  
Information Technology Sub-Committee Meeting  
Minutes  
March 23, 2012**

<b>Members</b> <u>Present:</u> Councillor Alex Chiu Councillor Logan Kanapathi Councillor Howard Shore  <u>Regrets:</u> Mayor Frank Scarpitti (x-offico) Regional Councillor Jim Jones Regional Councillor Gordon Landon	<b>Staff</b> Dennis Flaherty, Director of Communications & Community Relations Nasir Kenea, Chief Information Officer Kimberley Kitteringham, Town Clerk Joel Lustig, Treasurer Laura Gold, Council/Committee Coordinator Andy Taylor, Chief Administrative Officer
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The Communications Committee & Information Technology Sub-Committee Meeting convened at 2:07 p.m. with Councillor Howard Shore presiding as Chair.

It was noted that Members should advise the Committee Clerk if they are unable to attend a meeting.

**1. PRESENTATION**

Mr. Nasir Kenea, Chief Information Officer, provided an update presentation on the following subjects: (1) Portal Project; and (2) Other Major ITS Projects.

Discussion

**Portal Project Update**

There was a question regarding how the public survey on portal use was executed. It was explained that a link was placed on the Town's website across the banner to ensure visibility on all pages. There were approximately 1,200 residents surveyed. A majority of the respondents were women between 30 and 50 years of age and it was noted that a future survey will be conducted to possibly reach other segments of the population.

The Committee reviewed the 2011 website statistics. In comparison to 2010, the average page viewed doubled and the number of people that visited the site more than once was significantly higher.

The Committee viewed the municipal services now available on Markham's website. The Chair requested that a list of services now available online be provided to Mayor and Members of Council.

Staff advised that online forms related to simple business processes are being automated and placed online first. More complex business processes will then be automated and placed online.

Additionally, where possible, processes are being streamlined to improve response time and customer service.

It was noted that over 100 forms were identified as forms that could potentially be completed online. The forms were selected based on whether they had the capability to integrate with an existing backend system.

It was reported that the target date for having online payment for a number of services is summer 2012. A convenience fee will be charged for providing this service. This is generally an accepted practice and has been used for parking ticket payment for sometime.

Online payments will currently exclude the payment of taxes and development charges. Staff are looking into incorporating the use of Interac for these services.

A suggestion was made to have information on Markham's website available in different formats. Some examples included: creating a map that displays roadwork in Markham; and having the ability to filter information by ward.

The Committee viewed the Councillors' new web pages. It was noted that all Markham Councillors have web pages, but that some are more robust than others. The web pages were thought to be a valuable tool that Councillors can use to communicate with their constituents.

It was noted that some of the links to Markham's web pages are too long. Staff were requested to investigate a solution for this issue.

There was a discussion on digital document management systems. It was noted that Markham needs a document management system that will be able to store mainly unstructured data. The information collected through the portal online forms will go in to the backend systems if there is an existing system to do so.

It was noted that staff are investigating having a mobile version of the Markham portal. Such an application button could be used on smartphones to access the portal. Staff advised it is very expensive to have the entire website available through a mobile device and that few organizations offer this service at this time. It was agreed that in the future only key information needs to be available through mobile devices (e.g. road closures and events).

Staff advised they will ask the community what type of services should be accessible through mobile devices. A contest could be held to develop a mobile application or to obtain ideas to establish a mobile application for Markham's website.

It was reported that the Diversity event being held on Sunday, March 25, 2012 will be webcasted live. The event can be viewed on Markham's website.

## **Other Major IT Projects Update**

### *Corporate Phones and Voicemail Upgrades*

It was reported that the voicemail system was updated in November and that staff are currently installing the new phone system. Staff were requested to investigate the possibility of further integrating the new phone system with outlook.

### *AV Replacement*

It was reported that the Request for Proposal (RFP) will possibly be extended due to few vendors being able to commit to the project timelines. It was noted that many of the vendors had other projects at the same time and were unable to complete the project within the proposed timeline. A decision will be made early next week on this matter.

### *Cell Phone Tower*

It was reported that the business case for building a cell phone tower in Markham was based on reducing Corporate cell phone costs. There was a discussion on reducing the Corporate cell phone costs by some of the staff moving on to the private radio network. It was noted that staff who work after hours may require a cell phone as Markham does not have 24 hour dispatch services.

## **New Business**

Staff were requested to investigate the following Corporate applications:

- Whether Standing Committee agendas can now be reviewed on IPADs (investigation in progress);
- Creating animated guides by key personnel (e.g. Mayor and Commissioners) to introduce visitors to particular areas of the portal;
- Providing Councillors with the status of upcoming reports/ presentations for Standing Committee agendas.

It was suggested that a list of upcoming reports and or/presentations be placed in the shared drive for Members of Council.

## **2. ADJOURNMENT**

The Communication Committee and Information Technology Sub-Committee adjourned at 3:30 p.m.