City of
Richmond

Report to Committee

To:	General Purposes Committee	**Date:**	August 29, 2017
From:	Grant Fengstad	**File:**	
	Director, Information Technology		
Re:	**Digital Strategy – Status Update 2017**		

Staff Recommendation

That Attachment 1 to the staff report, " Digital Strategy – Status Update 2017" dated August 4, 2017 from the Director, Information Technology be endorsed and made available to the community through the City's website and various communication tools including social media channels to promote and increase awareness of the City's progress towards achieving its digital goals.

Grant Fengstad
Director, Information Technology
(604-276-4096)

REPORT CONCURRENCE		
ROUTED TO:	**CONCURRENCE**	**CONCURRENCE OF GENERAL MANAGER**
Communications	☑	
Economic Development	☑	
Arts, Culture & Heritage	☑	
Recreation Services	☑	
Engineering	☑	
Fire Rescue	☑	
Transportation	☑	
Finance	☑	
REVIEWED BY STAFF REPORT / **AGENDA REVIEW SUBCOMMITTEE**	**INITIALS:**	**APPROVED BY CAO**

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Staff Report

Origin

The Richmond Digital Strategy was approved by Council on October 13, 2015. The Digital Strategy is a framework to guide the use of digital tools, products and channels to improve the efficiency and effectiveness of our employees and better serve our residents.

Since 2013 the Digital Strategy has been directed by a Steering Committee comprised of stakeholders from each division in the City. Led by Information Technology, the Committee created a multi-year plan to guide the phased rollout of transformative technologies over several years.

The vision of the Digital Strategy is:

- To optimize and integrate business processes which leverage technology innovation to deliver exceptional services.

The goal of the Digital Strategy is:

- To facilitate strategic thinking and better coordination around the innovation and enabling concepts of "Smart City", with the ultimate goal of embedding digital technology into the City's operations, information dissemination and communication with the residents and business community.

This report supports Council's 2014-2018 Term Goal #9 A Well-Informed Citizenry:

> *Continue to develop and provide programs and services that ensure the Richmond community is well-informed and engaged on City business and decision making.*
>
> *9.1. Understandable, timely, easily accessible public communication.*
> *9.2. Effective engagement strategies and tools.*

Analysis

The Digital Strategy identified the opportunities with the greatest potential to enhance the City's service delivery and engage meaningfully with Richmond's residents and business community, while creating a framework of principles and objectives to guide technology decisions going forward. The key focus for this framework has always been the customer. This customer-centric perspective targets an improved experience for the residents, business operators, visitors, partners and employees of the City of Richmond for all technology developments and enhancements.

The critical step to supporting the strategy involved significant work to develop the Digital

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Nervous Ecosystem (DNE)—or middleware layer—that permits connectivity among the City's systems and services. Several projects have been completed to introduce this interconnectivity. Building on the DNE foundation, the Customer Profile project launched in February paves the way for single sign-on access to these interconnected systems and services. Ultimately, all projects within the Digital Strategy focus on the five key strategic directions:

1 Extending the Reach of City Online Services
2 Expanding the City Connected Architecture
3 Extending Mobility for Staff
4 Integrating and Connecting City Infrastructure
5 Promoting Open and Transparent Government

The "2017 Digital Strategy Status Update" (Attachment 1) contains full detail on the progress of the Richmond Digital Strategy.

Financial Impact

None

Conclusion

The City of Richmond Digital Strategy is making excellent progress toward achieving its goals. Much has been achieved in the first two years of the plan, and staff are on track to deliver the remainder of the projects over the coming 16 months.

The focus over the remaining period (to the end of 2018) will be finalizing a "single view of customer"—enabling staff to consolidate the history of interactions, transactions and enquiries from each customer —and Customer Profile which will give customers an efficient and personalized view of their transactions with the City.

Building on what has already been completed, these projects, together with the upcoming launch of the City's new Perfect Mind recreation program management system, will position the City of Richmond at the forefront of technological innovation for municipal governments across North America.

Harper Bench, on behalf of

Vincent Chu
Manager, IT Innovation and Development
(604-247-4478)

Att. 1: 2017 Digital Strategy Status Update

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RICHMOND DIGITAL STRATEGY

2017 STATUS UPDATE

CONTENT

GP - 42

EXECUTIVE SUMMARY

INTRO/BACKGROUND

In 2015, the City of Richmond created a Digital Strategy to support the City's vision of being "the most appealing, liveable and well-managed community in Canada." The overarching vision of the City's Digital Strategy is to use technology to shift from a services centric focus – how the City manages business – to a customer-centred focus – how best to serve Richmond's residents, businesses, employees and visitors. This important strategic shift has put the City in the enviable position of being well prepared to respond to advancements in technology and public expectations.

This report covers progress over the first two years of the Strategy in five key areas of focus. Many projects span more than one of the five areas, illustrating the integrated, collaborative approach required to succeed.

1. EXTENDING THE REACH OF CITY ONLINE SERVICES

Over the past year, the City established connectivity among various systems that allowed for significant extension of online services. The community is already benefiting from this extension through improved access to services, information and payment options as well as increased hours-of-operations and streamlined business processes with the introduction of projects such as: enhancements to the RichmondBC app; introduction of the **single sign-on Customer Profiles**; introduction of e-Plans; a new building inspections mobile app; and, a payment kiosk for tax and utilities information and payments.

2. EXPANDING THE CONNECTED CITY ARCHITECTURE

Today's expectations of quick and easy access to the Internet have been pushing the City to expand its connective architecture, resulting in a fibre optic cable network for speed and stability now being in place and virtually all City facilities offering free public Wi-Fi services.

3. EXTENDING MOBILITY FOR STAFF

By providing City staff with enhanced communication capabilities, and by reimagining business processes in light of game-changing technology, staff will now be able to focus on higher value tasks and more efficient service to City businesses and residents through projects such as: PeopleSoft HCM upgrades that will secure external access for staff; improved help desk request channels; a enhanced intranet for quicker access to information; **A new mobile inspection app for building, plumbing and gas inspectors**; and, improved access to the Richmond Interactive Map (RIM).

4. INTEGRATING AND INTERCONNECTING CITY INFRASTRUCTURE

The goal of having "one customer profile" for each Richmond resident or business person requires a strong, secure connection between the various systems the City uses to conduct its business. The **Digital Nervous Ecosystem (DNE)** provides this vital connection and has facilitated a number of projects over the past year including: Customer Profile and Single Sign-On access; mobile app for Building Inspectors; automated payroll information transfer; and, several changes that allow work processes from different departments to be integrated more effectively.

5. PROMOTING OPEN AND TRANSPARENT GOVERNMENT

The ongoing pursuit of new channels to allow residents and business owners to view – and contribute to or participate in – includes everything from virtual town halls, social media conversations and other audio-visual opportunities.

Projects that have contributed to this goal include: enhancements to the Richmond Interactive Map (RIM), the City's Archives system and public website; a deliberate focus on the City's social media tools; and WorkSafe BC Claims Management software.


LOOKING FORWARD

The Digital Nervous Ecosystem middleware has provided the essential foundation for a large number of the more transformative projects such as the Customer Profile and Single Sign-On project. Upcoming projects will bring new and upgraded systems, expanding the City of Richmond's capacity through projects such as: PerfectMind recreation management system; new customer feedback system; Customer Relationship Management (CRM) /Master Data Management (MDM) system; digital collaboration platform; and, improvements to the PeopleSoft system to allow staff to access further information.

EXTENDING THE REACH OF CITY ONLINE SERVICES

BACKGROUND

The City's Digital Strategy embraces a customer-centred approach to technology development and service delivery for Richmond residents, businesses and visitors. With the extension of online services, the community benefits through improved access, increased availability, and streamlined business processes.
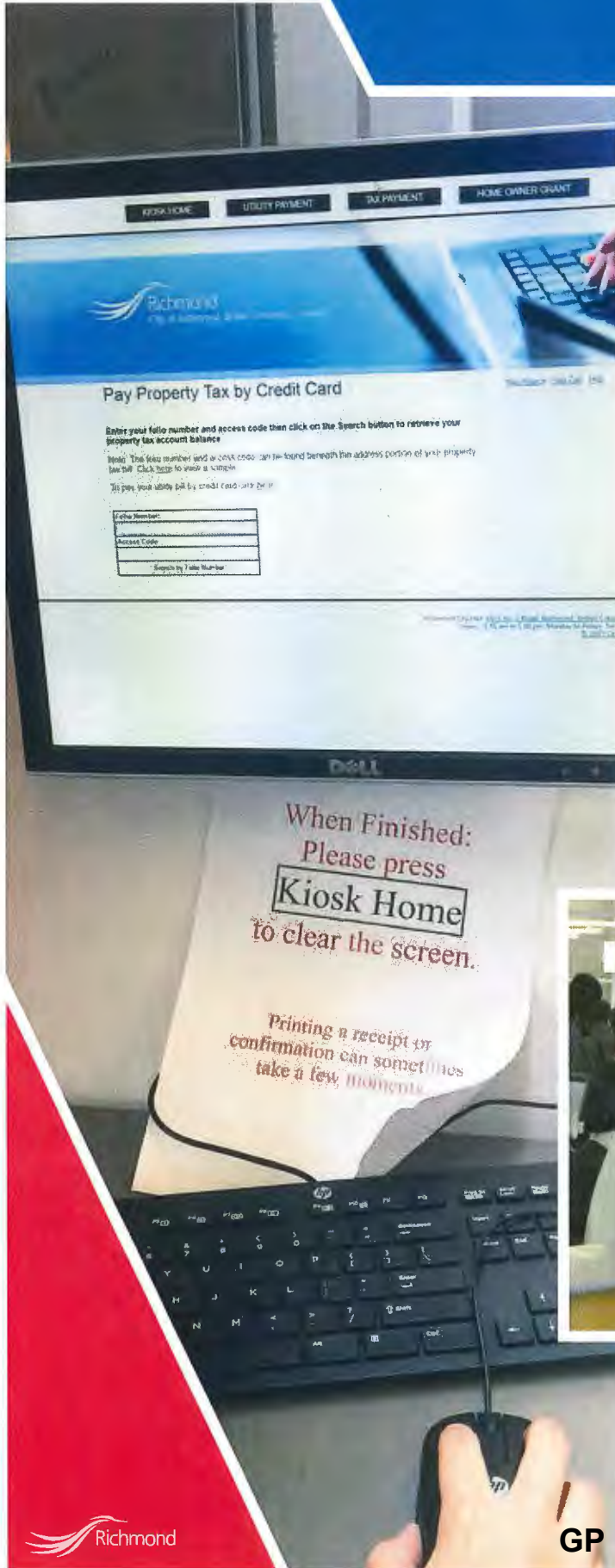
PROJECTS COMPLETED

RICHMONDBC MOBILE APP

The first version of the RichmondBC mobile app was released in 2014, and included features to explore civic highlights such as parks, community centres, museums, historic sites. It also allowed users to view all events activities, and programs offered by the City.

CITY OF RICHMOND ONLINE MUSEUM COLLECTION SYSTEM

More than 2,000 of the Richmond Museum's artefacts have been digitized or photographed in high definition and are now available to search and view online. Search has been enhanced to be more flexible, and is now capable of suggesting popular trends.

This impressive collection of furnishings, clothing, agricultural implements and archeological artefacts reflects the City's dynamic and evolving migration and population history.

SUSTAINABILITY ENHANCEMENT FOR EVENT APPROVAL SYSTEM

Recognizing Council's vision to create a sustainable city, this enhancement to the Event Approval System enables organizers to document their sustainability commitments as part of the application process.

ONLINE DOG LICENSING

The online dog license application and renewal system expedites registration and renewal for pet owners and significantly reduces the staff time needed to issue licences.

STORIES OF NIKKEI

Through an integration of iBeacon with the RichmondBC mobile app, Richmond residents, tourists and visitors are able to follow a self-guided video walking tour commemorating the history of the Japanese Canadian community of Steveston. Stories of Nikkei went live in February, 2016.

TAX & UTILITIES CREDIT CARD PAYMENT

Richmond residents can now use their credit cards to pay tax and utility bills online. This year - the first tax year since credit card payments were implemented in September 2016 - 1,668 residents used this method to pay their taxes.

2017 PROGRESS AND HIGHLIGHTS

CUSTOMER PROFILE

The Customer Profile project launched in February on the RichmondBC mobile app, and was extended to the richmond.ca website this summer. This now permits customers to create a profile with username and password, and paves the way for single sign-on access to programs and services, the Customer Relationship and Master Data projects, and proactive communication and alerts.

With the addition in August of the Customer Profile to the richmond. ca website, together with the behind-the-scenes middleware layer that allows integration among various systems, visitors to the site can now create a profile that allows them to sign in once to access the Customer Feedback System for general enquiries, complaints, website issues and public works requests.

This single sign-on access will also extend to the city's new recreation programs application currently being implemented, as well as additional services.

> *I would like to say thank you for the information provided during the workshop. It was a great presentation, useful information and very interesting mobile apps. I have downloaded the RichmondBC 1.0 for Android in my cellphone and will explore this app.*
>
> **City of Richmond resident**

RICHMONDBC MOBILE APP ENHANCEMENTS FOR IOS AND ANDROID

Working with a local company, the City released Version 2 of the RichmondBC mobile app in February of this year. Originally only available for Apple devices, as of August the new version is also available on Android. Taking advantage of the single sign-on technology, the mobile app enhancements include a personalized login to view registered programs, a virtual "wallet pass" for checking in to facilities, easy-to-find recycling and waste pick-up schedules, and access to location-aware technologies for interactive mobile tours of the Britannia Shipyards National Historic Site and Steveston's Stories of Nikkei.

In May and June, the City partnered with the Richmond Public Library to present a series of community outreach sessions, demonstrating the new features of the RichmondBC mobile app and Customer Profile.

Richmond

THIS YEAR'S PROGRESS & HIGHLIGHTS CONTINUED

e-PLANS

This project is on track to transform the business processes surrounding development applications from a cumbersome paper-based, manual process to a fully digital workflow.

Developers and contractors may now submit blueprints electronically; internal departments can review the plans simultaneously, comment directly on the electronic document, and view each other's markup; customers can track the progress of their application in real time.

The new system has delivered a more efficient process touching seven departments, reducing processing time while improving and accelerating services for our clients.

Future plans will see building and development permit applications coming on stream.

MOBILE INSPECTIONS APP

This app enables building, gas and plumbing inspectors to view inspection job details from their mobile devices while onsite, add their comments, digitally approve an inspection, and generate a report that can be printed through their mobile printer or emailed directly to the client.

TAX & UTILITIES INFORMATION AND PAYMENT KIOSK

The new kiosk, located at Richmond City Hall, offers an alternative to counter line-ups for residents wanting to look up account information, pay taxes and utility bills, and apply for the homeowner's grant.

E-BILLING FOR TAX AND UTILITIES PAYMENTS

Residents often prefer to receive their bills electronically, and until recently the City of Richmond offered two methods of electronic billing: by email, or by e-Post (through Canada Post). After a recent service quality review, it was determined that e-Post no longer meets the City's standards for service, and has been discontinued. The City is contacting residents who received their bills through ePost to re-route their bills to email.

QUICK FACTS

e-Plan: Improved service levels with time saved on reviewing drawings by City Departments:

50%

RichmondBC App's top 3 most popular features:

1. Drop-in activities (schedule of drop-in recreation activities)
2. My activities (registered recreation programs & activities)
3. Wallet pass (digital recreation membership pass)

1,668

Number of residents who paid their 2017 property taxes with credit cards

671

Number of dog licence applications processed online in 2016

210

Number of event applications (with sustainability commitments) processed from May 2016 – May 2017

LOOKING TO THE FUTURE

CUSTOMER RELATIONSHIP MANAGEMENT (CRM) /MASTER DATA MANAGEMENT (MDM)

The CRM/MDM initiative is the internal corollary to the Customer Profile suite of projects. The CRM/MDM will bring together data from the City's many internal systems, and present a consolidated history of the interactions, transactions and enquiries from each customer. Through a new automated workflow, enquiries and requests will be automatically routed to the responsible department, reducing or eliminating the need for routine staff involvement.

This transformational initiative is on track for a 2018 release.

PERFECTMIND PROGRAM FOR RECREATION REGISTRATION

Planned for implementation in the spring of 2018, this new system will offer easier, more intuitive recreation program registration for Richmond residents. Through its full integration with the customer profile and single sign-on projects, it will enable direct and secure communication with customers via email and text to let them know about cancellations, power outages, special events or instructor changes. The PerfectMind software development firm, based in the Lower Mainland, is working with a consortium of BC municipalities to tailor the software for our needs. The City of Richmond will be the first municipality in the region to launch it, in time for the opening of the new Minoru Centre for Active Living in 2018.

2

EXPANDING THE CONNECTED CITY ARCHITECTURE

BACKGROUND

Today's expectations of ready access to the Internet to communicate and conduct business are driving the expansion of the City of Richmond's connective architecture.

The two main areas of focus include the fibre optic cable network for speed and stability, and public Wi-Fi services at City-owned facilities.
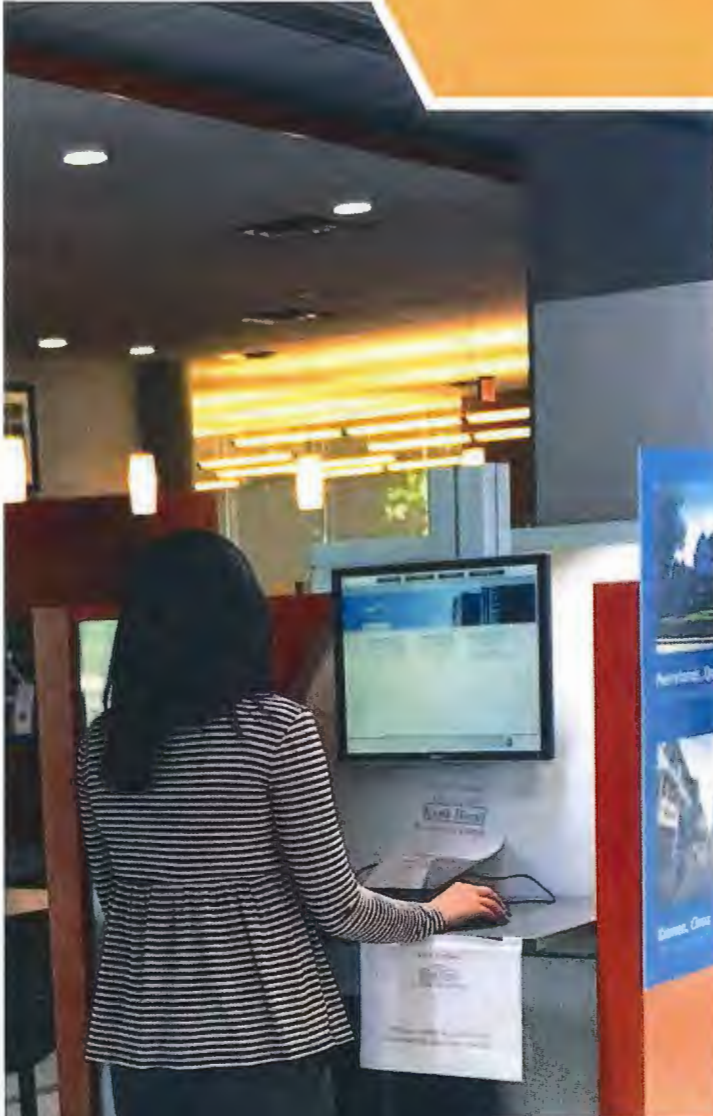
PROJECTS COMPLETED

FIBRE OPTIC CONNECTIVITY

All public facilities and City-owned buildings are connected to the City's fibre optic cable network. This provides high speed, broadband services and enables important new capabilities such as video conferencing among different locations. It also paves the way to install public Wi-Fi at each location.

THIS YEAR'S PROGRESS AND HIGHLIGHTS

EXPANDING PUBLIC WI-FI ACCESS

The Public Wi-Fi project provides a fast and stable wireless connection for staff and the public at City Hall, fire halls, community centres, select heritage sites and a number of parks. Most facilities have now been completed.

Over the past year Wi-Fi was installed at:

- Cambie Community Centre
- Minoru Park (Grandstand)
- Richmond Ice Centre
- Watermania
- East Richmond Community Hall
- Hamilton Community Centre

LOOKING TO THE FUTURE

CONTINUED WI-FI EXPANSION

Public Wi-Fi will soon be added to the Gateway Theatre. All new facilities, such as Minoru Centre for Active Livings and Brighouse Firehall #1, will open with Wi-Fi already enabled.

3
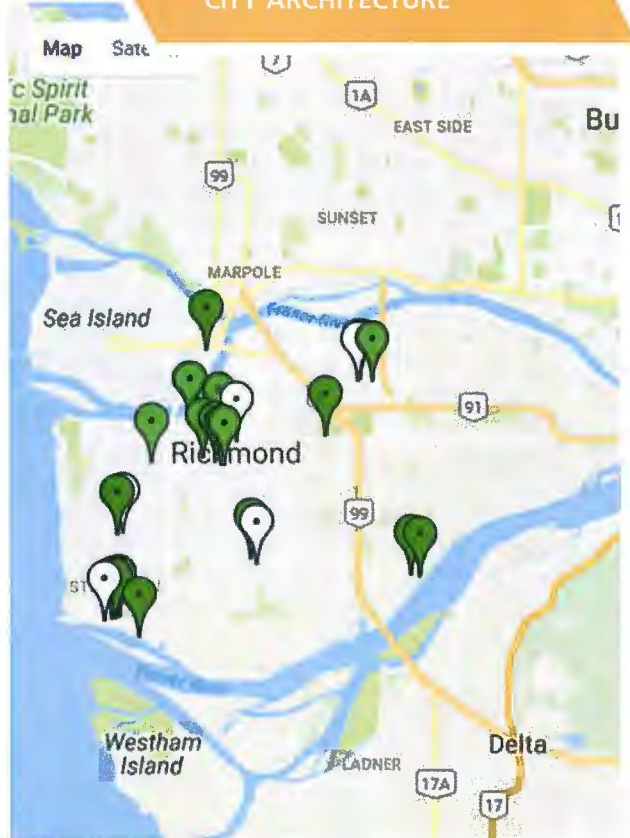
EXTENDING MOBILITY FOR STAFF

BACKGROUND

The City's digital strategy focuses on supporting and streamlining business processes through enhanced mobile technologies. For staff who work outside City offices, this focus is especially critical to the efficient and timely delivery of service to their customers. It also allows all staff to carry out routine HR tasks, resulting in time saved and timely access to key information.

The initial critical step to supporting the mobile strategy for staff involved significant work to develop the Digital Nervous Ecosystem (DNE)—or middleware layer—that permits connectivity among the City's many platforms and programs. (For details, see section 4: Integrating and Connecting City Infrastructure - page 16) Several projects were completed in 2016, and the stage is now set to implement further projects for a direct benefit to City of Richmond residents and staff.

PROJECTS COMPLETED

MY PAY/MY INFO EMPLOYEE SELF-SERVICE (PEOPLESOFT HCM UPGRADE)

The City's HR system, PeopleSoft, was upgraded in 2016. This upgrade allowed employees to

- View their current and historical pay information
- Manage their T4/T4A consent
- View their current and historical T4/T4As

MOBILE DEVICES

A new agreement with TELUS Communications opened the door to extended mobile access for City staff members at a reduced cost. This agreement gave employees whose duties take them out of the office environment instant access to City systems and programs, increasing their productivity and improving customer satisfaction.

Richmond

THIS YEAR'S PROGRESS & HIGHLIGHTS

CONTINUED ENHANCEMENTS TO MY PAY/MY INFO EMPLOYEE SELF-SERVICE (PEOPLESOFT UPGRADE)

Since the upgrade in May of this year, training history can now be viewed by departments in PeopleSoft HCM, giving managers the ability to easily assess whether each employee's certifications and licenses are up-to-date. The upgrade also presents a more efficient interface that supports modern browsers, paving the way for secure external access – coming later this year.

MOBILE INSPECTIONS, DEVICES AND PRINTERS

Since April, building, plumbing and gas inspectors can now carry out inspections using their mobile devices, where they can view inspection job details, add their comments, digitally approve an inspection and generate a report that can be printed through their mobile printer or emailed directly to the client.

INTRANET ENHANCEMENTS

As a step toward Single Sign-On, the City of Richmond worked with a local design firm to create an intranet that supports modern browsers such as Chrome. At the same time the site design was updated to present a current, user-friendly interface.

LANDESK CUSTOMER PORTAL REDESIGN

The redesigned self-service portal (LANDesk) for IT4U – the City of Richmond's internal IT help desk – launched this summer. The new portal provides multiple channels to reach the help desk, speeding connection and response time. IT has also automated the provisioning of access and a standardized suite of City software to an employee's device. This is a time-saving development both for the service department and for staff – and an especially important enhancement for onboarding new City employees. Having IT equipment and software installed on their first day on the job, with the appropriate access levels approved by their manager, gives newcomers a great start.

RICHMOND INTERACTIVE MAP (RIM) UPGRADES FOR INTERNAL USE

Following last year's technology upgrade to the public view of RIM, the internal view for City staff has now been updated to the same standards of reliability and performance as the public view offers.

Internal layers provide staff with secure access to information such as:

- Engineering drawings associated with specific locations.
- Utility lines and features.
- Block Watch zones.

These types of data are limited to City staff for reasons of security, confidentiality, or where information is not managed by the City, such as the location of BC Hydro lines and other non-City utilities.

> The new system is clean and simple to use. It allows us to efficiently provide a higher quality report to our customers, while integrating seamlessly to our current process.

Jonathan Mearns
Building Inspector 2,
Planning & Development

> The system works great. I like receiving the inspection reports as digital files, which I can forward right away to the owner or the banks. It speeds things up.

Roger Verhoeven
Construction Manager,
Centro Properties Group

LOOKING TO THE FUTURE

EMPLOYEE SECURE ACCESS AND SINGLE SIGN-ON

Coming in November, the Employee Self-Service project will give staff secure access to much of their personal information – to view pay advice and T4s, and update their profile or contact info – from any location, on any device, at any time. In the future Single Sign-on will allow employees to access as many of their programs and tools as possible with a single password.

DIGITAL COLLABORATION PLATFORM

With a workforce dispersed among offices, community centres, firehalls and field operations, the City needs channels that support communication from one-to-many or many-to-many. Webinar and video conferencing capabilities, when fully implemented, reduce travel, increase communication capacity, and decrease the time needed to roll out important information to employees. These features are now being tested at the City as a proof of concept.

4

INTEGRATING AND CONNECTING CITY INFRASTRUCTURE

BACKGROUND

Similar to the connections planned for and implemented around roadways, sewer and water pipes, the connections between various aspects of the City's digital infrastructure are vital to integrating the many services provided to residents and businesses through potentially disparate systems. Without this interconnection, both the City and the customer could find themselves entering common data multiple times and using multiple log-ins and passwords – a situation that isn't helpful for anyone.

In order to succeed in the strategy of having "one customer profile" for all of the various transactions and requests made by any Richmond resident or business person, it's necessary to have a strong, secure connection between the various systems that the City uses to conduct its business. This vital connection has been dubbed the Digital Nervous Ecosystem (DNE) and was the focus of plenty of work to implementing this over the past year.

PROJECTS COMPLETED

DIGITAL NERVOUS ECOSYSTEM (DNE)

Digital Nervous Ecosystem plays a key role

Over the past year, City staff have laid the foundation for this integration by planning and implementing the City's Digital Nervous Ecosystem, known in IT worlds as middleware. It's only by establishing this stable, secure foundation that the numerous other planned projects can be successful.

THIS YEAR'S PROGRESS & HIGHLIGHTS

INTEGRATING MOBILE APP WITH BUILDING INSPECTIONS

Implementing a new process involving technology is never as simple as it sounds. But when the staff affected by the process change are involved in designing and approving the new system, your chances of success are considerably higher. Which is what happened in February and March of this year when a new mobile app was rolled out for all City Building Inspectors.

The new app was part of taking the entire building inspection process – and now the plumbing and gas inspection systems as well – online, enabling inspectors to conduct and file completed reports from the building site itself. Not only does the new process and technology increase the timeliness of any approvals and reinspections required, it also offers customers options for receiving reports immediately via e-mail or hard copy, right from the inspection site.

INTEGRATING A PUBLIC WORKS WORK ORDER AND EMPLOYEE MANAGEMENT

In cases where an employee needs to be contacted about a work order placed about a specific property, this employee-specific info is available for use in a Work Order, allowing a notification to be sent directly to the employee's inbox.

INTEGRATING A PROPERTY ADDRESS WITH A PUBLIC WORKS WORK ORDER

Each time a new property address is registered with AMANDA – the property management system – the new registration will take effect immediately and enable staff to enter Work Orders and Asset entries without delay.

STREAMLINING BUDGET AND COST DATA FOR THE FINANCE AND WORK ORDER SYSTEMS

Data quality and efficiency in the Work Order process has been improved now that Work Order accounts can be validated in real-time against Finance's Chart of Accounts during the Work Order entry process. This improvement has also reduced the amount of duplication inherent in the process and eliminated the need for staff to access multiple systems, and navigate through multiple screens to view cost details.

Automated data transfer of payroll information this is part of an effort to free up staff time for other work by using a PeopleSoft HCM upgrade to reduce information input, duplication and errors. This new process for updating scheduling for certain departments allows staff to avoid manual input of the required information and was implemented in May 2017.

CUSTOMER PROFILE AND SINGLE SIGN-ON

The Customer Profile project launched in February on the RichmondBC mobile app, and was extended to the richmond.ca website this summer. This now permits customers to create a profile with username and password, and paves the way for single sign-on access to programs and services.

LOOKING TO THE FUTURE

With the successful completion of the Digital Nervous Ecosystem project last Fall, the ability to provide City customers with a secure and seamless single sign-on is now in place. Also possible will be the ability of various departments to begin amalgamating data collected across numerous City systems and conducting analyses to help improve service offerings and personalization. Further investigation into this capability will take place in the coming year and form an important focus of the digital strategy in years to come.

There are a number of projects to be implemented in the coming year that rely on this middleware including:.

- **Registration and personalization of family recreational activities**
  With the planned introduction of the PerfectMind system, residents across the City will be able to not only see a full list of recreational activities available to them, they will also be able to register directly for these activities from either their home computer or via a tablet or smart phone.

Planned for Spring 2018, this project involves staff as well as customers in a planning process designed to ensure user needs are identified early and satisfied. This new information will also be accessible through enhancements to the RichmondBC app to be released in Spring 2018 also.

For more details, see section 1: Extending the Reach of City Online Services.

5

< **EXPLORE**

Britannia Shipyards National Historic Site

5180 Westwater Dr, Richmond BC

604-238-8050

Information	Activities	Po

About

The Britannia Shipyards National Historic Site
authentic representation of a once thriving c
canneries, boat yards, residences and stores.

y of Richmond staff and dedicated volunte
ther to preserve and restore the shipyard
unding buildings as an active wooden b
ront park. Tour the oldest shipyard bui
olumbia, and observe ongoing boat r
s you experience a bygone time whe
ng were flourishing industries on tl

uildings date back to 1885 and
es of the multi-ethnic residen
nia: Chinese, European, First
ection of buildings has ti
a National Historic Site ir

Richmond

PROMOTING OPEN AND TRANSPARENT GOVERNMENT

BACKGROUND

Open and transparent government has become increasingly important world-wide. For municipalities, residents are especially focused on policy decisions that affect their lives, and on how their tax dollars are spent.

Technology enables all levels of government to be ever more open, engaged and transparent. Through online channels such as video, social media, virtual town halls and mobile apps, the public has multiple avenues to contribute ideas for community improvement or provide feedback on current initiatives. And these same channels give the municipality the means to listen and engage with their public on important issues before moving forward.

GP - 60

PROJECTS COMPLETED

COUNCIL MEETINGS VIDEO STREAMING

Since 2014, live video feeds have allowed remote viewing of Council and other important municipal meetings. These videos are also recorded and posted to richmond.ca for those who missed the live meeting.

ENHANCEMENTS TO RICHMOND INTERACTIVE MAP (RIM) FOR PUBLIC VIEW

The RIM public viewer was redesigned in 2016, using new technology that gives access to more than 100 layers of detailed technical and community information overlaid with aerial photography. The system is reliable, provides a quick response time, and is accessible from any device.

RICHMOND CHILD CARE FACILITIES FINDER

This helpful feature was added to RIM in 2015, addressing a top concern for Richmond residents. The Child Care Facilities finder displays a variety of registered child-minding facilities throughout Richmond in an easy-to-use layer of the RIM.

City of Richmond

@Richmond_BC

Official City of Richmond, BC government account. Follow us for news, information & events about one of the world's most livable cities. #RichmondBC

Richmond, BC, Canada

Richmond

UTILITIES USAGE

The My Properties account provides a convenient way to view water use online at any time from any device. The Utility account offers a view of the account holder's water meter reading for the billing period, with the option to view it in graph or chart format. The information helps residents monitor their water use and spot leaks, while encouraging water conservation.

ECONOMIC DEVELOPMENT WEBSITE

The Economic Development microsite (www. businessinrichmond.ca) was relaunched in 2016 with an updated look-and-feel, responsive design for mobile use, current business information and social media integration.

This site provides Richmond businesses and those looking to locate in Richmond with seamless access to City Hall information and services designed to meet the needs of business clients and prospects. Access to the latest local business indicators and commercial facility search are unique interactive features available to businesses through the site.

RICHMOND ELECTION APP

Released in time to coincide with the 2014 municipal elections, the Richmond Election App was designed to provide electors with access to relevant election information on the go. Who can vote, where to vote and candidate profiles were all available online and most importantly, on election day the Richmond Election App provided real time election results to voters.

RCMP CRIME MAP

The Criminal Activity Map shows where recent property crimes have occurred in Richmond, over an adjustable time period. Launched in 2012, the interactive map displays residential break and enter (B&E), commercial B&E and auto thefts. Clickable location icons display date/time, location and point of entry for each crime, together with related prevention and home security tips.

This web application provides greater awareness about criminal activity in Richmond neighbourhoods and promotes measures residents can take to prevent property crime and auto-related thefts.

THIS YEAR'S PROGRESS AND HIGHLIGHTS

CONTINUED ENHANCEMENTS TO SOCIAL MEDIA STRATEGY

The City continues to build its relationship, credibility and trust with the public through its social media outreach. The main channels in use today are Facebook and Twitter, complemented by Instagram and YouTube. During the heavy snowfall events of the past winter, these channels proved useful and popular in updating Richmond residents on the plowing schedule and tips for staying safe. The result of these efforts has been a robust growth in engagement from the public.

WEBSITE ENHANCEMENTS

Website traffic on richmond.ca continues to grow, with the most popular content being the Recreation & Community Centres/Program Registration page. The site was recently updated with a user-friendly search feature as well as a focus on e-Services, to underscore the public's online access to many City services 24 hours a day, 7 days a week.

With the launch of the new Customer Profile capabilities this summer the site is becoming a truly modern web portal that can be personalized for Richmond residents and businesses.

IMPLEMENTATION OF THE WORKSAFE BC CLAIMS MANAGEMENT SOFTWARE

This new program, released in June, replaces several labour-intensive processes needed to meet WorkSafe BC requirements for tracking and reporting workplace injuries. Incidents are now documented in the claims management software, with reports going directly to WorkSafe BC.

Fully integrated with PeopleSoft HCM, the program facilitates collaboration between management and HR to ensure an injured staff member is properly taken care of, and automated payroll adjustments take place following an incident.

Further compliance support includes post-incident reviews and workplace hazard inspections, which are logged in the system and easily searchable.

QUICK FACTS

2016: 475,380 per month
2017: 509,400 per month
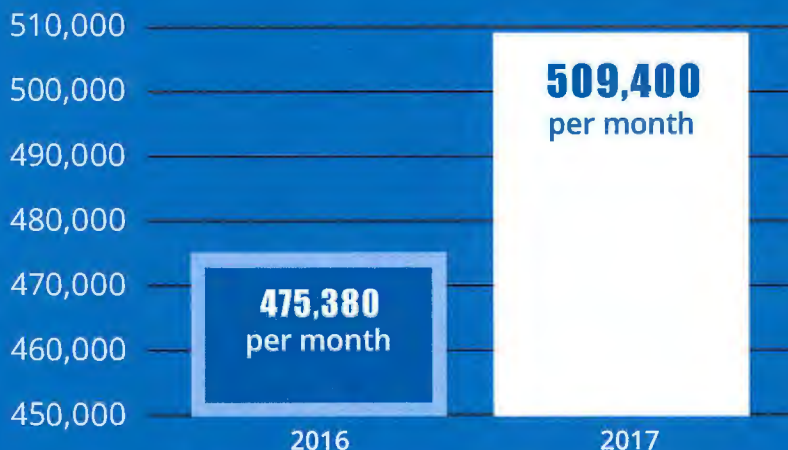
Richmond.ca
Monthly visits rose 7% between 2016 and 2017:

6 Minutes Average length of time per site visit

2.5 Pages Average number of pages viewed per visit

THIS YEAR'S PROGRESS AND HIGHLIGHTS

RICHMOND ARCHIVES WEB ENHANCEMENTS

The new archives database offers all-hours, everyday access to Richmond's rich collection of maps, photographs and textural items, increasing access for the public, Council and staff to Richmond's historic past and dynamic present.

The new site features more than 1,000 maps showing Richmond's development from a small fishing and farming community to a large modern city. Transportation buffs will especially enjoy the more than 5,000 newly digitized photographs from Ted Clark's vast collection of streetcars, trolley coaches, Interurban trams and trains.

The user-friendly search function lists popular topics, offers search tips, and allows the user to focus on specific media types such as maps, plans and images.

ENHANCEMENTS TO RICHMOND INTERACTIVE MAP (RIM)

Following last year's technology improvements to enhance ease-of-use and reliability for the public view of RIM, the 2013 set of aerial photos was replaced by an entire set of photos from 2016, providing a fully current view of Richmond homes, businesses, buildings, parks and roadways.

The internal view of RIM for City staff has now been updated to the same standards of reliability and performance as the public view offers. Internal layers provide staff with secure access to additional information such as:

- Engineering drawings associated with specific locations.
- Utility lines and features.
- Block Watch zones.

These types of data are limited to City staff for reasons of security, confidentiality, or where information is not managed by the City, such as the location of BC Hydro lines and other non-City utilities. The great majority of RIM content is accessible to all.