

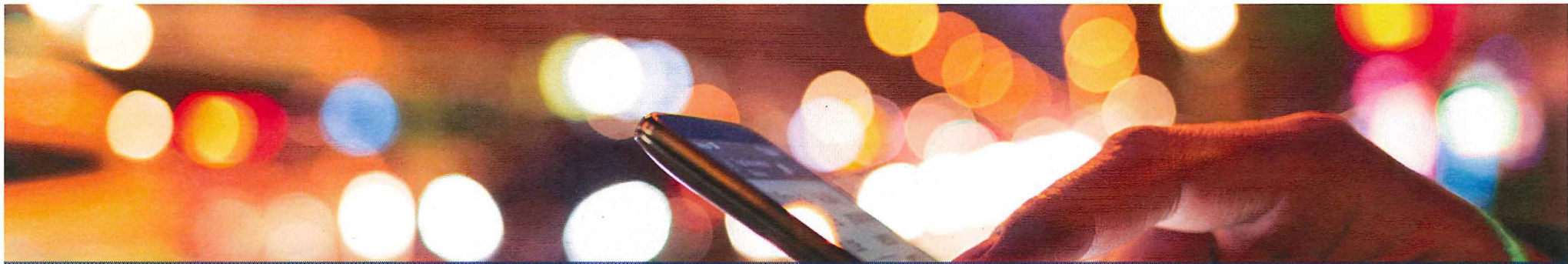


Digital Strategy Status Update

INFORMATION TECHNOLOGY



Schedule 1 to the Minutes of the
Special meeting of Richmond
City Council held on Monday,
October 3, 2016.



Vision and Goal

The vision of the Digital Strategy at the City of Richmond

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

A customer-centric approach

Puts our customers (the citizens, business operators, visitors and partners of the City of Richmond) at the centre of everything we do by developing and improving our technology to provide them with a better customer experience.

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.

Executive Summary

The Richmond Digital Strategy identifies the opportunities and delivers enhancement to the customer experience over digital channels.

The strategy has initiated multiple projects focusing on five key strategic directions.



1

Extending the Reach of City Online Services



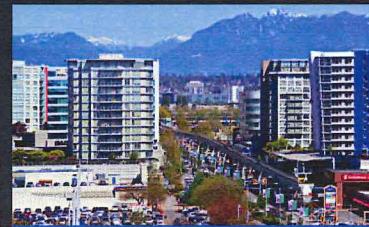
2

Expanding the City Connected Architecture



3

Extending Mobility for Staff



4

Integrating and Connecting City Infrastructure



5

Promoting Open and Transparent Government

1 Extend Online Services

Customer Profile

The customer profile combines multiple accounts previously used to access the City's services such as recreation services, taxes, utilities, into a single profile with a single sign-on.

- Enhanced customer self-service:
 - Change of address.
 - Change of contact info.
 - Password reset.

The foundation for creating our 'single view' of the customer. This feature will be developed in 2017 for an early 2018 release.

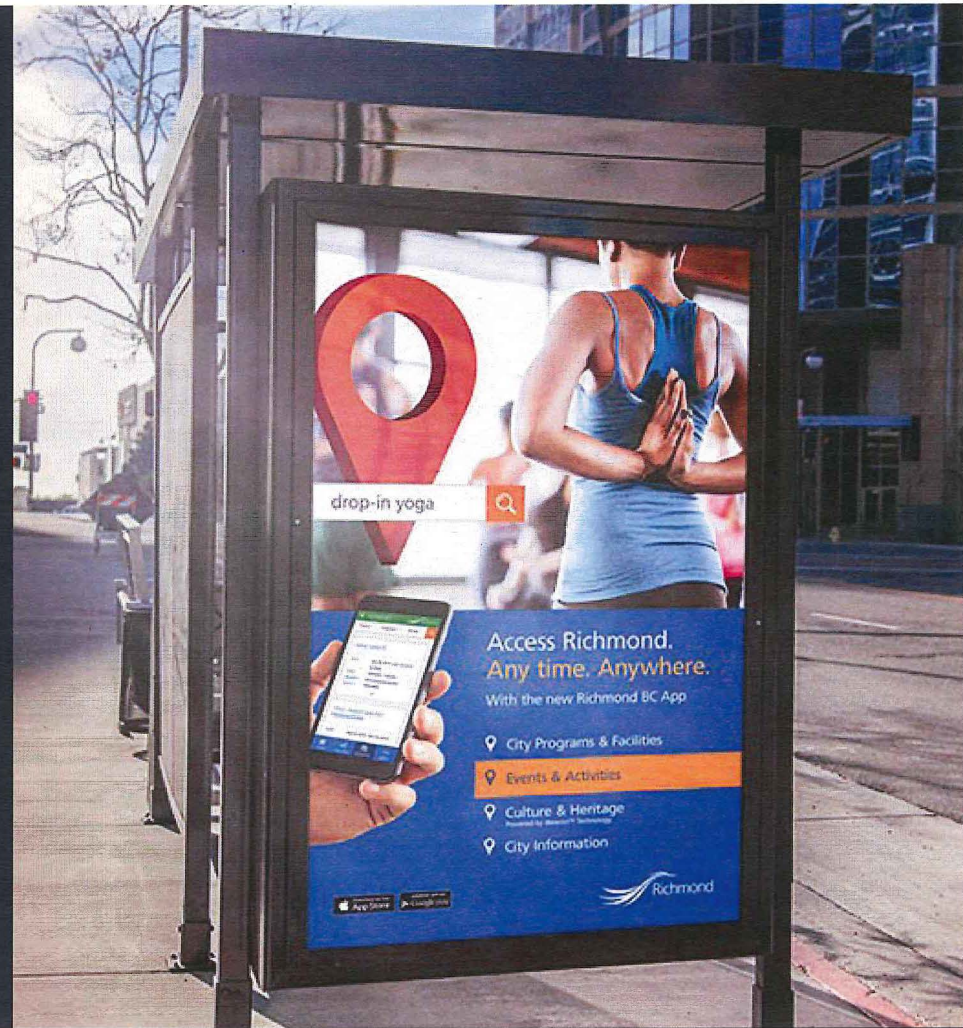
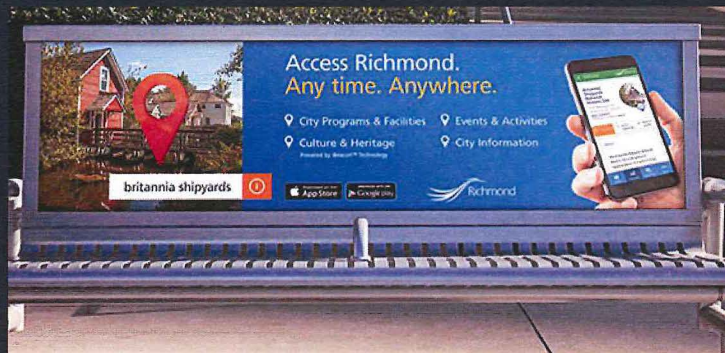


1 Extend Online Services

RichmondBC mobile app 2.0

The new version will offer personalized content:

- A virtual recreation card that allows for checking in with your smartphone.
- View activities for the entire family.
- Home waste collection schedule.



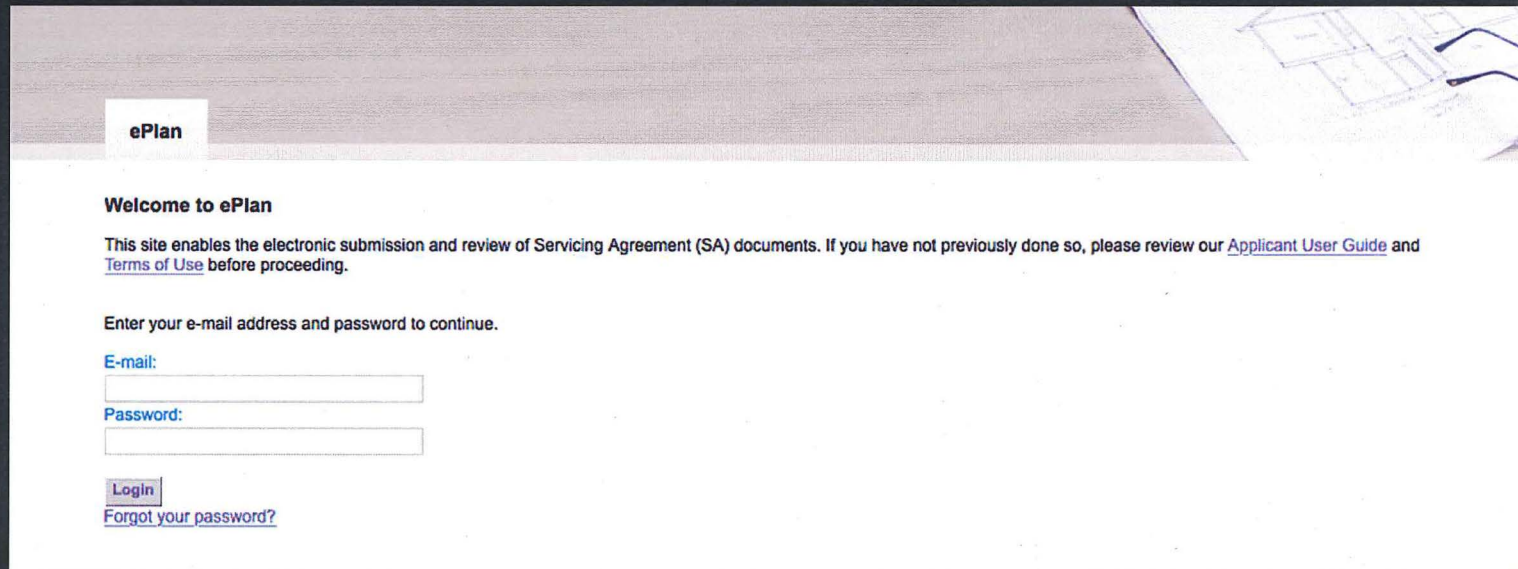
1 Extend Online Services

ePlans

The Digital Strategy brings improved convenience to many of our customers

In June, we launched a new system that enables our customers requesting development permits to submit their plans online in an electronic manner.

This eliminates paper submissions and enables staff to simultaneously work on plan submissions



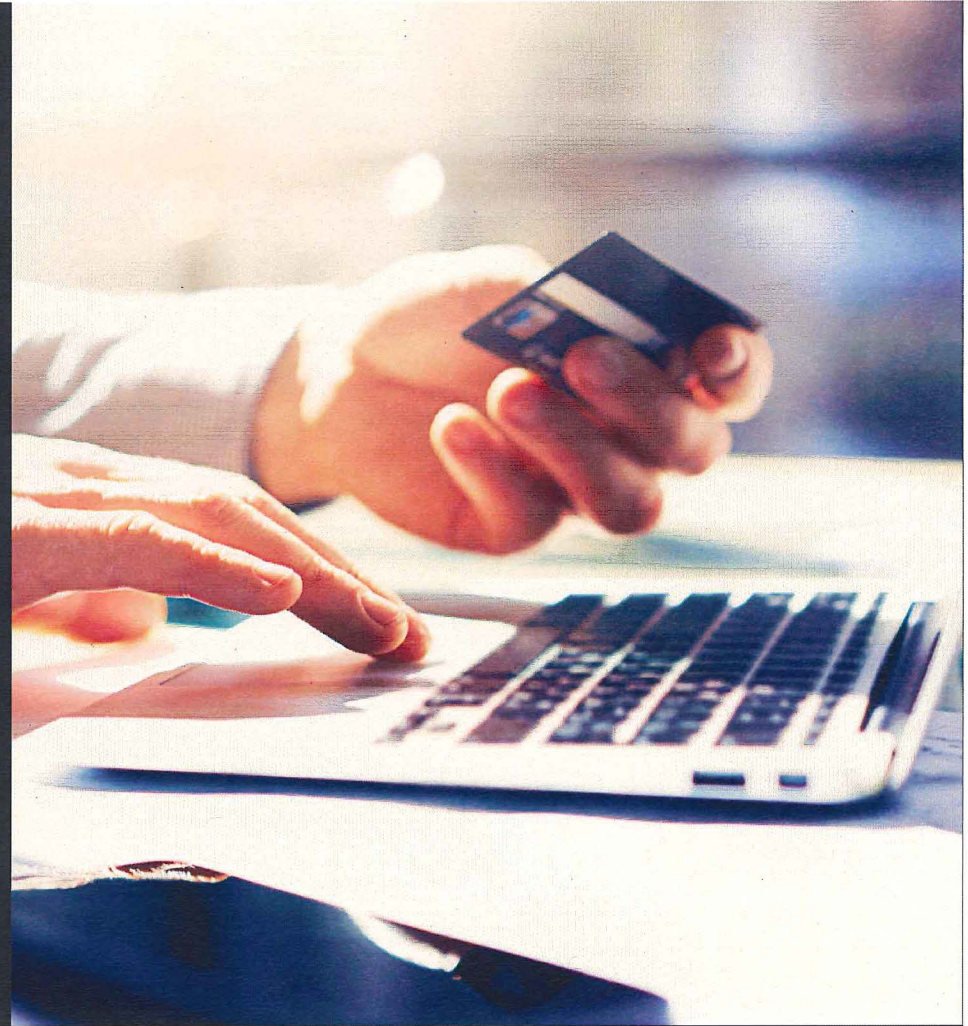
The screenshot shows the ePlan login interface. At the top, there is a header with the text "ePlan" on the left and a background image of architectural plans on the right. Below the header, the text "Welcome to ePlan" is displayed. A paragraph follows, stating: "This site enables the electronic submission and review of Servicing Agreement (SA) documents. If you have not previously done so, please review our [Applicant User Guide](#) and [Terms of Use](#) before proceeding." Below this, a prompt reads: "Enter your e-mail address and password to continue." There are two input fields: the first is labeled "E-mail:" and the second is labeled "Password:". Below the password field is a "Login" button and a link for "Forgot your password?".

1 Extend Online Services

Online Credit Card Payment of Taxes and Utilities

The City is one of the first municipalities to accept credit card payments directly from the website.

Richmond taxpayers can save a trip to City Hall and pay tax and utility bills online through the website any time.



1 Extend Online Services

Online Museum Collection



Collections

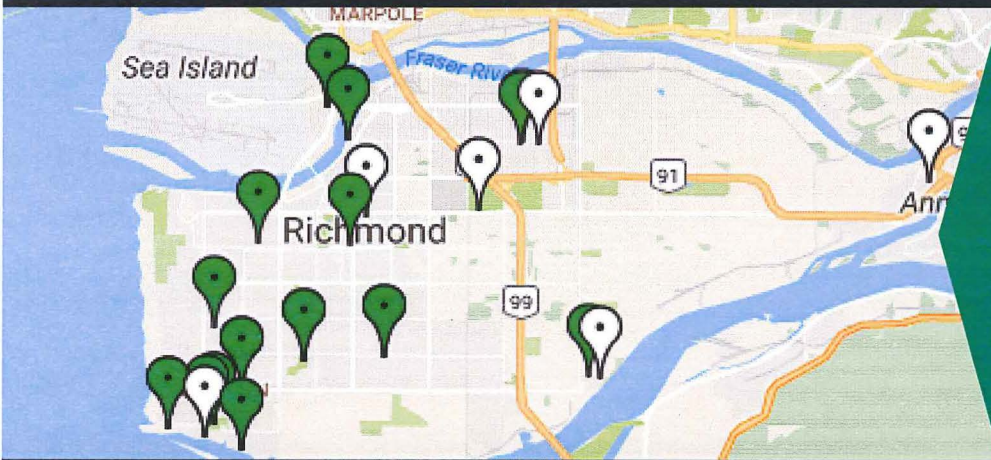
Museum

- Visitors can access over 2000 artefacts related to City's migration history and population.
- The collection can be browsed by category.
- Search capability to pinpoint items of interest.
- Browse by trending and popular items.



2 Expand City Connected Architecture

The majority of our facilities and buildings are connected to our own fibre network



Sites with fibre	32
Sites with public wi-fi	19
Upcoming sites with public wi-fi	14

This provides high speed, broadband services to the facility and enables new capabilities such as video conferencing for Firehalls. The wi-fi project provides fast and stable wireless network to visitors at our facilities

3 Extending Mobility for Staff

A new contract with TELUS to extend mobility for employees at a lower operating cost than the previous contract



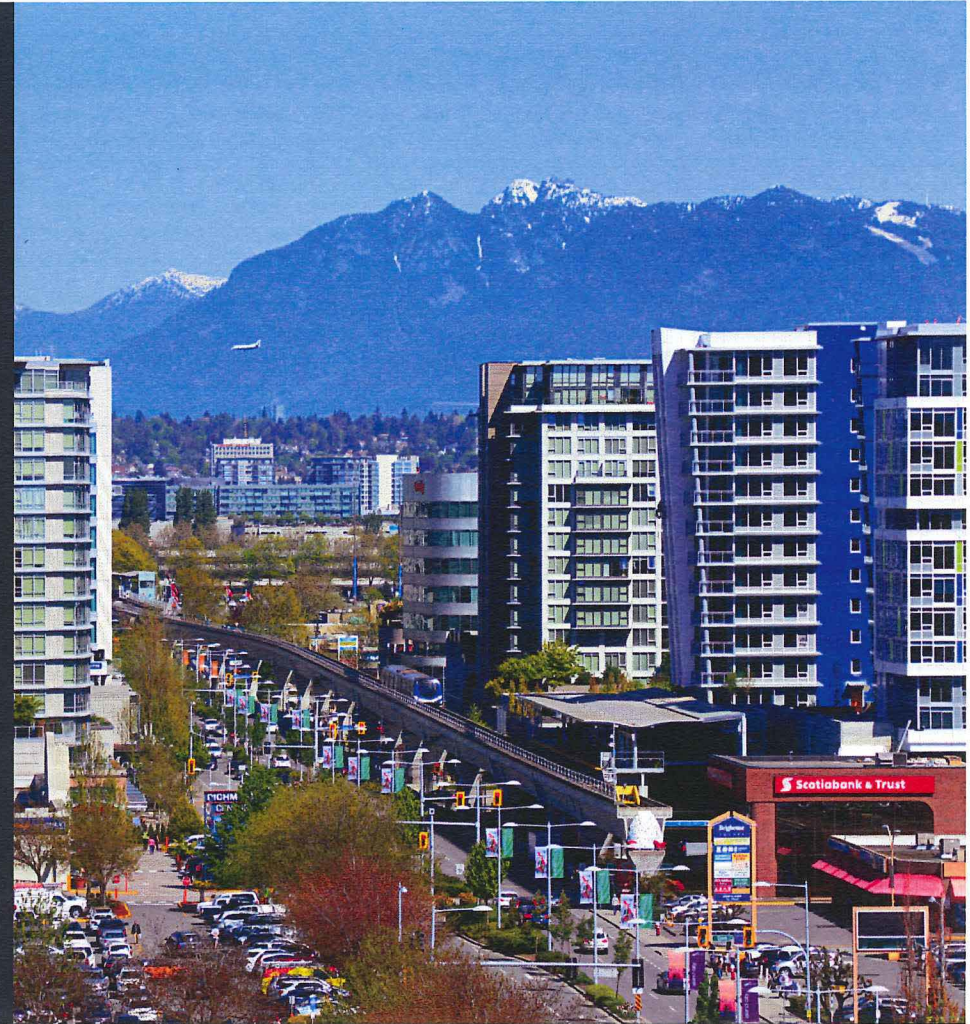
A new iPad application is being developed to allow inspections in the field to be conducted efficiently and effectively



4 Integrating City Infrastructure

We are implementing a Digital Nervous Ecosystem to interconnect City systems which allows data sharing and features reuse.

This ecosystem is connecting our Finance, Public Works, Property Records, and mobile app, with more systems planned for connectivity in the coming year.



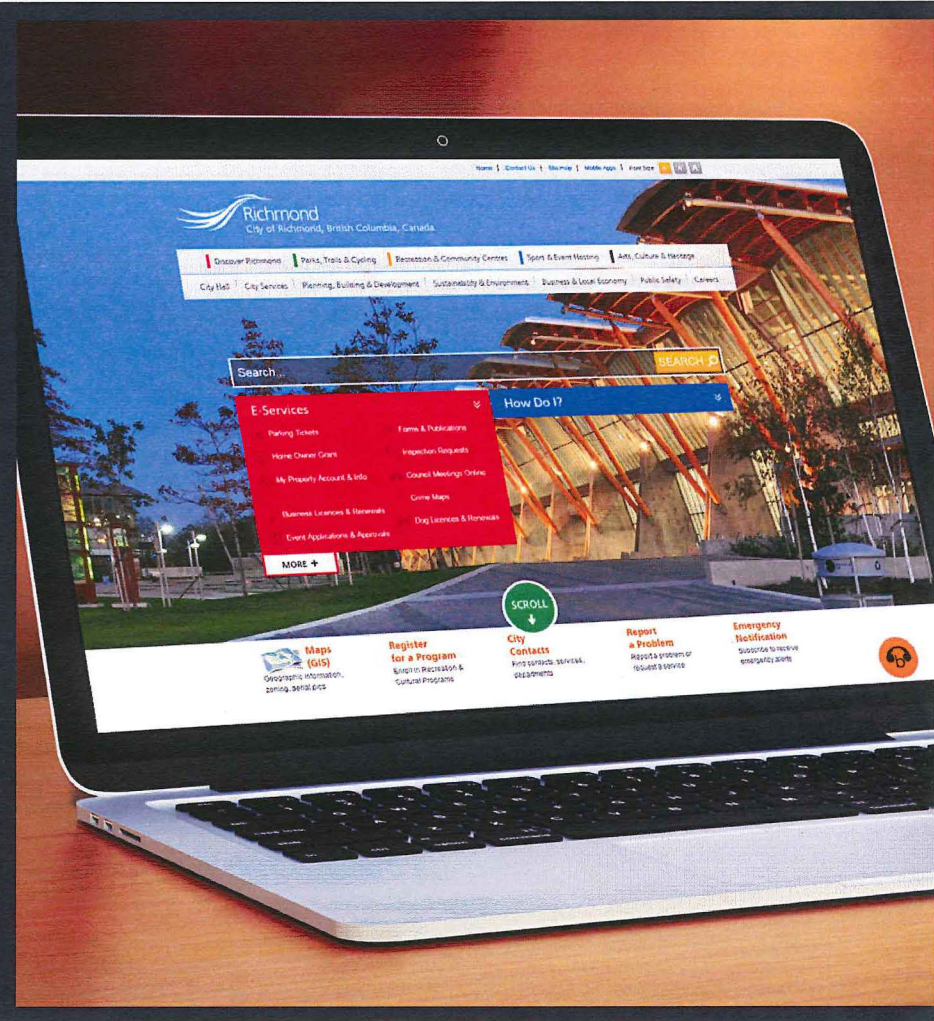
5 Open and Transparent Government

The City of Richmond website was redesigned to improve visual attraction and usability. Online services and frequently used functions are accessible directly from the top page.

The site is designed to be accessible to the visually impaired. The search bar, powered by a new improved internal search engine allows users to search the entire site for information.

Over 2 million visits since 2015.

The next major change will provide a 'personalized' portal view for customers in 2017.



5 Open and Transparent Government

Let's Talk Richmond, our online engagement site, is accessible 24-7.

It drew over 170,000 visits since its inception.



Welcome to
LetsTalkRichmond.ca



The City continues to expand its use of social media: Facebook, Twitter, Instagram, and YouTube to provide public information and engage with the community.

5 Open and Transparent Government



Council meetings are streamed live and archived for later access.

Open and transparent government has become more important than ever. Transparency around public meetings is especially important as residents learn about policy decisions that affect their lives and see how their tax dollars are being spent.

Conclusion

The Richmond Digital Strategy implementation is well underway with projects aligning to the five focus areas as outlined and approved in the Council meeting of October 13, 2015.

We are on track to deliver key capabilities by the end of 2018 to propel the City of Richmond to the forefront of innovation for municipal government across North America.

Thank
You

