

Supplementary Budget – Briefing Note

2022 Budget

Citizen Engagement Portal

Briefing Note required for:

- items +/- \$50,000 or more
- changes in FTE
- Council Priority requests

| Dept | Division | Item | Base Supp | Amount | FTE Impact |
|-------|----------|--|-----------|-----------|------------|
| FBITT | ITT | Citizen Engagement Portal Annual Maintenance & Support | B | \$50,000 | |
| FBITT | ITT | Citizen Engagement Portal Integration Development | S | \$100,000 | |

Background:

The Citizen Engagement Portal would be one municipal website and mobile solution where citizens, customers, patrons, etc. could log in and access all of their municipal services, also known as a single sign-on citizen portal.

Optimizing citizen engagement with the municipality across all municipal services is an example of citizen-centric service design as outlined in the Corporate Technology Strategic Plan.

Comment:

This type of portal is dependent upon services being available through various municipal software, especially CityView, the municipal solution for licensing (i.e. dog, business, marriage) and permitting (building, parking, public works, water) as well as through the CK311 system for notifications and alerts based on locations of interest.

A major upgrade for the CityView system is scheduled for 2022. In addition, there are integrations with the recently launched CK311 implementation that will be investigated.

As a result of these two dependencies, the Citizen Engagement Portal investigation would be initiated the fourth quarter of 2022.

