



Town of
East Gwillimbury

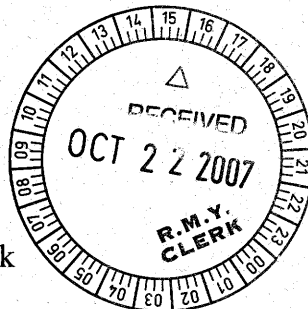
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Anna M. Knowles

Deputy Clerk
Corporate Services Department
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October 19, 2007

Regional Municipality of York
Office of the Regional Clerk
17250 Yonge St., P.O. Box 147
Newmarket, Ontario L3Y 6Z1

Attention: Denis Kelly, Regional Clerk



REGION OF YORK
DATE STAMP
104

Dear Mr. Kelly:

Ré: Joint Portal Solution for York Region

Enclosed for your information and records, please find a copy of an Internal Memorandum from L. King, Director of Corporate Services/Municipal Clerk to T. Webster, Chief Administrative Officer, dated September 12, 2007.

At its regular meeting held on October 15, 2007, the Committee of the Whole Council of the Town of East Gwillimbury received the above-noted memorandum and enacted as follows:

“THAT the Internal memorandum dated September 12, 2007 from the Director of Corporate Services to the Chief Administrative Officer regarding Joint Portal Solution for York Region be received.

THAT the Town of East Gwillimbury participate in the Joint Portal Solution initiative on a monitoring basis only, to explore opportunities and benefits and anticipated costs/commitment of formalized participation in the Joint Portal initiative, to enable the preparation of a business analysis for Council's consideration in determination of the Town of East Gwillimbury's further participation.”

If you have any further questions with regard to this matter, please do not hesitate to contact the undersigned.

Yours truly,

Anna M. Knowles
Deputy Clerk

Attach.

c.c./attach: L. King, Director of Corporate Services/Municipal Clerk

“Our town, Our future”

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INTERNAL MEMORANDUM

COPY

To: Tom Webster
Chief Administrative Officer

From: Lucille King
Director of Corporate Services/Municipal Clerk

Date: September 12, 2007

Subject: Joint Portal Solution for York Region

Further to your request for comments on the correspondence from the York Region Clerk requesting all local municipalities to indicate by September 20, 2007 whether or not they are interested in participating in the procurement of a joint portal solution, please note the following:

Background

The Council of East Gwillimbury and other municipal Councils within York Region have previously endorsed support of the One York initiative. One York was conceptualized to facilitate enhanced electronic delivery of services to the public, and other members of the MUSH sector, through the development of common information technology infrastructure and solutions.

Recently, Regional Council approved the Region of York joining the Town of Markham to develop a Business Plan for a portal to serve the residents and businesses of the Region. The resulting "York Region – Markham Portal Business Plan" was completed February 2007 by the consultant Connected Insight Inc.

Government Service delivery expectations from the public and business have changed. The demand for "one-stop", "single point of entry" to on-line services and interaction with government and other agencies has emerged, and is being facilitated by technological evolution.

To meet these expectations, as the Region's report indicates, there are three options for municipalities:

1. Maintain existing independent websites.
2. Create independent portals.
3. Create a Joint portal.

Joint Portal Costs/Benefits

The creation of a Joint portal would facilitate the elimination of information silos with and between levels of government and agencies, to create a personalized gateway to access municipal/regional/agency services and transactions. [See Annex B – Mandatory Portal Requirements]

The benefits to participating partners of a joint portal are expected to be:

- Savings through a lower total cost of ownership (capital and operating).
- Utilization of advanced technologies to provide leading-edge, diverse and innovative municipal services.
- Access to services regardless of personal mobility or location.
- Enhanced public interaction with government.

Cost estimates for the York Region – Town of Markham portal included in the Business Plan identify an initial \$4-6M capital cost and \$1-2M to operate over five years (\$). Internal staff costs are estimated at \$4-5M over the five-year period. These figures would be modified as other municipalities join the initiative.

Considerations for East Gwillimbury

The Region's staff report references the need to "develop a shared services agreement with the local municipalities that join the portal clarifying the roles and responsibilities of the partners in the shared services."

The costs and staff resource involvement for East Gwillimbury to participate in the Joint Portal initiative are unknown at this time. Other issues to be addressed include security and privacy standards, branding and governance.

Participation in the Joint Portal project at this point will allow the Town to explore further the opportunities and benefits as well as anticipated costs/commitments of participation in this initiative. Once these have been identified, a business case analysis could be prepared for Council's consideration in determination of East Gwillimbury's further participation.

Annex B - Mandatory Portal Requirements

Following is a summary of the most prominent mandatory required functions or services which the Portal must provide:

- Registered User Authentication (Single Sign-On)
- Payment Engine
- Directories
- E-Mail Newsletters/Notifications
- Online Surveys
- Information/Service Requests, Feedback and Complaint Processing
- Systems Management and Reporting (Utilization Statistics)
- Alerts to new information or events
- License Services (Business)
- License Services (Animal)
- Parking Ticket Payment
- Provincial Offences Act Ticket Payment
- Resource/Facility Booking and Payment
- Program Registration and Payment
- Event Ticket Ordering and Payment
- Property Tax Calculator
- Document Management
- Access to Other Systems
- Third Party Application Integration
- Procurement
- Emergency Management Application
- Project Status Dashboards
- Department/Unit Performance Dashboards
- Portal Personalization
- Content Management System
- Search Capabilities
- Event Calendar