



Town of Newmarket

Minutes

Council Workshop - Electronic

Date: Tuesday, August 24, 2021

Time: 1:00 PM

Location: Streamed live from the Municipal Offices
395 Mulock Drive
Newmarket, ON L3Y 4X7

Members Present: Mayor Taylor
Deputy Mayor & Regional Councillor Vegh
Councillor Simon
Councillor Kwapis
Councillor Broome
Councillor Bisanz

Members Absent: Councillor Woodhouse
Councillor Twinney
Councillor Morrison

Staff Present: I. McDougall, Chief Administrative Officer
E. Armchuk, Commissioner of Corporate Services
P. Noehammer, Commissioner of Development & Infrastructure Services
L. Lyons, Director of Legislative Services/Town Clerk
K. Venkataraman, Director of Information Technology Services
A. Walkom, Legislative Coordinator
J. Grossi, Legislative Coordinator

The meeting was called to order at 1:00 PM.
Mayor Taylor in the Chair.

1. Notice

Mayor Taylor advised that the Municipal Offices were closed to the public and that this meeting was streamed live at Newmarket.ca/meetings.

Mayor Taylor advised that in accordance with the Town's Procedure By-law, no decisions are to be made but rather this meeting was an opportunity for Council to have informal discussion regarding various matters.

2. Additions & Corrections to the Agenda

None.

3. Conflict of Interest Declarations

None.

4. Items

4.1 Digital Transformation Study

The Director of Information Technology Services provided an introduction to the presentation which outlined the background of the Town's service review and the need to incorporate technological improvements.

Jaiman Chin, Engagement Lead for Strategy Corp. provided a presentation which included a background of the Town's administrative and service delivery review and the development of a digital transformation strategy. He provided an overview of the scope and timeline for the project, an explanation of what digital transformation is and the key considerations in its execution. The presentation concluded with a list of discussion questions for Council regarding a digital transformation strategy.

Members of Council discussed digital methods for gathering concerns from residents, additional improvements to the Town website, improved search engine performance on the website, a self-serve tracking system for residents' inquiries, and a system to track frequently asked questions. Members discussed potential barriers for residents who may not be able to use technology improvements or are reluctant to use them for certain services.

5. Adjournment

Moved by: Councillor Broome

Seconded by: Councillor Kwapis

1. That the meeting be adjourned at 2:18 PM.

Carried

John Taylor, Mayor

Lisa Lyons, Town Clerk