

August 29, 2019

SUBJECT: Recommendations for Consideration from:  
CUSTOMER EXPERIENCE & TECHNOLOGY COMMITTEE MINUTES

MEMO TO: Committee of the Whole

FROM: Colleen Hutt, Deputy Clerk

---

The Customer Experience & Technology Committee, at their meeting of August 22, 2019, recommended and approved the following for consideration by Council:

Item 8.1 Service Delivery Review RFP Discussion

1. that the Committee endorse the Service Delivery Review RFP and the following amendments be made to the document:

Page 4 - Section 1.1, 3 paragraph: "the Niagara Town" be revised to say "the Niagara Region."

Page 25 - Section 5.1, 2 paragraph: "Town's new Official Plan" be revised to say "Town's new Official Plan and Strategic Plan."

Page 27 - Section 5.2, 4th bullet point: "The successful proponent will have expertise in process analysis, customer service and change management" be revised to say "The successful proponent will have expertise in process analysis, customer service, change management, and the identification and deployment of innovative recommendations using state of the art technology to support the proposed solution(s)."

The minutes are attached for Council approval.



# CUSTOMER EXPERIENCE & TECHNOLOGY COMMITTEE MEETING MINUTES

Thursday August 22, 2019  
03:00 PM

## **PRESENT:**

Councillor Clare Cameron, Members: Jim Brown, Adrian Cooper, Beckie Fox, Weston Miller, Andrew Niven (Chair)

## **REGRETS:**

Fred Cervantes                      Manager of Information and Technology

## **STAFF:**

Lucie Palka                          I.T. and Communication Support  
Sheldon Randall                      Interim CAO  
Victoria Steele                        Community Engagement Coordinator

## **OTHERS:**

### **1. Call to Order**

The Chair, Andrew Niven, called the meeting to order at 3 p.m.

### **2. Adoption of Agenda**

Moved by Councillor Clare Cameron that the following topics are added to the agenda: customer experiences, web architecture, and public meeting technology.

APPROVED, AS AMENDED

### **3. Conflict of Interest**

No conflicts of interest were declared at this time.

### **4. Previous Minutes**

The Committee reviewed the minutes of June 25, 2019.

### **5. Presentations**

There were no presentations at this time.

## **6. Announcements**

There were no announcements at this time.

## **7. Correspondence**

There were no correspondence at this time.

## **8. Business**

### **8.1 Service Delivery Review RFP Discussion**

Moved by Jim Brown that the Committee endorse the Service Delivery Review RFP and the following amendments be made to the document;

Page 4 - Section 1.1, 3 paragraph: "the Niagara Town" be revised to say "the Niagara Region."

Page 25 - Section 5.1, 2 paragraph: "Town's new Official Plan" be revised to say "Town's new Official Plan and Strategic Plan."

Page 27 - Section 5.2, 4th bullet point: "The successful proponent will have expertise in process analysis, customer service and change management" be revised to say "The successful proponent will have expertise in process analysis, customer service, change management, and the identification and deployment of innovative recommendations using state of the art technology to support the proposed solution(s)."

APPROVED, AS AMENDED

## **9. New Business**

### **9.1 Customer Experience**

Discussion took place about how the Committee could gather data about customer experiences involving the Town. Options included measuring service delivery and response times, a customer satisfaction survey on Join the Conversation, or engaging Niagara College to develop an innovative method of gauging customer satisfaction. This topic will be further discussed at a future meeting.

### **9.2 Web Architecture**

Discussion took place about possibility of having an expert in web architecture facilitate a workshop for Committee members at a future meeting.

### **9.3 Public Meeting Technology**

The Committee ask questions about the technology available for public meetings. Sheldon Randall said staff will bring back information to the next meeting with a current technology inventory and what options have been examined in the past (i.e. voting technology, portable microphones, etc.).

## **10. Next Meeting Date**

Thursday October 10th at 3 PM

**11. Adjournment**  
3:30 PM

**ADJOURNMENT: 03:30 PM**