



## CUSTOMER EXPERIENCE & TECHNOLOGY COMMITTEE MEETING MINUTES

Thursday September 30, 2021  
03:00 PM

### **PRESENT:**

Andrew Niven (Chair), Beckie Fox, Jim Brown, Weston Miller, Christopher Salvatore

### **REGRETS:**

Councillor Clare Cameron (Vice-Chair)

### **STAFF:**

Lauren Kruitbosch - Manager of Customer Experience & Communications

Fred Cervantes - Manager of Information and Technology

Lucie Palka - Digital Services Coordinator

Shaunna Arenburg - Administration Assistant Corporate Services

### **OTHERS:**

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

The Chair Andrew Niven, called the meeting to order at 3:06 p.m.

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

Moved by the Chair Andrew Niven that the agenda be adopted.

**APPROVED.**

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

No conflicts of interest were declared at this time.

#### **4. Previous Minutes**

Moved by the Chair Andrew Niven that the minutes be adopted.

**APPROVED.**

#### **5. Presentations**

There were no presentations at this time.

#### **6. Announcements**

There were no announcements at this time.

## **7. Correspondence**

There was no correspondence at this time.

## **8. Business**

### **8.1 New Website Update**

Fred gave an update on the progress of the new website

- Contract was awarded
- Up and Up will be creating the website
- Project has been passed to Lucy Palka to manage

### **8.2 Modernization Efforts**

Lucy gave a Modernization update

- Escribe - Meeting Management Software - aiming for full roll out by November
- Online Forms for Dog Licenses and Parking Ticket Disputes went live August 11th
- AMPS went live September 10th
- AMPS online replaces the judicial appeals process

Next Steps

- collecting forms for online
- staff working in new roles

### **8.3 CET - Suggested Tasks/Themes**

Lauren gave an overview of upcoming tasks

October

- reopening to the public
- re-imagining NOTL News to provide general information on Council Business

November

- Customer Feedback
- more touchpoints

Website updates will occur at every meeting going forward

## **9. New Business**

There was no New Business at this time.

## **10. Next Meeting Date**

Thursday October 28, 2021 at 3pm

## **11. Adjournment**

**ADJOURNMENT: 03:35 PM**