



# OPEN GUELPH

Open Guelph is about modernizing our service delivery and building citizen satisfaction.

We can't solve new kinds of problems with outdated technology and strategies. That's why we're building simple tools to suit busy lives, which include clear information and great customer service. It's how we're dealing with what's urgent today and preparing for the expectations of tomorrow. The best part is that it's already happening, all across the City of Guelph.

## Project overview: myGuelph

myGuelph will be a one-stop shop for most interactions people may want to have with the City of Guelph. It will be accessible by any computer or mobile device and citizens can personalize it based on their interests. This overview is a look at the project to date. myGuelph will include:

### Citizen interactions and collaboration

- Citizen Relationship Management – core technical platform that allows citizens to personalize\*
- **Customer service: Photo/location-based issue reporting (the map app – 311GIS)\***
- How can we help you online transactions and issue reporting\*
- Online consultations and engagement (Mindmixer and surveys)^\
- Online Q&A about local government (Ask Guelph)^\
- Service dashboards\*
- Interactive maps\*
- Tools to understand council business#\
- Four new services (TBD based on community consultation)#
- Social media^\

### Information

- guelph.ca and other web content^\
- Open information catalog version 2 (TBD)\*
- New information (TBD based on community consultation)#

^\ Active, \* Currently in development, # Future development

### Focus on: Customer service

- Our Bylaw division will be the first to pilot our photo/location-based issue reporting tool.
- Citizens will be able to create service requests online or by mobile device for the issues on this list.
- They will also be able to track the status of their service request (e.g. pending approval, request approved, in progress, completed, cancelled).
- This will create significant efficiencies for City employees and citizens.
  - One small example: If a complaint has been lodged for a noise complaint, other neighbours will be able to see this complaint on the map, meaning they don't need to report the issue. Bylaw officers then don't need to respond to numerous phone messages to indicate they've received the request and are attending.

#### For compliance staff

- Sign concerns
- Donation bin concern
- Encroachment on City property
- Miscellaneous bylaw concern
- Noise concern
- Nuisance party
- Parking concerns
- Newspaper box concern
- Vehicle idling
- Yard maintenance
- Garbage

#### For Humane Society

- Animal control
- Coyote sighting
- Mistreated animal

#### For Bylaw division management

- Bylaw officer conduct

