

Clause No. 11 in Report No. 13 of Committee of the Whole was adopted, without amendment, by the Council of The Regional Municipality of York at its meeting held on September 11, 2014.

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DIRECT PURCHASE OF ENHANCEMENTS TO YORKMAPS

Committee of the Whole recommends adoption of the following recommendations contained in the report dated August 18, 2014 from the Executive Director, Corporate and Strategic Planning:

1. RECOMMENDATIONS

It is recommended that:

1. Council authorize the Region enter into a direct purchase contract with Latitude Geographics to enhance YorkMaps, at a cost of \$172,320 excluding HST.
2. Council authorize a 5-year renewal term (2014-2019) on the Geocortex Essentials product, at a cost of \$3,900 per year excluding HST.
3. The Executive Director, Corporate and Strategic Planning be authorized to execute the contract, subject to the approval of Legal Services as to form and content.

2. PURPOSE

This report seeks authority for the Region to enter into an agreement with Latitude Geographics for the purchase of enhancements to YorkMaps under the direct purchase provisions of the Purchasing Bylaw. The contract will enable mobile use and ensure compliance with the Accessibility for Ontarians with Disabilities Act (AODA) legislation. Council approval is required because the contract price exceeds \$100,000.

This report also seeks approval for the Region to enter into a renewed contract with Latitude Geographics for the Geocortex Essentials software product. Council approval is required under the Purchasing Bylaw because the term of the proposed software licensing is greater than 5 years. The Region first licensed the Geocortex Essentials product in 2004 for the purchase price of \$22,744.20 and pays \$3,900 in annual maintenance.

3. BACKGROUND

The Region's Web Mapping Strategy identified the need to support mobile devices and comply with accessibility legislation

In 2014, York Region completed the *Geographic Information Services Branch Web Mapping Strategy* that set the Region's direction for web mapping over the next 3 years. It was developed with broad input from internal staff, local municipalities, other neighbouring municipalities, vendors and consultants. One of the key directions in the strategy was to enable staff and others to access web maps from any mobile device.

The strategy also identified that Provincial Legislation requires AODA compliance for any web-based applications built after January 1, 2014. This means any new web mapping applications must comply with the Web Content Accessibility Guidelines (WCAG) 2.0 Level A.

The ability to use web based maps on smartphones and tablets increases productivity

The current YorkMaps application was developed in 2009 and launched in February of 2010. Mobile technologies, such as tablets and smartphones were not main stream at the time. Since then, YorkMaps users (e.g. staff, local municipalities, public) have come to expect a Google or Apple experience from any device.

Built on the best technology available at the time, the original design specifications for YorkMaps did not include requirements for mobile devices. While YorkMaps continues to meet the needs and expectations of users accessing maps from their desktop computers, the mobile workforce is currently underserved. Supporting the mobile workforce would allow them to access maps and information, collect, verify and update data directly from the field making them more efficient.

4. ANALYSIS AND OPTIONS

Organizations from around the world use the product to provide web mapping to their users

In 2013, a consultant was retained to document the requirements for the enhancement of YorkMaps. Their assessment found that the Geocortex Essentials product best supports the Region's growing requirements. It is the only product compatible with our current infrastructure and security, seamlessly allows for access to maps on mobile devices, and allows staff to configure business specific applications without custom code. The consultant concluded that building a complete custom solution to meet the Region's needs would be more costly over time and would more be difficult for staff to maintain.

The product is used by over 1,000 public and private organizations across the world and has become a globally recognized supplier of web mapping technology. York Region will benefit from the work these organizations are doing with the product.

York Region owns the Geocortex Essentials product and requires Council approval to renew the licence

The Region originally purchased the Geocortex Essentials product in 2004 via a competitive process at a cost of \$22,744.20. The Region pays an annual maintenance fee of \$3,900 for product support and upgrades. The total cost to the Region since 2004 including the software purchase and annual maintenance is \$58,770.72. The Region uses the product to assist with many existing web sites including:

- Source Water Protection
- Business Directory (including a Region hosted site for each local municipality)
- Employment Survey
- Property Viewer
- All Pipes (secure access provided to local municipalities)

Section 16.1 (a) of the Purchasing Bylaw requires Council approval where the term of a proposed contract is for a period of greater than 5 years or where the renewal or extension of a contract would result in an aggregate term of greater than 5 years. The Region has owned the Geocortex Essentials product for more than 5 years therefore council approval is required to continue with maintenance and support services. Annual maintenance fees will cost the Region \$3,900 per year.

Link to key Council-approved plans

This initiative supports implementation of the *2011 to 2015 Strategic Plan* by making Regional services more user-friendly.

Complying with AODA legislation will “foster social inclusion and economic opportunities by addressing the needs of a growing and diverse community”. The Region monitors the “progress of meeting the integrated standards under the Accessibility for Ontarians Disabilities Act.”

Mobile enabling YorkMaps will help to “Streamline customer access to services and information through implementation of a ‘no wrong door’ approach”. Core product enhancements to Geocortex Essentials will enable the Region to “Increase number of service options offered (i.e. self-serve, online etc.)”.

5. FINANCIAL IMPLICATIONS

The Region is requesting award of a direct purchase to Latitude Geographics for \$172,320 to enhance the YorkMaps product. The Geographic Information Services Branch budget includes the costs for the enhancements to the YorkMaps product and the ongoing maintenance costs for software updates and support.

6. LOCAL MUNICIPAL IMPACT

All local municipalities can benefit by leveraging hosting options or licensing Geocortex Essentials

York Region shares information regarding the Region's web mapping program with the local municipalities, conservation authorities and school boards as part of the YorkInfo Partnership. YorkMaps is offered to the local municipalities to build or enhance their own web mapping. The Region hosts web mapping sites for the Towns of East Gwillimbury and Whitchurch-Stouffville, as well as the Township of King. This hosting arrangement will continue to be supported with the enhanced YorkMaps product. Local municipalities that license Geocortex Essentials will benefit from the enhancements including compliance with AODA legislation.

7. CONCLUSION

The *Geographic Information Services Branch Web Mapping Strategy 2014* identified the need to enhance YorkMaps. This will enable maps on mobile devices and to comply with AODA legislation. A third party consultant was retained to assess the Region's options and concluded Geocortex Essentials was the only product compatible with our current infrastructure and security, seamlessly allows for access to maps on mobile devices, and allows staff to configure business specific applications without custom code.

Council approval of the direct purchase of the product enhancements and a 5-year renewal of the software is required to ensure compliance with AODA legislation and upgrade YorkMaps to support mobile devices.

For more information on this report, please contact John Houweling, Director Geographical Information Services at Ext. 71529.

The Senior Management Group has reviewed this report.