

Township of  
**Langley**



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## NEWS RELEASE

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### **NEW TOL.CA WEBSITE ENHANCES INTERACTIONS BETWEEN TOWNSHIP AND RESIDENTS**

Township of Langley residents will soon be able to look, learn, sign up, get involved, stay active, and have their say, all in one place, all at the same time.

A new corporate website is being launched by the Township this summer. It will make it easier for the public to find what they are looking for, in addition to interacting directly with the municipality.

“This is the beginning of a new customer experience,” said Steve Scheepmaker, the Township’s Director of Corporate Administration. “The new **tol.ca** isn’t just a website, it is a platform that we will build new services on top of. It will continually improve and evolve as we move forward.”

The new website will launch at the end of July, following extensive research, work, and planning. Structurally different from the current website, the new **tol.ca** will include more visual content and improved access to information and services, through a responsive design that adjusts website content for better viewing on mobile devices.

As part of the website enhancements, the Township of Langley will become the first municipality in BC to implement a new identity management system that will allow users to create a single account that, over time, will give them access to the information and services they value.

“Those using the new Township website will ultimately only need one username and one password to access all Township services,” said Shane Barnaby, the Township’s Manager of Applications. “The planned goal is that, instead of logging in to register for a recreation program then logging in elsewhere to receive notifications or pay for a business licence, users will be able to sign in once to do everything they need.”

The new website is one part of a multi-faceted eGovernment strategy that was endorsed by Township Council in June of 2013 to enhance digital interactions and electronic communication between the municipality and its citizens. With a customer-centric lens, Township staff were encouraged to re-envision the delivery of information and services to the public, with a focus on user experience.

“The Township of Langley is the fastest growing municipality in Metro Vancouver,” said Mayor Jack Froese. “With more and more people choosing to live and work here, it is important that they have quick, easy, and efficient access to the information, programs, and services that are important to them. This new corporate website will have a more contemporary look and feel, make it easier and more efficient for residents to do the things they want and need to do, and provide another channel for enhanced public engagement.”

Comments and feedback regarding the existing **tol.ca** website have been incorporated into the new design, and resulted in significant changes to how its content is structured. Over the past year, Township staff have been reviewing the content on the existing **tol.ca** website to realign it, based on actual access and use trends, with the design of the new website.

Other changes include revamping the ‘Report a Problem’ feature on the existing website and rebranding it to ‘At Your Service’. When the new **tol.ca** website launches, those who have signed up for ‘eAlerts’ for notices about Council meetings, community consultations, temporary service interruptions, etc. will need to re-subscribe to the new ‘My Notifications’ system. All existing subscribers to ‘eAlert’ notifications will receive an email with instructions on how to do this after the new website launches later this summer.

“Technology is constantly changing and evolving, and it impacts how we operate,” said Scheepmaker. “The Township strives to be a public sector leader in customer service and this new website will greatly enhance digital interactions between the municipality, our residents, businesses, and visitors.”

After the new **tol.ca** website launches, Township staff will continue to collect and review all feedback and make required adjustments where necessary, Scheepmaker said.

In May of 2016, the Township launched new websites for the Langley Regional Airport, **ynj.tol.ca**, and the Economic Development department, **invest.tol.ca**, using new platform technologies that were created through the eGovernment strategy and are part of the new **tol.ca** website.

Planning is currently underway to leverage the new identity management system created for **tol.ca** as part of a new Parks and Recreation system that will launch in 2018.

*For more information, contact Steve Scheepmaker, Director of Corporate Administration, at 604.533.6075 or [sscheepmaker@tol.ca](mailto:sscheepmaker@tol.ca), or Val Gafka, Senior Manager, Corporate Administration, at 604.532.7305 or [vgafka@tol.ca](mailto:vgafka@tol.ca).*