

Township of
Langley



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TOWNSHIP OF LANGLEY BUILDING FOR THE FUTURE AFTER LAUNCH OF EXCITING NEW TECHNOLOGIES

With the unveiling of its new **tol.ca** website in late July, the Township of Langley has launched a technology platform that will position the Township as one of the leaders in eGovernment offerings across Canada.

As more and more people rely on technology and digital interactions in their day-to-day lives, the Township is actively enhancing electronic communications between the municipality and its many customers. The new platform technologies are part of a multi-faceted eGovernment strategy that was endorsed by Township Council in June of 2013 and will be incrementally implemented over the coming years.

“Our community is the fastest growing municipality in Metro Vancouver, and with our robust job opportunities, we lead the way in BC,” said Township of Langley Mayor Jack Froese. “With so many people choosing to live and work here, it is important that our technology change and evolve to keep pace with people’s expectations. Technology directly impacts how we operate and our eGovernment strategy will ensure we maintain the best possible digital interactions between the Township, our residents, businesses, and visitors as we grow and plan for the future.”

Township Director of Corporate Administration Steve Scheepmaker noted, “The new website is just the beginning and what it sets the stage for is pretty significant.”

With over two-thirds of the Township’s website traffic coming from mobile devices, the people utilizing mobile platforms are definitely noticing a change with the new mobile-friendly design, but there is much more going on behind the scenes as the platform is actively being worked on by staff.

“In creating this eGovernment strategy, Township staff were encouraged to use a customer-centric lens to re-envision the delivery of information and services to the public, with a focus on user experience,” said Shane Barnaby, the Township’s Manager of Applications. “With the first phase - our updated website - now live, our team is actively working on new and exciting features and functionality for our customers.”

A cornerstone of the Township’s new eGovernment strategy is an identity management system that will allow people to create a single account to access the information and services they value. Over time, those interacting with the Township will ultimately need only one username and password to log in once, then do everything from register for recreation programs to pay for a business license.

New systems such as the Parks and Recreation system planned for 2018 will leverage the Township’s identity management system and be launched as they become available. Some older systems that do not support modern technologies will take longer to bring online. But in the future, everyone will be able to create a profile that includes their history of service requests made, surveys taken, and input provided to the Township.

“Our customers are used to having an integrated experience when they access products and services online with the business community or ecommerce vendors,” Scheepmaker said. “Why should it be any different when they do business with the Township of Langley?”

For more information, contact Steve Scheepmaker, Director of Corporate Administration, at 604.533.6075 or sscheepmaker@tol.ca.