

## **Report to Council**

To: Mayor and Council Members  
From: Mackenzie Sykes, Finance Assistant/IT Coordinator  
Date: February 13, 2025  
Subject: Introduction of Virtual Town Hall and Citywide Software Systems

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### **Recommendation:**

That a closed session meeting under Section 239 (3.1) of the Municipal Act be scheduled on the March 4, 2025 regular Council meeting agenda for the purpose of educating and training members of Council on Virtual Town Hall and Citywide computer software.

### **Background:**

Township staff have been working with Centralsquare to implement Virtual Town Hall, an online portal that is fully integrated with Microsoft Dynamics Great Plains, so ratepayers have 24/7 access to their accounts receivable and tax account information.

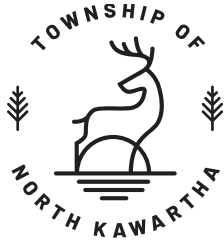
Township staff have also been working with PSD Citywide to implement and test the Maintenance and Asset Citywide modules, which include a public facing Citizen Issue/Request Portal as well as request, work order, and asset information tracking and reporting.

### **Analysis:**

Staff would like to schedule a training closed session for the purpose of introducing these software systems to Council.

### **Financial Implications:**

Not Applicable



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**Strategic and/or Other Plans:**

Service Delivery Review – Recommendation #250-SDR-01.

Strategic Plan:

3. Governance – Maintain a Strong, Accountable Municipal Government
- 3.2 Provide Quality Community Programs and Services
- 3.3 Provide for effective, clear and transparent Township communication

**In Consultation With:**

Alana Solman, Chief Administrative Officer

**Attachment:**

Not Applicable