



## News Release

### Markham Wins National Award for Municipal Innovation

**Jasper, AB** (June 3, 2015) – Markham, ON has received national recognition for its **Markham Portal – Digital Services for Citizens** initiative from the Canadian Association of Municipal Administrators (CAMA). The City was presented with the 2015 Willis Award for Innovation, in the over 100,000 population category, during CAMA’s national conference in Jasper, AB. Ravenhill Group Inc. is the sponsor for the awards.

“CAMA is pleased to recognize the innovation and administrative excellence demonstrated by the City of Markham in providing interactive, universally-accessible municipal services to citizens through the Markham Portal,” said Robert Hughes, president of the Canadian Association of Municipal Administrators and Chief Administrative Officer for Stratford, PE. “This is just what you would expect from a city known as Canada’s high tech capital.”

Markham’s web portal used a multi-phased development approach, deploying over 60 interactive online services available to citizens 24 -7 to meet the expectations of a highly educated workforce and diverse community.

Responsive design allows easy content display and access to interactive services on all sized devices. The single login function streamlines access to personalized information and multiple online City services. eSSENTIAL accessibility software and Google translator provide barrier free access for residents of all abilities and backgrounds.

The portal has optimized business processes, improved staff productivity and responded to the need for a positive user experience. Online transactions increased 33% in three years, and the top 20 online transactions increased by 26% in the last two years. The robust platform is scalable and will host the City’s re-designed mobile app and additional services shortly.

Through the partnership with York Region, the Portal has saved money and the platform can now be leveraged by other municipalities. Markham is Canada’s most diverse city with over 1000 high tech life science industries and 400 corporate head offices. A thriving city of 330, 000 it embodies award winning urban architecture, heritage communities and international cultural festivals.

“With 57 applications received, this is the largest year ever for the CAMA awards program,” said Jake Rudolph, Chair of CAMA’s Awards Committee, as well as CAMA Representative, British Columbia & Yukon and Deputy City Manager, City of Abbotsford, BC. “Congratulations to the winners and thanks to all those who took the time and effort to enter a submission.”

The Willis Award for Innovation, awarded in recognition of Jack Willis for his contribution to CAMA, is presented for programs, projects or services that demonstrate exceptional innovation or meritorious initiative. Since Canada has a unique mixture of small and large communities, awards are granted according to population – for municipalities under 20,000, for those between 20,001 and 100,000 and for those over 100,000. Certificates of Merit may also be awarded.

#### **About CAMA:**

A Canada-wide network and the national voice of senior municipal administrators, the Canadian Association of Municipal Administrators (CAMA) strives to nurture and build municipal administrative excellence by providing its more than 500 members with knowledge sharing and learning opportunities, access to best practices, and valued input into policies and programs aimed at ensuring healthy and thriving communities across Canada.

[www.camacam.ca](http://www.camacam.ca)

**About Ravenhill Group Inc.**

We are Canada's Municipal search specialists meeting the growing demand for excellent municipal senior staff through ethical head-hunting™. We do this by bringing the very best men and women face to face with the opportunity in your municipality ... an opportunity that they were unaware of because - simply put - they weren't thinking of a job change. The very best people are not looking and need to be found. [www.ravenhillgroup.com](http://www.ravenhillgroup.com)

**About Markham:**

Markham, a municipality with more than 345,000 residents centrally located in the Greater Toronto area, is home to more than 400 corporate head offices and more than 1,100 high tech and life science companies. Founded in the 1790s, Markham is now Canada's most diverse community, enjoying a rich heritage, outstanding community planning and services, and a vibrant local economy. Markham has received the Excellence Canada PEP III Integrated and Accessibility Awards, and multiple heritage and environmental awards. Markham is proud to be an official Host City for the 2015 Pan American and Parapan American Games. [www.markham.ca](http://www.markham.ca)

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