



Public Service Announcement

For Immediate Release

August 30, 2021

Richmond Hill Modernizes to Deliver More Convenient Customer Experience

Speeds up service delivery with the addition of more than 50 new digital services

RICHMOND HILL – The City of Richmond Hill is continuing its transformation journey, making it easier for City residents, businesses and other stakeholders to get the services and information they need.

Through the pandemic, the City boosted its efforts to create digital service offerings, providing more than 50 new online services in the past year, allowing users to access the same or better service virtually from the comfort and safety of their own homes.

Online services include applying and paying for building permits or inspections, noise exemption permits, sign permits, tree permits, road occupancy permits, site plan and other development applications and marriage licences. Account holders can now apply online for pre-authorized debit payment plans for water and property tax bills. Residents can also purchase items online such as garbage tags, dog licences and tow truck licence plates.

In addition to providing more convenience and new service options for customers, digitization has also made the process more efficient, allowing for faster turnaround times for many popular services. Service delivery times have already been reduced by an average of two weeks with the introduction of digital options.

While residents are encouraged to use the new digital services, the City is working on plans to reopen the main municipal offices and Operations Centre for select in-person services. Once open, the main municipal offices will feature a new customer-centric service area on the ground floor, which will increase safety and accessibility for residents by removing the need to travel between multiple floors. Residents will find it more streamlined and convenient to have Access Richmond Hill, Office of the Clerk, Planning Services, Building Services and Development and Engineering Services all located by the main entrance.

While the offices remained closed to the public, residents can continue to access many City services online, by phone or by appointment.

Quotes

“I applaud staff efforts to transform how the City provides service to our residents and their ability to not only continue providing important City services throughout the pandemic but also to improve the experience for the people of Richmond Hill. With safety continuing to be our top priority, the community is encouraged to access services digitally from the comfort and convenience of their own homes.”

- Acting Mayor Joe DiPaola

“Richmond Hill has embraced a Citywide focus on innovation and continuous improvement to modernize service delivery, ensuring we provide the best possible service to the community in an efficient and effective way.”

- Darlene Joslin, Acting City Manager

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