



ACCESS BARRIE MEMORANDUM

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TO: MAYOR J. LEHMAN AND MEMBERS OF COUNCIL

FROM: S. FAVRETTO, PROJECT MANAGER, INNOVATION x5144

NOTED: D. CLARKE, MANAGER, INNOVATION

R. JAMES-REID, EXECUTIVE DIRECTOR, ACCESS BARRIE

M. PROWSE, CHIEF ADMINISTRATIVE OFFICER

RE: MUNICIPAL INNOVATION EXCHANGE (MIX) CAPITAL PROJECT UPDATE – SNOW ANGELS CANADA

DATE: FEBRUARY 3, 2020

The purpose of this Memorandum is to provide members of Council with an update concerning the 2019 Budget Binder Project 000834, known as the Municipal Innovation Exchange (MIX). MIX is a collaborative partnership between the cities of Barrie, Guelph and London that leverages challenge-based procurement to collaborate with a vendor of any size to address a community driven issue. Each city chose a challenge unique to their community.

The City of Barrie selected the challenge of winter snow removal (specifically windrows – the pile of snow at the end of a residential driveway created by a snow plow) for senior residents and persons with disabilities that are not able to clear the snow themselves.

The City released a Request for Proposals (RFP) for third party solutions on September 30, 2019. The RFP was awarded to Snow Angels Canada <https://snowangelscanada.ca/>. Snow Angels Canada is an online platform that connects volunteers and clients (those needing snow removal assistance) at a neighbourhood level. The platform works as follows:

Client

- Clients can post a request for service based on their postal code.
- The client is shown volunteers in their immediate area and given the opportunity to reach out through the platform.

Volunteer

- Volunteer registers on Snow Angels Canada and based on their postal code, are shown service requests in their neighbourhood. If volunteer is already registered, they would just need to log into the platform to see any new service requests.
- The initial message from the volunteer to the client is sent through the platform. Any additional correspondences are handled through direct email between the participants.

The platform is based on community volunteerism, and no money exchanges hands for the services.

The platform has been in place in London for the last four years and in Stratford for two years.

The City's project began with Snow Angels Canada in December 2019. We have completed a series of focus groups, and are scheduling platform user testing sessions for mid-February 2020.

Snow Angels Canada are releasing a full platform update which will be available to Barrie residents on January 31, 2020. At this point in the project, Snow Angels Canada is testing the platform with local residents in need of some assistance with snow clearing and volunteers in the neighbourhood.

To register your snow clearing service request or as a volunteer to help your neighbours in need, please visit <https://snowangelscanada.ca/>