

From: "[Johnston, Sadhu](mailto:Sadhu.Johnston@vancouver.ca)" <Sadhu.Johnston@vancouver.ca>
To: "[Direct to Mayor and Council - DL](#)"
CC: "[City Manager's Correspondence Group - DL](#)"
Date: 11/6/2020 1:46:59 PM
Subject: Talk Vancouver - New Platform

Dear Mayor & Council,

I'm writing to let you know that after seven years, Talk Vancouver has moved to a new vendor. Our Talk Vancouver survey and panel tool has the same address (talkvancouver.com) and similar "look and feel" but is now hosted by [Question Pro](#), as of this week. The current ~15,000 panel members have been migrated seamlessly from the old platform to the new one.

As background: Since 2013, the City has used an online survey and panel tool branded Talk Vancouver. In addition to advanced survey functionality, Talk Vancouver offers survey panel capabilities — allowing us to invite members to take surveys. In advance of our contract expiration date on October 31st, a [public RFP](#) was issued earlier this year and a competitive procurement process conducted. Based on overall best value for the City, Question Pro was selected as the successful proponent. As always, the City is committed to the highest levels of privacy and security. In keeping with provincial and federal privacy laws, all Talk Vancouver data will continue to be stored on Canadian servers.

We're also excited to let you know that the new platform offers a range of new features, such as enhanced ability to offer surveys in multiple languages, new question types allowing for greater insight, export-to-PowerPoint reporting, and additional data quality assurance tools.

With the launch of Shape Your City engagement portal, the general public will continue to be directed to Shape Your Project pages, but then linked to Talk Vancouver for individual surveys — allowing people to participate in Talk Vancouver surveys regardless of whether they are members.

If you have any questions please let me know.

Best,
Sadhu

Sadhu Aufochs Johnston | City Manager
Office of the City Manager | City of Vancouver
604.873.7627 | sadhu.johnston@vancouver.ca

Pronouns: he, him, his



The City of Vancouver acknowledges that it is situated on the unceded traditional territories of the Musqueam, Squamish, and Tsleil-Waututh peoples.