



**ACCESS BARRIE  
MEMORANDUM**

Page: 1  
File:  
Pending #:

---

**TO: MAYOR, J. LEHMAN AND MEMBERS OF COUNCIL**

**FROM: C. HARRIS, MANAGER MARKETING AND COMMUNICATIONS**

**NOTED: R. JAMES-REID, EXECUTIVE DIRECTOR ACCESS BARRIE**  
**M. PROWSE, CHIEF ADMINISTRATIVE OFFICER**

**RE: PINGSTREET, THE CITY'S MOBILE APP**

**DATE: FEBRUARY 28, 2022**

---

The purpose of this Memorandum is to provide members of Council with an update concerning the City's mobile app, Pingstreet.

Pingstreet is the City of Barrie's official app. The City has been formally notified by eSolutionsGroup that Pingstreet will not receive any further updates. Most of the app features—Report a Problem; Curbside Collection; Events Listing; links to Transit, Parking, Plow Tracker, Road Closures, Suggestion Forum, Twitter, and Facebook—continue to function, at this time; although, IOS devices are no longer receiving push notifications. Mandatory updates for Android or Apple devices may result in the app being removed from either store.

IT and Communications staff have been investigating alternative mobile apps that would allow for integrations and links with other digital tools and apps. Communications will also be reviewing Pingstreet analytics and conducting a survey to gather feedback from current Pingstreet users and input from potential users of a new mobile app. We are equipped to quickly proceed with the implementation of a viable replacement for Pingstreet and expect to execute further enhancements in the years to come.

eSolutionsGroup's analytics indicate that there are currently 14,292 Pingstreet users in Barrie. We will be leveraging the app itself to communicate updates to users, and there is a notice posted at [barrie.ca/pingstreet](http://barrie.ca/pingstreet). We are refraining from actively promoting Pingstreet during this transition period, and will be promoting the user feedback/wants survey through various channels appropriately.