County Connect Update

Priorities Committee
June 13, 2017

County Connect - Vision & Mission
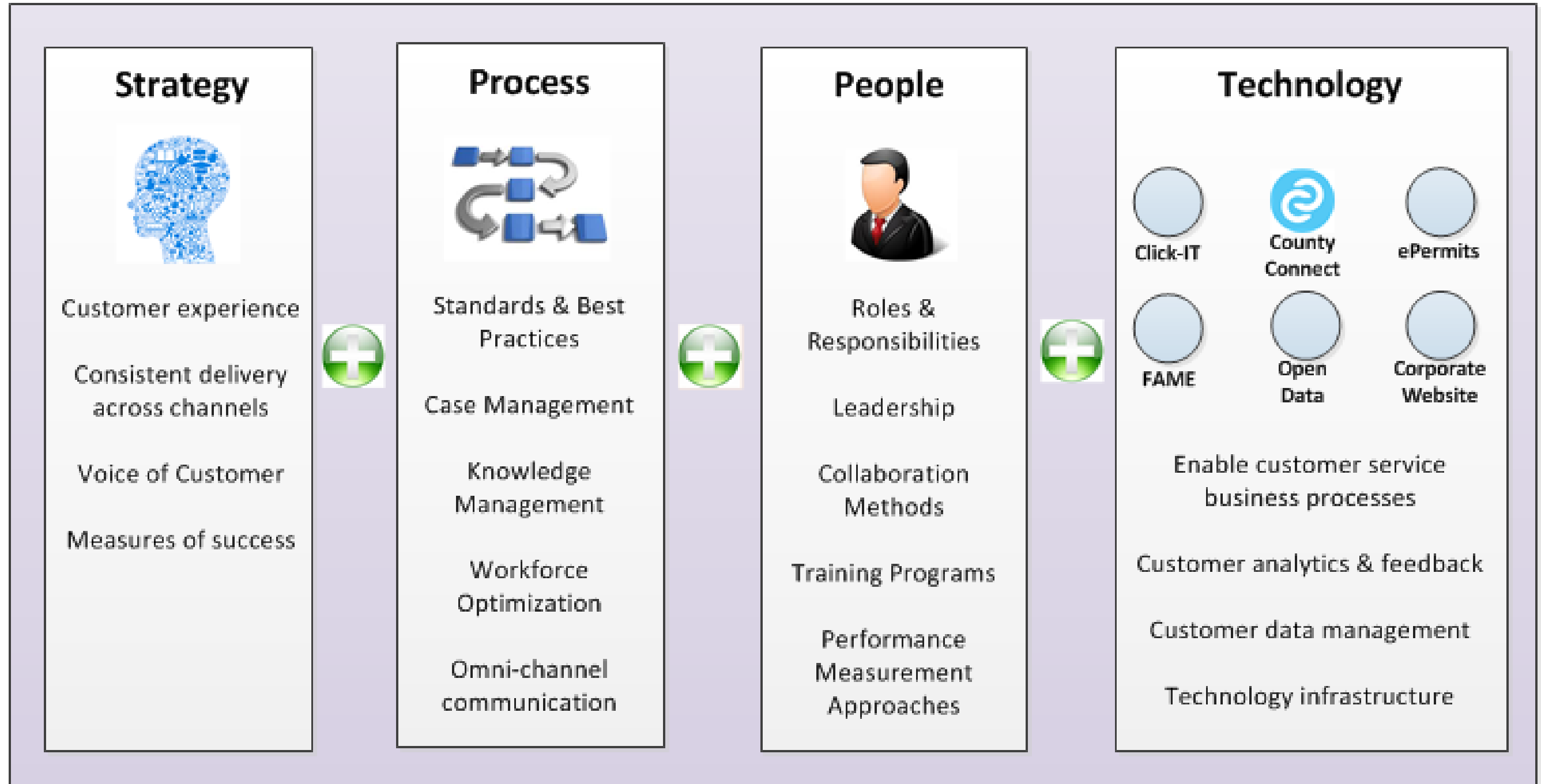
Vision: What does the County want to accomplish?

"In pursuit of becoming Canada's most livable community, Strathcona County aims to be a leader in service delivery with an ongoing commitment to establishing and promoting a **customer-service** culture."

Mission: How will the County achieve its vision?

"Strathcona County will utilize a **combination of strategy, process, people, and technology** to provide the best customer experience while being fiscally responsible."

Customer Service Framework

Strategy

Customer experience

Consistent delivery across channels

Voice of Customer

Measures of success

Process

Standards & Best Practices

Case Management

Knowledge Management

Workforce Optimization

Omni-channel communication

People

Roles & Responsibilities

Leadership

Collaboration Methods

Training Programs

Performance Measurement Approaches

Technology

Click-IT

County Connect

ePermits

FAME

Open Data

Corporate Website

Enable customer service business processes

Customer analytics & feedback

Customer data management

Technology infrastructure

County Connect - Project Milestones

2012
- Pursuit of Excellence report identified opportunity for a service request and tracking system

2013
- Customer service solution assessment and business case phase

2014
- Vendor selection and internal engagement identifying service request "candidates"

2015
- Transit, Office of the Elected Officials launch new system pilot
- Assessment and Tax, Transportation and Agriculture Services internal launch
- Public launch of self-service channels with 60+ services
- Launch of Open Data County Connect tracking site

2016
- Recreation, Parks and Culture services public launch on web self-serve
- County Connect steering committee and project team renewal
- Direction and planning to bring remaining departments onboard

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2017 – In Progress

Q1	Q2	Q3	Q4
Department Onboarding (remaining)			
CPIA	EDT, TPE, FCS	FIN, FLT, LLS, SCES, RCMP-ES, PDS, UT	HR, PS, COM
		Improvements for Departments on County Connect	
	Internal Self-Service Portal		
	Corporate Service Performance Reporting		

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County Connect - Request Statistics

| Year | Total Requests | Months of Operation | Avg Requests Per Month | Total By Channel | | | |
| | | | | Self Service | | All other channels | |
				Total	%	Total	%
2015	2,054	7	293	294	14%	1,760	86%
2016	9,124	12	760	2,163	24%	6,961	76%
2017	4,132	4	1033	1,432	35%	2,700	65%

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County Connect - Top 5 Request Types

Top 5 Request Types for period of May 12, 2016 to May 12, 2017

	Request	Request Type	Total	% of Total Requests
1	Water and Flooding: Culverts	Report it	574	6%
2	Permits: Road ROW Application	Apply for it	484	5%
3	Park: Trees	Inquiry, Concern, Comments, Report it	403	4%
4	Plants, Weeds, and Crops: Weed Inspection	Request it, Inquiry, Comments	383	4%
5	Assessment Inquiry - Residential: Owner	Inquiry	325	3%

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How County Connect is making a difference

A few examples...

- Departments using County Connect finding efficiencies and ability to provide better service

- Assessment and Tax staff say web self-service requests allow them to better prepare to better serve the citizen

- In 2016, RPC's parks section received over 4,000 requests
  - Requests into one area a big plus
  - Mechanism for supervisors to delegate and monitor work in a timely manner

- Reporting capability helps departments to mine and analyze types and frequency of service requests coming in to address or adjust work as needed

- your online window to service -
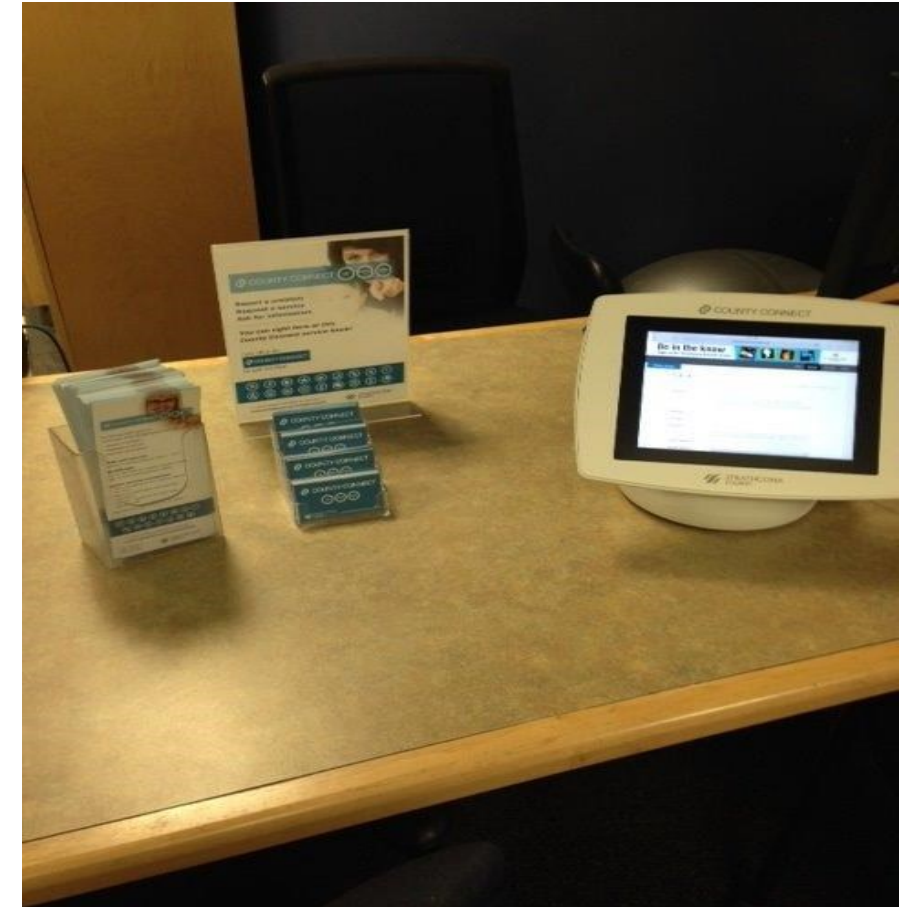
County Connect kiosks at facilities

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Questions?