STRATEGIC INITIATIVE AND UPDATE

County Connect - Program Update

Report Purpose
To provide the Priorities Committee with an update on the County Connect Program.

Our Prioritized Strategic Goals
Goal 7 - Provide opportunities for public engagement and communication
Goal 6 - Provide facilities and services that are available and accessible to residents
Goal 2 - Manage, invest and plan for sustainable municipal infrastructure

Report
County Connect is a service request and tracking system which provides a convenient way for citizens to connect with Strathcona County. The system can be used to report problems; request, book, or register for a service; and ask for information.

This system was implemented in 2015 with an aim of improving Strathcona County's ability to receive, track and respond to service and information requests from citizens.

The attached presentation provides an update on the County Connect Program.

Council and Committee History
November 2016  County Connect Program Update

Other Impacts
Policy: n/a
Legislative/Legal: n/a
Interdepartmental: n/a
Master Plan/Framework: n/a

Enclosure
1  County Connect – Program Update