

Priorities Committee Meeting_Sep17_2019

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

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