

COMMITTEE OF THE WHOLE ADMINISTRATIVE REPORT

Topic: Customer Service Update: One Parkland Service Excellence Strategy

Introduction:

The 90-day scope of work for the One Parkland Service Excellence Project is being presented as information.

Facts (Background Information):

This project commenced on January 3 and will be a major priority for the next several years.

In 2016, Council identified customer service as a key strategic priority for Parkland County. As a result, a steering team was established and consultation commenced. A draft strategy was presented to Committee of the Whole on April 18th, 2017. This strategy was the result of extensive consultation, both internally and externally; a review of best practices in the public and private sector; and, a holistic look at how Parkland County can better meet the needs of all stakeholders.

Next Steps

Finalize the strategy
Identify and implement “quick wins”
Internal and external consultations
Implementation plan
Create inventory of County services
90 day Communications plan

Conclusion/Summary:

In conclusion, Administration supports this update

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