



ONE PARKLAND: SERVICE EXCELLENCE STRATEGY

PROJECT UPDATE NOVEMBER 6, 2018

ONE PARKLAND SERVICE EXCELLENCE STRATEGY



PROJECT SCHEDULE

Date	Phase	Action	Key Areas
March 2019	1	Operational Launch	Planning & Development, Assessment & Revenue, Parks, Recreation, & Culture
March 2020	2	Operational Launch	Public Works, Engineering, Enforcement
2019+	3	Satellite Location Enhancements	Entwistle Hub, Tomahawk, etc.

KEY PROJECT COMPONENTS



Culture



County Centre Renovation



Personnel



Phone System



Knowledge Base



CRM

CULTURE

Increased customer service excellence through:

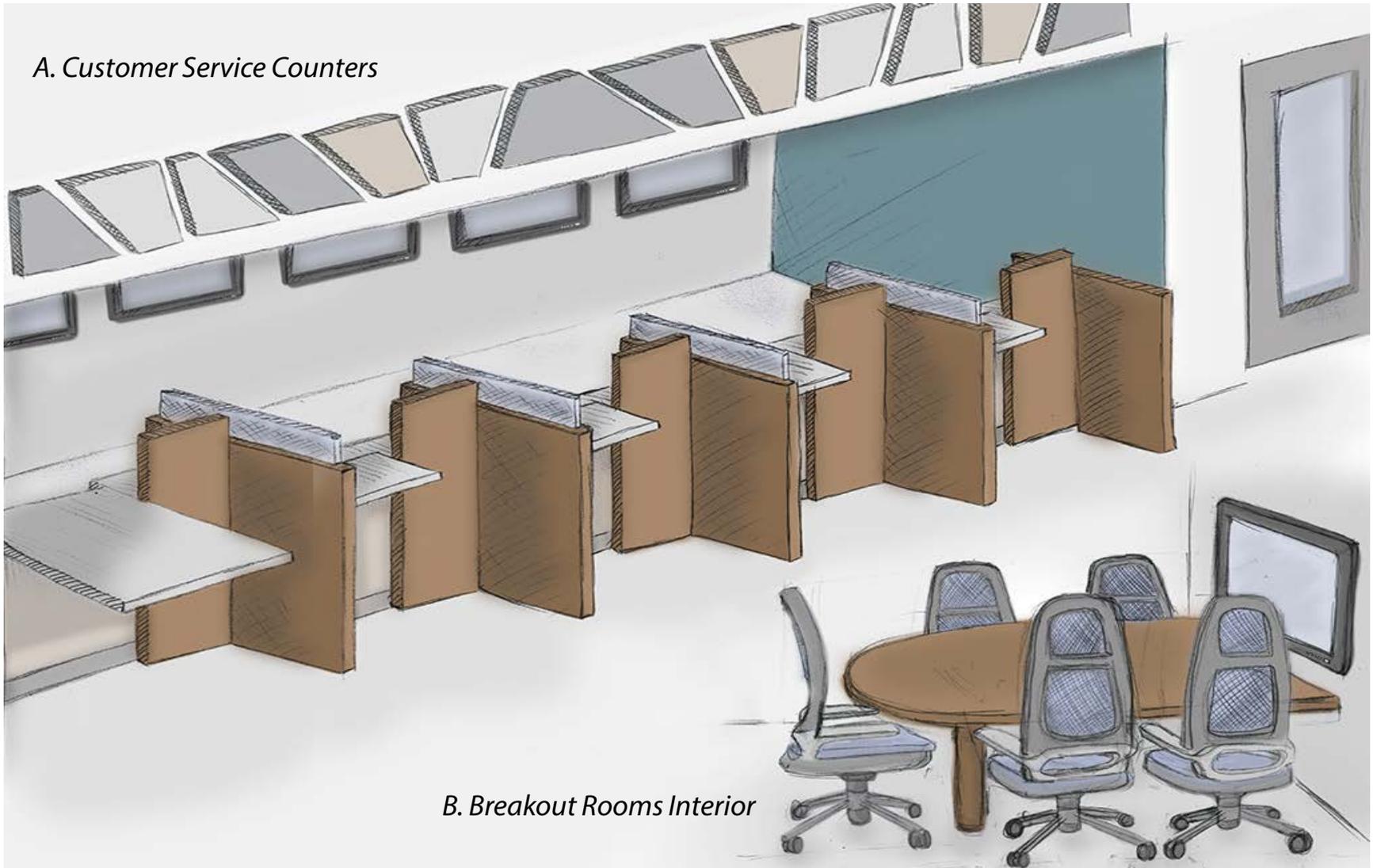
- Communication/awareness
- Engagement
- Education/training
- Performance planning
- STARS program
- Standards (admin directive & procedures)

COUNTY CENTRE RENOVATION

Date	Details
October 10	Final drawings completed
October 26	Contract awarded
Nov – Dec	PRC reception area – Future mailroom
Dec – Feb	Mailroom – Future CSR workspace
Mar – May	Reception area – Breakout rooms

COUNTY CENTRE DRAWINGS

A. Customer Service Counters



B. Breakout Rooms Interior

PERSONNEL

Date	Details
Completed	<ul style="list-style-type: none">• Communication & Info Session• Interviews• Phase 1 candidate selection• Early start for 1.0 FTE Customer Service Representatives (CSR)
Jan 2, 2019	CSRs begin 4-6 week training
Mid Feb- Early Mar 2019	Transition to Operations
	<i>*Phase 2 process repeat for 2019/2020</i>

PHONE SYSTEM

Date	Details
Completed	Phone system review & planning
November 2018	Phone system software installation (test environment)
Dec/Jan 2019	Develop queues/internal routing
March 2019	Activate Phase 1 changes (partial elimination of phone menu)
	<i>*Phase 2 process repeat for 2019/2020</i>

KNOWLEDGE BASE

Date	Details
Completed	Planning & methodology Script template development 40% knowledge capture (Phase 1)
December 2018	Phase 1 knowledge capture complete
April 2019	Begin development Phase 2
December 2019	Phase 2 knowledge capture complete

SAMPLE PAGES

Memorial Benches

Created by Jennifer OBrien, last modified on Oct 12, 2018

Description

A resident may purchase a memorial bench at any Parkland County Day Use Park, or cemetery.

How it Works

Item	Information
The Bench	<ul style="list-style-type: none">• Made of galvanized steel frame with pressure treated boards• Ordered by Parkland County• Installed by Parkland County• Maintained by Parkland County
The Plaque	<ul style="list-style-type: none">• 2 x 4" aluminum plaque• Ordered and paid for by purchaser• Sent to Parkland County by Purchaser• Installed by Parkland County• Maintained by Purchaser
Location	<ul style="list-style-type: none">• Chickakoo Lake Recreation Area• Hasse Lake Recreation Area• Jackfish Lake Recreation Area

SAMPLE PAGES

Form & Application Process

Step	Action
1	Print the Memorial Bench Purchase Form.pdf and fill out.
2	Process payment. Bellamy Code: F1550
3	Print 3 copies of receipts for: <ul style="list-style-type: none">• Purchaser• PRC• Customer Service
4	Advise purchaser Parks staff will contact them for a site meeting and confirm location.
5	Send form and receipt to prc@parklandcounty.com .

CUSTOMER RELATIONSHIP MANAGEMENT (CRM)

2019 Microsoft Dynamics CRM Budget Initiative (pending approval)

Date	Phase	Implementation
2019	1	Internal Service Request Software
2020	2	Online Service Request Portal
2021 (TBD)	3	Enhanced Online Services

QUESTIONS?