



ONE PARKLAND SERVICE EXCELLENCE

UPDATE MAY 16, 2017

90 DAY COORDINATOR SCOPE

- Quick wins
- Recruit for committee
- Gather input on strategy
- Finalize strategy
- Implementation plan (“what”, “how”, “when”)
- Process mapping
- Knowledge base
- 90 Communications plan

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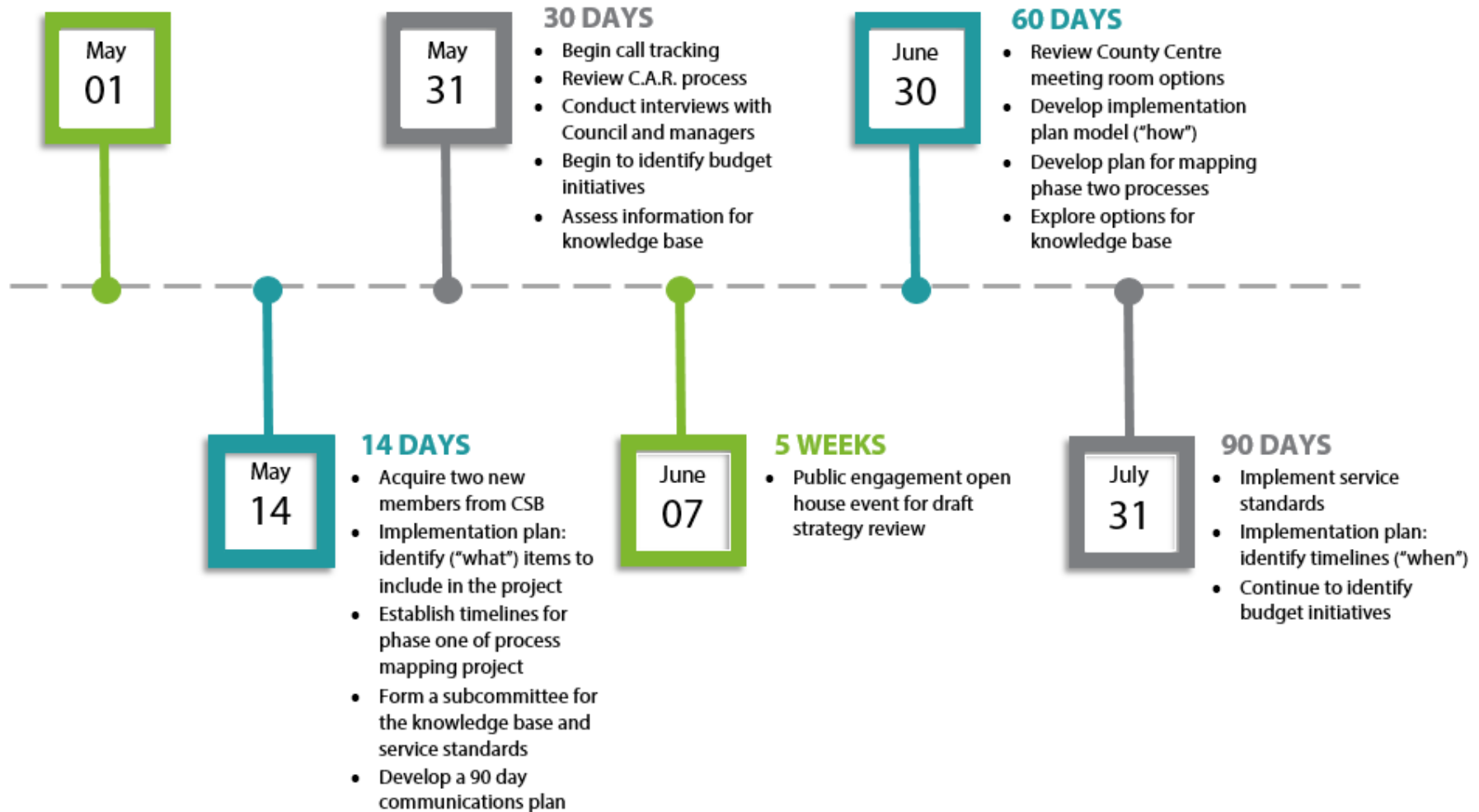
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90 Day Customer Service Tactical Plan

(May 1- July 31, 2017)



WHAT HAS BEEN COMPLETED?

- New committee members from CSB
- Identified the “what” are we going to do (implementation plan)
- Established timelines for Phase 1 process mapping
- Knowledge base and service standards: subcommittees formed
- Preliminary inventory of services and FAQ's

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- Call tracking
- Interviews with Council and department managers
- Review Councilor Action Request process
- June 7 open house (public engagement)
- Begin to identify budget initiatives for 2018-2020+
- Finalize a complete listing of all county services

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60 DAYS

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- Review County Centre meeting room options
- Develop plans on “how” to implement plan
- Develop a plan for processes phase 2
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90 DAYS

- Implement service standards
- Identify timelines for implementation plan (“when”)
- Continue to identify budget initiatives for 2018-2020+

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