



Staff Report

Finance and IT Services

Report To: Committee of the Whole
Meeting Date: October 23, 2017
Report Number: FAF.17.95
Subject: CityView Service Requests
Prepared by: Ruth Prince, Director of Finance and IT Services

A. Recommendations

THAT Council receive staff report FAF.17.95, entitled "CityView Service Requests" for information purposes.

B. Overview

This report is to provide Council with an update on Cityview software that is currently being implemented to provide a centralized database to contain citizen requests for service, complaints and general inquiries.

C. Background

The Town currently uses a software database called Cityview in the Building, By-law, Planning and Infrastructure and Public Works Departments. This software tracks property based permits, By-law cases and planning applications.

As part of the Town's continuous improvement the Service Request module for Cityview has been purchased and staff is in the process of implementing this software.

D. Analysis

Staff is very excited about the Service Request module and the capabilities it will provide to staff and the public.

The Cityview Service Request module provides the following opportunities:

- Service Requests can be dispatched to specific staff members depending on the type of request. Staff members can be dispatched via email or via an application on their mobile devices.
- Statistics can be generated to provide information regarding the types and severity of requests.
- Service Requests can be escalated in severity to Managers, Directors, and the CAO.
- Once the Service Request module goes live on the Town's web portal, the residents and public can submit requests for service or complaints.

Currently internal staff are logging phone calls and email messages for Service Requests and complaints.

Over the next several months, training will continue for Town staff to use the mobile function of Cityview.

It is intended that in the fall of 2018, the web portal on the Town's website will be live. This will allow citizenry to submit requests for service and complaints, which will be automatically entered into the software and dispatched to a staff member. It will also provide a method for submitting permit documentation and to submit By-law complaints.

E. The Blue Mountains Strategic Plan

Goal #4: Promote a Culture of Organizational and Operational Excellence

Objective #4: To Be a Financially Responsible Organization

F. Environmental Impacts

N/A

G. Financial Impact

The 2017 Budget included a capital project for the purchase and implementation of the CityView Service Request module for internal staff use.

The 2018 Budget includes a capital project for the purchase and implementation of the CityView web portal module, which will allow citizenry to submit permit documentation, By-law complaints, and Service Requests from the Town web site.

H. In consultation with

Cathy Bailey, Manager of Information Technology

I. Attached

None

Respectfully Submitted,

Ruth Prince
Director of Finance and IT Services

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