



Website Update Discussion

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Slide 1

Reason for Changes

1) Transparency

- We are transparent, but can we do better?

2) Risk management

- Lawsuits abound, can we limit our exposure?

3) Process improvement

- Operations continue, but can they be improved?

TAKEAWAY: A challenging, but valuable, process.

Impact to Operations

1) Inconvenience to community

- Website temporarily down
- Some forms remain off of website

2) Change for staff

- Questioning how we serve the public
- Reworking processes to maximize customer service & efficiency

TAKEAWAY: Inconvenience now will create greater conveniences soon.

Timeline

1) Fluid, but likely early June 2019 for initial process

- Closed captioning
- Form improvements
- Document updates

2) Continuous process improvement should be expected

- The “status quo” should be continuous re-evaluation and process improvement

TAKEAWAY: Re-evaluation and change should become the standard procedure.

Example #1

Permit intake:

- Beginning to accept online submittals

Why?

- Faster, more convenient customer experience
- Reduce data-input efforts and time by staff
- Mitigate ADA-compliance concerns

Example #2

Simplifying form access:

- Each form should be in one, easy to find location on our website

Why?

- Improved customer experience
- Reduce update time for staff
- Mitigate ADA-compliance concerns created by form inconsistencies

Summary

Three Objectives:

- Maximize accessibility and accuracy of content currently on our website
- Minimize staff upkeep efforts by automating and sharing efforts, where possible
- Gain comfort with continuous re-evaluation and re-engineering efforts, in order to best serve our customers

Questions?
