

## Future Customer Experience Enhancement Projects

### Planned Enhancements for 2025-2026

#### Staffing and Service Improvements

1. **Hire additional contract staff** to close dormant or inactive building permits.
2. **Recruit a Development Coordinator** in Building Services to improve communication and manage issues related to active development construction.
3. **Evaluate staffing levels and service capacity** in Building Services to determine the need for additional staff.
4. **Enhance customer service training** for staff in Building, Planning, and ServiceOakville to improve communication and support.

#### Digital Tools Enhancements

5. **Upgrade the Citizen Portal** to improve navigation, functionality, and clarity on application requirements.
6. **Implement ProjectDox electronic plan review** to enhance transparency, accelerate reviews, provide real-time status updates, and enable collaborative reviews.
7. **Introduce a mobile inspection app** to streamline the booking process and improve communication of on-site inspection results.
8. **Expand self-service tools**, including the development of an **application wizard**, to reduce reliance on staff for routine inquiries.

#### Customer Support & Engagement

9. **Develop a customer education and support program** for development-related permits and planning applications.
10. **Enhance Service Oakville's role** as the first point of contact for inexperienced customers navigating Planning, Development, and Building Services and explore ways to leverage the town's Customer Relationship Management system for inquiry tracking.
11. **Expand the Service Oakville knowledge base** with improved online resources to guide customers.
12. **Create technology-equipped meeting spaces** for customers to meet with staff and work through their application and review process.

#### Strategic Customer Experience Enhancements

13. **Develop a town-wide Customer Experience Strategy** to improve service delivery, customer satisfaction, and operational efficiency.