The Corporation of the Township of Huron-Kinloss

Staff Report

Report Title: See Click Fix Launch

Prepared By: Michelle Goetz

Department: CAO

Date: Sep. 9, 2020

Report Number: CAO-2020-09-33   **File Number: 275-CAO**

Attachments:

Recommendation:

That the Township of Huron-Kinloss Committee of the Whole hereby receives for information Report Number CAO-2020-09-33, prepared by Michelle Goetz, Community Development Officer/Executive Assistant.

Background:

See Click Fix is a citizen reporting software that provides a two-way communication channel to receive, track, respond to and "close the loop" on service requests made to the Township. The program is designed to create a more efficient and effective service request management system.

The goal was to launch the See Click Fix website portal on August 20th, 2020 and the mobile app on August 31st, 2020 after a couple weeks of internal testing.

Discussion:

As with most things in 2020, the launch of our See Click Fix mobile app hit a very unexpected speed bump. A few days before the launch we realized there was a miscommunication with See Click Fix about the configuration of the mobile app. After a week of negotiations, See Click Fix cooperatively provided the Township with a fully branded mobile app (rather than the See Click Fix branded app with the option to choose Huron-Kinloss as the user's location). The major difference between these two options is the icon that displays on the users Apple or Android device. Our preference was always to have the Huron-Kinloss logo as the app icon not the See Click Fix logo, we thought this would create less confusion for our users but also would provide a branded experience for residents and visitors. The cost to upgrade to the branded app (which was not provided at the time of signing the contract) is $10,000USD per year.

See Click Fix was very understanding of our position and provided the Township with a new contract that included the Township branded mobile app for $0/year (recurring for the life of our contract).

As the first Bruce County municipality using this system and one of the first in Ontario, we very much appreciate the cooperation of See Click Fix and their sales and project management team and highly recommend them.

The bad news is that it does take Apple and Google a certain amount of time to take an app and make it available in their app stores. This has caused a delay in our mobile app launch. However, the website portal launched on time with our new website (click report a problem in the blue bar at the top of every webpage). A news item was sent out to our subscribers on August 31st apologizing for the delay and we will send out further communication in the next e-newsletter and direct mail newsletter to keep our residents informed.

We apologize for the delay but think this solution will be much better for all our users.

The internal testing period for the app went smoothly, staff is becoming more familiar with the program and we have already seen engagement from residents from the online portal. We have received requests for pothole maintenance, gravel road conditions, tree issues, and more. The system has opened the lines of communication and broken-down barriers between departments already and I am excited to see how that continues as we become more comfortable with the system.

For example, a tree issue was identified and there was some confusion as to what department was responsible for that type of issue (depending on the location of the tree it could be one of two departments). Rather than emails bouncing back and forth or multiple staff examining the tree, one staff person inspected it and was able to send one quick message through See Click Fix, while in the field, to both departments and the issue was solved. It is small wins like this that will create more efficient work processes and communication between all our departments.

Financial Impacts:

None

Strategic Alignment / Link:

The information provided in this report is consistent with and in keeping with the Municipality's Vision & Mission. The recommendations contribute to the goals in achieving an accessible community.

Projects in this report assist staff in achieving the following projects in the 2019-2023 Strategic Plan Action Plan:

A6.1 Communication Plan
Respectfully Submitted By:

Michelle Goetz, Community Development Officer/Executive Assistant

Approved By:
Mary Rose Walden, Chief Administrative Officer