



Region of Waterloo

A diverse organization with a wide range of services.





Integrating Knowledge

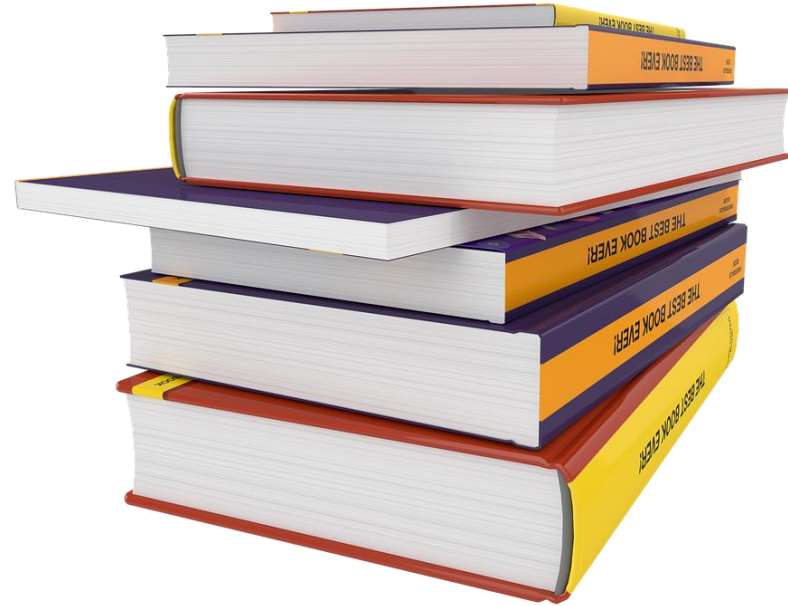
Today's World



Knowledge solutions are like a large warehouse.

- **Unorganized**
- **Overwhelming**
- **Use a lot of space**
- **Outdated material**

**Our team asked the question:
How do we move to a digital knowledge world
when we have multiple knowledge sources?**



Hard copy

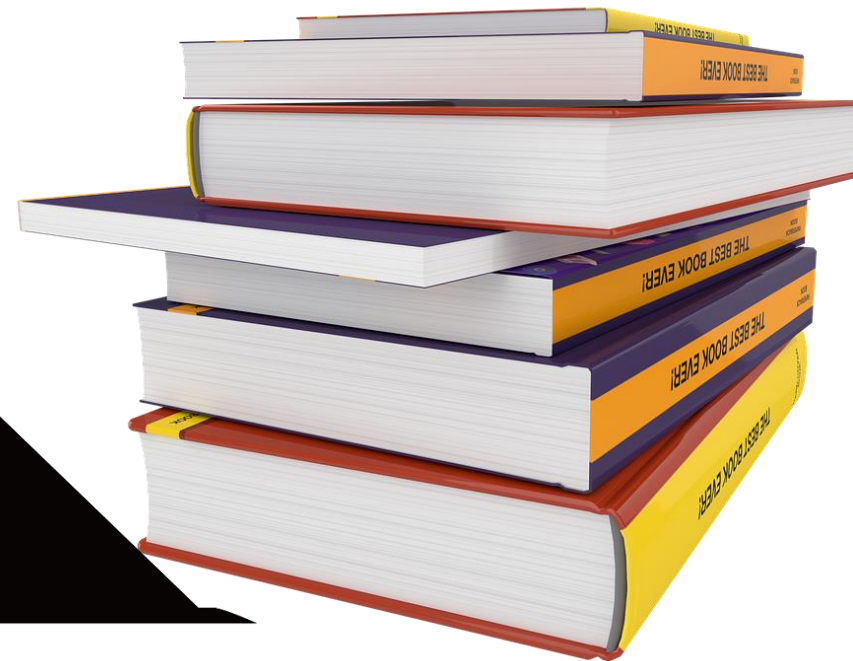
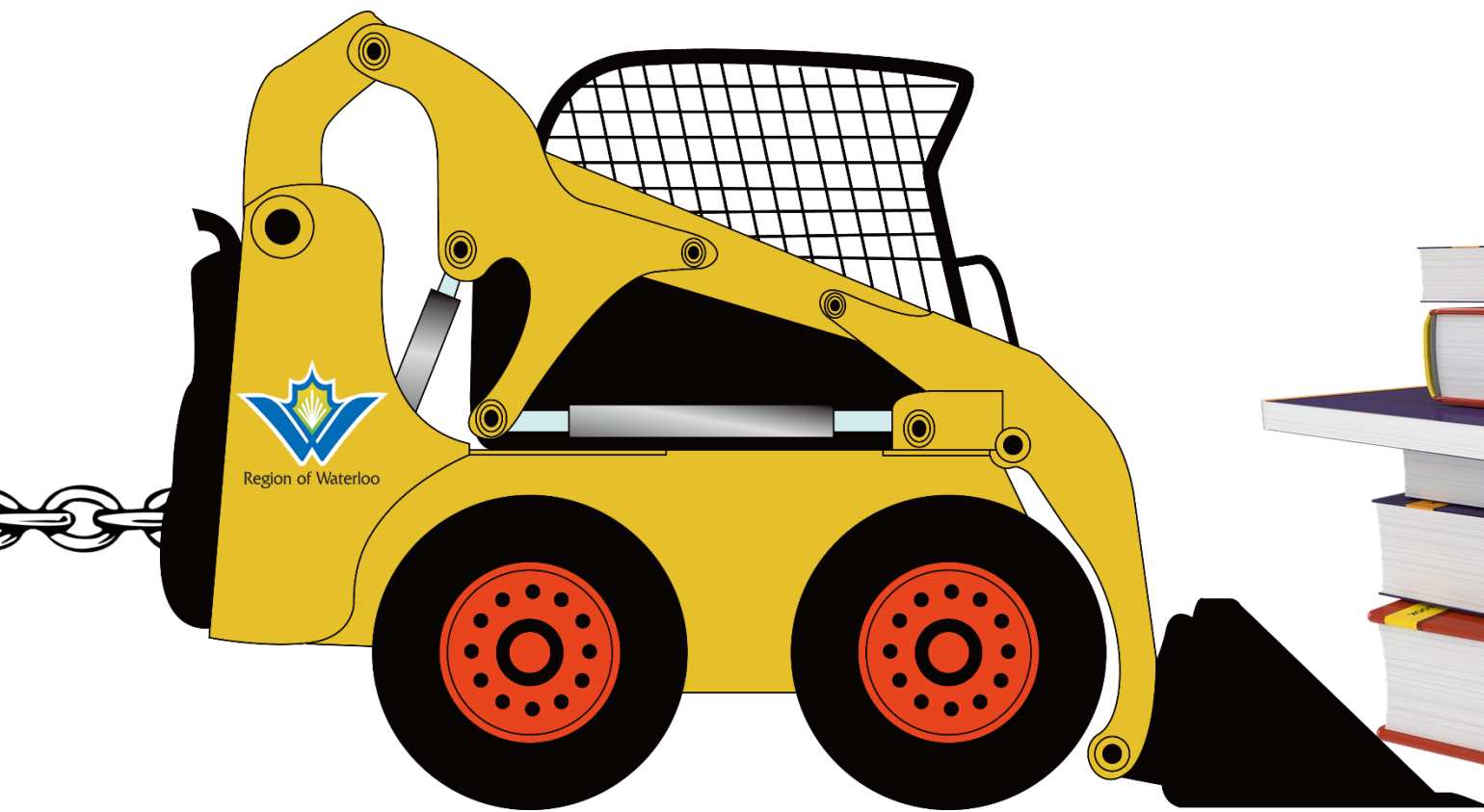


Region's website



Digital

Transitioning to a single source knowledge system.



Our objective is to align information to a single data source, providing synchronized work flows for citizen self-service and calls directed to our Contact Centre.

Project Objective

Citizens



Search engine



Contact Centre



Region's website



Online forms

Inquiry Types

A citizen inquiry is classified in three types no matter which channel they come in:

- **Information Request (IR)** is information that can be provided to a citizen within the first contact.
- **Service Requests (SR)** is the information gathered from the citizen in a digital form to fulfill a specific request or to submit feedback. The form is submitted to the appropriate program area for further processing.
- **Transfers (TR)** is moving the voice call from the Contact Centre to the another program area for further assistance. Transfers are generally used when an extension number can't be made available to the public.

Inquiry Types

- **Information Requests** are fulfilled by searching within the Region's website. Business units will be responsible for keeping all information up to date.
- **Service Requests** are redesigned as more succinct and easy to use online forms. Some forms will also be customer facing for digital self-service.
- **Transfers** are reduced by publishing contact numbers on the website unless there is a privacy risk or capturing caller information within a digital form sending to the business unit.



Smart Service Request Forms

Forms


Now that we have established the framework we are building smart Service Request forms to support the citizen through Contact Centre or self serve website.



Waste Collection Issue

Form Instructions

Please complete this form if you would like to make a complaint or report an issue with a service you receive from the Region of Waterloo at 519-575-4400 or Deaf and Hard of Hearing (TTY) : 519-575-4608 to reach a staff member 24/7.

- Mandatory fields are marked with an asterisk (*).
- Please provide us with an email address if you would like to receive a confirmation of this request.
- Throughout the form, you will see icons  that you can click on to get more information about garbage collection services you are filling out the form.



Top tips to ensure your items are collected.

Service

Please specify the issue you are contacting us about *

- ☐ Garbage
- ☐ Blue box
- ☐ Green bin
- ☐ Yard waste
- ☐ Bulky items and appliances

Our Waste Collection form utilizes GIS data to support automation within the form.

Property GIS Data

txt_GarbageServiceType	Regional Pick Up
txt_WasteBagLimit	4
txt_BulkyItemBagLimit	3
txt_NumberOfUnits	1
txt_FullAddressWithSettlement	62 Blucher St, Kitchener
txt_BIA	No
txt_GarbagePrevPickUpDay	2020-01-24
txt_GarbagePrevPickUpDayFull	Friday, January 24, 2020


Questions that drive workflow

Waste Collection Issue

Garbage

Did you use an approved container or bag? Please click the information button below. *

☒ Yes ☐ No


 What is an approved garbage container or bag?

How many bags and/or cans did you have at the curb? *

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☒ 6 ☐ 7 ☐ 8 ☐ 9 ☐ More than 9


Did your extra bags have a garbage tag attached? *

☐ Yes ☒ No

 Where can I buy garbage tags?

Are all of your items acceptable in the garbage? Please click the information button below. *

☒ Yes ☐ No


 What items are accepted in the garbage?

Educating the citizen from the form

Waste Collection Issue

Collection Guidelines


Garbage

Based on your responses it appears you had more untagged items than the limit allows. Each garbage bag or can set out for collection that is over the limit needs to have a Region of Waterloo garbage tag attached. Bags or cans beyond the limit that do not have garbage tags attached will not be collected. Click on the information button for further information about garbage tags. 


You are welcome to bring your item(s) to one of our waste management sites for drop-off. (The minimum \$5 fee will apply).

General Information

Please see the links below if you would like more information about preparing items for collection. Otherwise, please click the next button to continue.

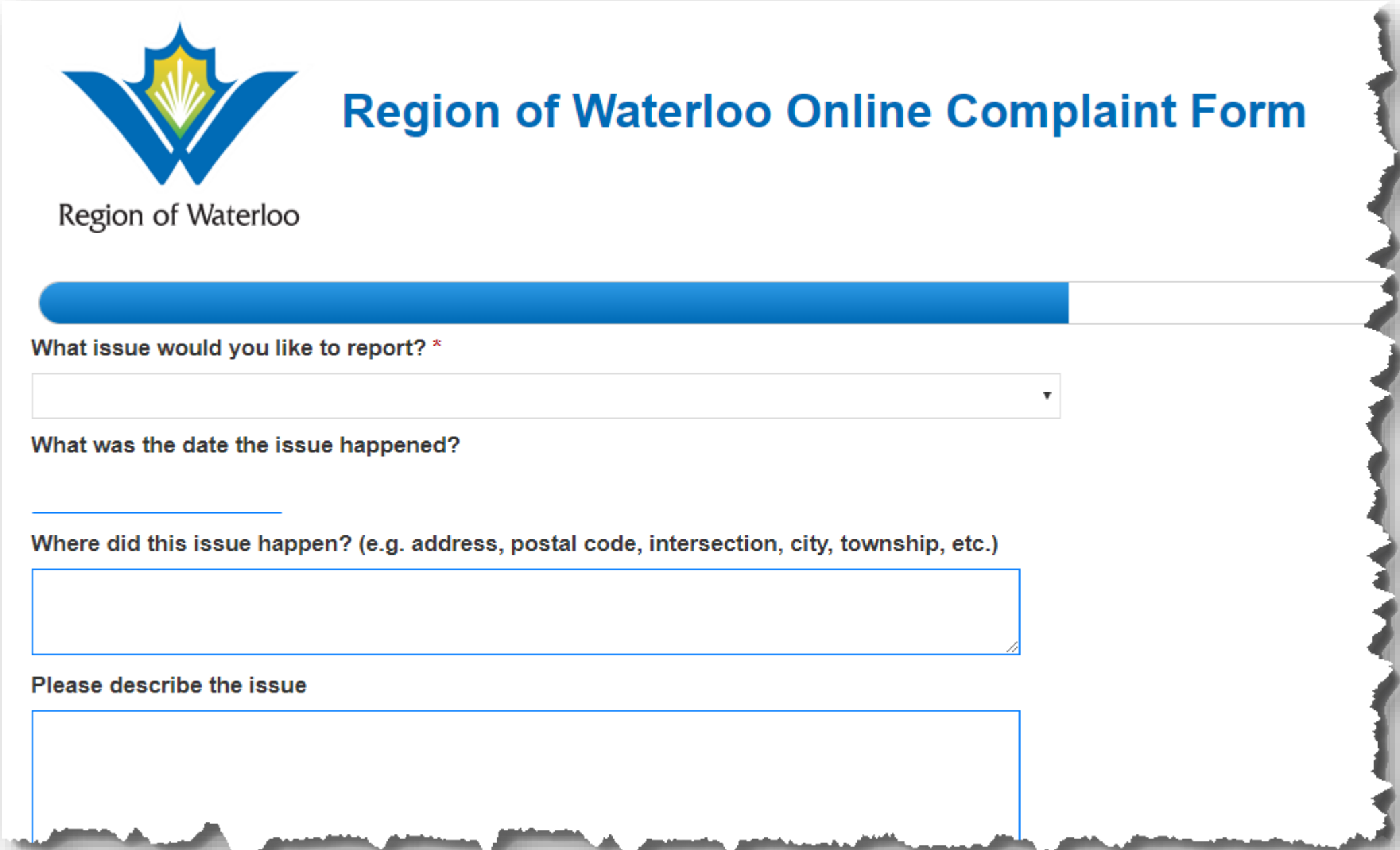
 [Drop-off locations and fee information.](#)

Please note that the Region of Waterloo provides curbside residential collection for...


 [Verify your address and check your collection schedule](#)

Forms

While the Waste Collection form reports an issue with a service the Self serve Complaint forms are available to the citizen to provide feedback.



The image shows a screenshot of the 'Region of Waterloo Online Complaint Form'. The form has a white background with a blue border and a torn paper effect on the right side. At the top left is the Region of Waterloo logo, which consists of a blue shield with a yellow sunburst inside, flanked by two blue wings. Below the logo is the text 'Region of Waterloo'. To the right of the logo is the title 'Region of Waterloo Online Complaint Form' in blue. Below the title is a blue progress bar that is about 80% full. The form contains three main sections: 1. 'What issue would you like to report?' with a red asterisk, followed by a dropdown menu. 2. 'What was the date the issue happened?' followed by a text input field. 3. 'Where did this issue happen? (e.g. address, postal code, intersection, city, township, etc.)' followed by a text input field. Below these is a section titled 'Please describe the issue' followed by a large text area for a detailed description.


Region of Waterloo

Region of Waterloo Online Complaint Form

What issue would you like to report? *

What was the date the issue happened?

Where did this issue happen? (e.g. address, postal code, intersection, city, township, etc.)

Please describe the issue



Automating Our on Call Process

Engaging on call staff has always been a manual process.

**During the project our team asked:
Could we automate the process?**



Utilizing an application called Everbridge we are currently in the process of automating the call out procedure

Form is completed



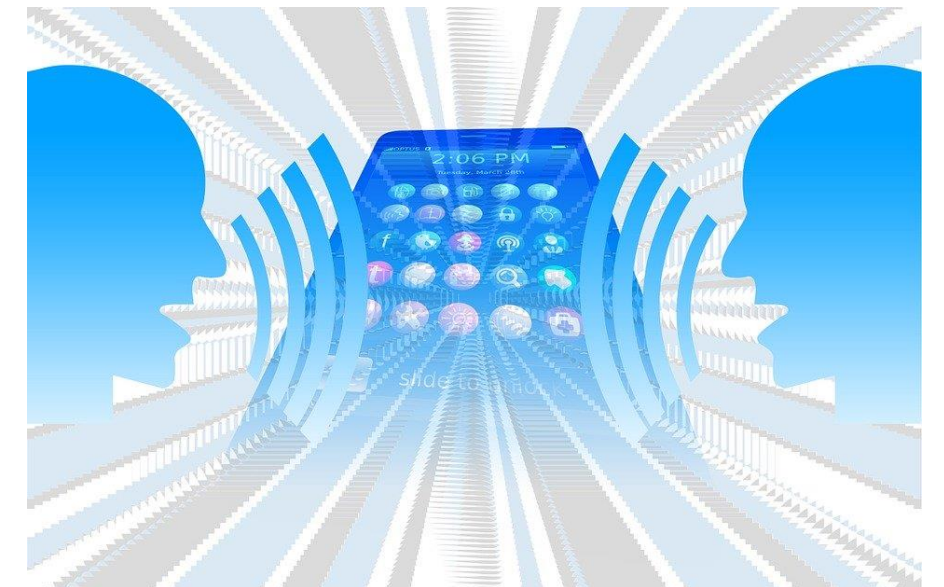
Email is sent to Everbridge



Road Closure



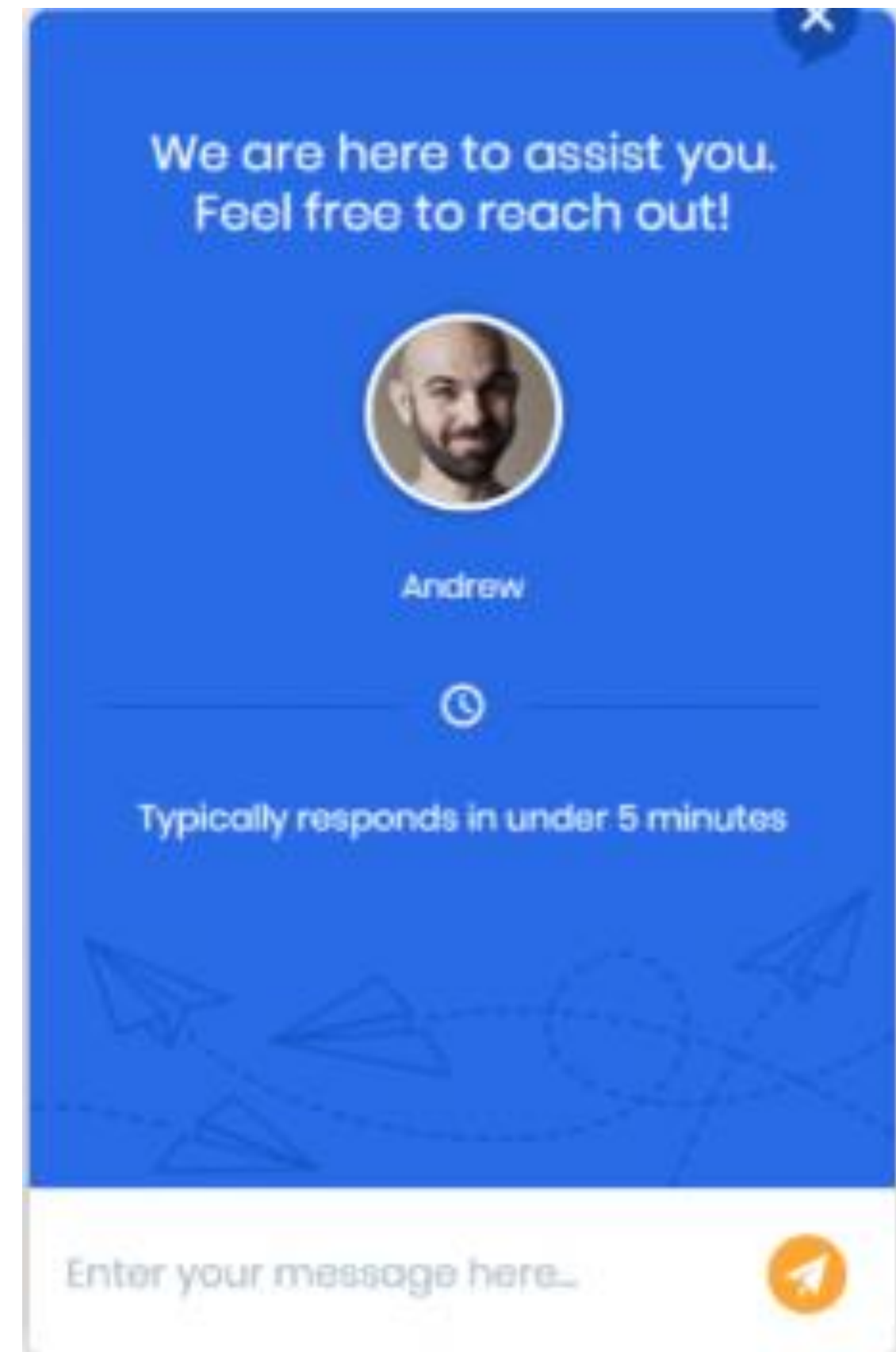
Automated on call process in engaged





What's Next

Introducing Chat as an assist to the digital channel (website, Service Request).





Thank You