

May 16, 2022

# Project Update

## Report a Problem

### Public

## Digital Services & IT

Andrew Durnin

Acting Director, Digital Services & Information Technology

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# RaP Background

- **Staff view** launched in July 2020
- Built alongside DNV colleagues
  - Automatic assignments
  - Location aware maps
  - Photos
  - Contacts
  - Activity log
  - Work orders, documents, etc.

Report a Problem

DashboardAdd ProblemSearchMy TasksLog Out

DashboardPRB2021-03976

ReassignStatus: ClosedManage

OVERVIEW

ASSETS

CONTACTS

LINKED CASES

ACTIVITY LOG

DOCUMENTS

< Previous

PRB2021-03976 Closed

Next >

Pothole repair

3003 FROMME RD

Overview

Assigned To: Streets Foreman West

Group: Streets

Source: In Person

Priority: Medium

Description: There's a reasonably sized pothole in the lane behind Fromme Rd, at the intersection of Ross Rd. There's another pothole about 2/3rds of the way down closer to Shakespeare, but the one by Ross is big, and getting bigger.

Submitted: 2021-06-17 08:34

Updated: 2021-08-05 09:57

Updated By: Andrew Durnin

Closed: 2021-06-18 14:24

[ View More ]

You are within 0.02km from this point

Map

Street View

Edit Location

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# RaP Background

- Product Owner: Erina James
- Dev Team
  - Ken Lee
  - Sukhdeep Parmar
  - Margaret Lee
  - Luc Lussier
  - Brandon Turenne
  - Kent Fong
- Digital Team
  - Mhairi Robertson
  - Elayna Diemert
  - John Moreau
- Stakeholders from across the org

## Innovative tech powering North Vancouver's digital services

by Ibrahim Daair, Municipal World · in Innovation, Technology



*Award for innovative excellence: With the new Report a Problem application, reporting and solving problems can be done at anytime, anywhere. The work of the District of North Vancouver staff earned their team one of this year's two Municipal World Innovation Awards.*

4 Shares



The digital strategy team at the District of North Vancouver is taking an innovative approach to solving a common municipal problem: how to handle complaints and problems reported by residents. The team's new Report a Problem application, spearheaded by Senior Advisor of Business Transformation

# RaP Background

The screenshot displays a Zoom meeting interface. At the top, a horizontal bar shows the names of participants: Chris Moore (Cohost), Alexis Milinusic, Alesha Hosein, Amanda Moffat, Anabela Cordeiro, and another Anabela Cordeiro. Below this, a presentation slide titled "Government Case Study" is visible. The slide content includes the subtitle "Next-Gen Engagement: Leveraging Technology, Processes & Driving Collaboration" and a profile for John Moreau, Manager of Digital Services at the District of North Vancouver. A video feed of John Moreau is positioned in the center of the screen. On the right side, a sidebar contains a "Participants (134)" list with icons for each person, a "Chat" window showing a message from Maya Akbay, and a "Layout" button. At the bottom of the screen, a banner for the "Digital Government & CX Community" is displayed, featuring the Public Sector Network logo.

Speaking: Chris Moore (Cohost)

Alexis Milinusic

Alesha Hosein

Amanda Moffat

Anabela Cordeiro

Anabela Cordeiro


Layout


Viewing 03\_Holding Slides \_ TEMPLATE...


Join the conversation [@ConnectPSN](#)

## Government Case Study

Next-Gen Engagement: Leveraging Technology, Processes & Driving Collaboration

 **John Moreau**  
Manager, Digital Services  
District of North Vancouver

 Digital Government & CX Community

 PUBLIC SECTOR NETWORK

Participants (134)

Search

- AD Andrew Durnin Me
- MA Maya Akbay Host
- CM Chris Moore Cohost
- DH Darren Humphries Cohost

Chat

from Maya Akbay (privately): 9:25 AM

Hi Andri...

want to...


to Maya...


Hi May...


to Maya...

shall it...

the end...

 Digital Government & CX Community

 PUBLIC SECTOR NETWORK

 **Next-Gen Engagement: Leveraging Technology, Processes & Driving Collaboration**

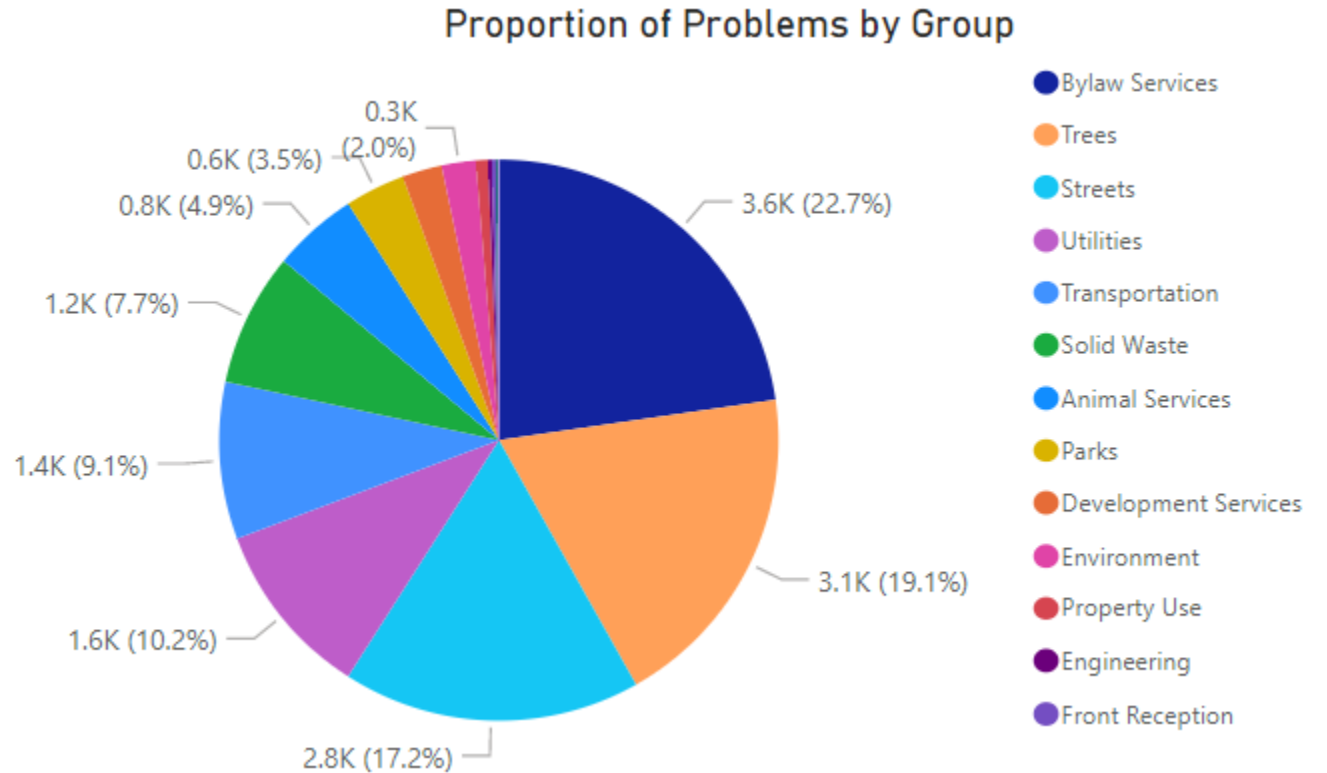
**John Moreau**  
Manager, Digital Services  
District of North Vancouver

To: [redacted]

# RaP Background

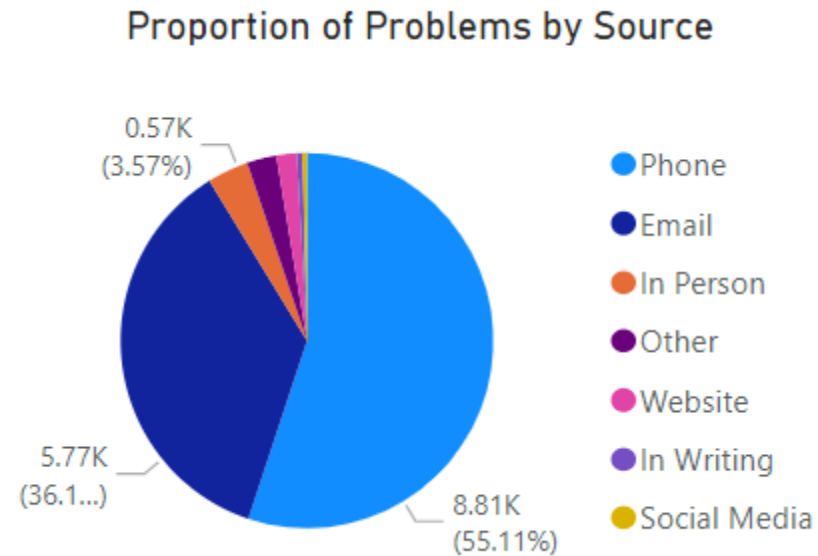
- 15,983 problem reports

Problem Type	Number
Idling or illegally parked vehicle	2143
Other	1565
Tree safety concern	1393
Residential uncollected garbage and organics	1108
Problem with storm, sanitary, or water connection	828
Damaged or diseased tree	813
Traffic safety concern	643
Plugged storm drain (catchbasin)	573
Nuisance dogs	551
Overgrown tree	526
Litter or illegal dumping	472



# RaP Background

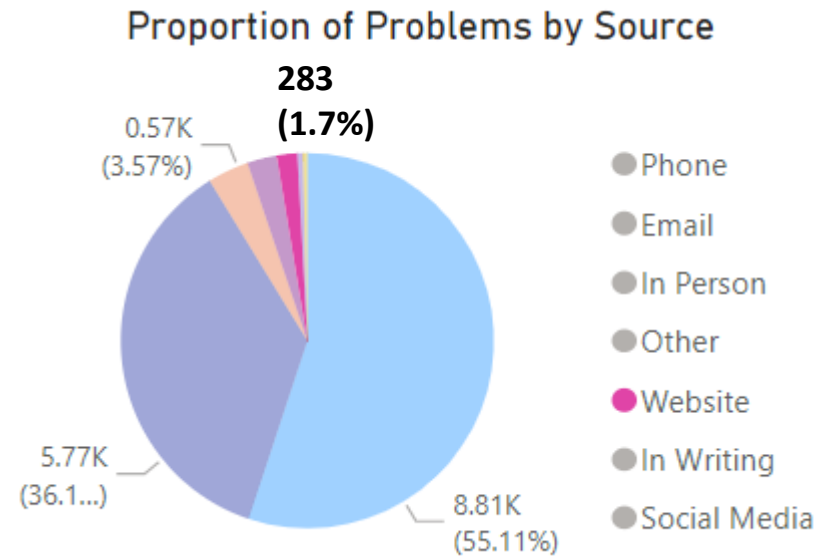
- Problems are reported by the public via:
  - Phone
  - Email
  - In person
  - DNV.org
  - In writing
  - Social Media
  - Other



# RaP Background

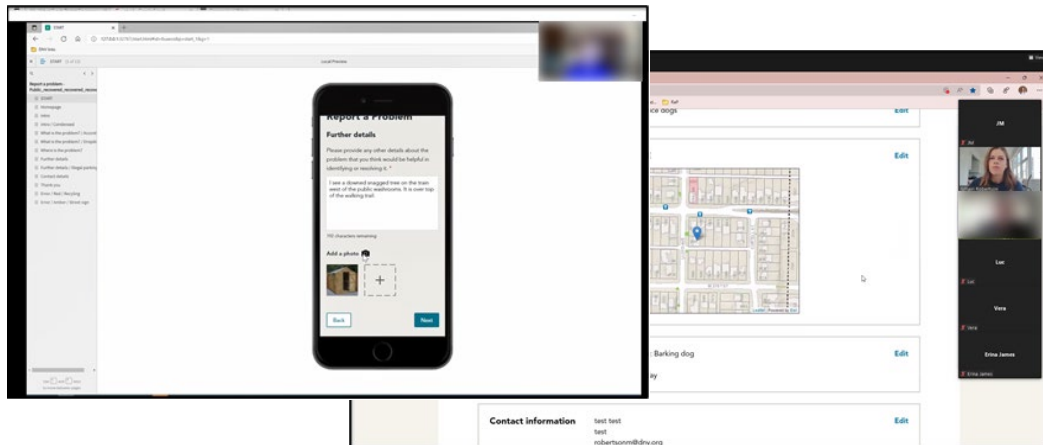
- Problems are reported by the public via:

- Phone
- Email
- In person
- **DNV.org**
- In writing
- Social Media
- Other



# RaP Public

- Replaces current form on DNV.org
- Also designed based on user feedback



The collage displays four mobile app screens for the District of North Vancouver reporting system:

- Top-left screen:** The 'Problem type' selection screen. It features a header with 'REPORT', 'APPLY', and 'CONTACT' buttons, and a 'MENU' button. Below the header is a progress bar with four dots, the first of which is blue. The main heading is 'Problem type', followed by the instruction 'Select from the categories below or use the search to filter by keyword'. A search bar is present. Below the search bar is a list of categories: 'Animals' (with a paw print icon), 'Construction' (with a hard hat icon), 'Garbage, litter, pollution' (with a trash can icon), 'Graffiti' (with a spray can icon), and 'Illegal or hazardous use of private property' (with a warning triangle icon).
- Top-right screen:** The 'Submission complete' confirmation screen. It features a header with 'REPORT', 'APPLY', and 'CONTACT' buttons, and a 'MENU' button. Below the header is a progress bar with four dots, the first of which is blue. The main heading is 'Submission complete', followed by a green checkmark icon. The text states: 'Your report has been successfully submitted to the District of North Vancouver. Thank you for taking the time to notify us about this problem. A copy of your report, including your problem number, has been sent to your email.' Below this is a section titled 'What happens next?' with a plus sign icon. At the bottom is a blue button labeled 'Back to Home'.
- Bottom-left screen:** The 'Location' selection screen. It features a header with 'REPORT', 'APPLY', and 'CONTACT' buttons, and a 'MENU' button. Below the header is a progress bar with four dots, the first of which is blue. The main heading is 'Location', followed by the instruction 'Search for a location or drag the pin to the location on the map.' Below this is a search bar with the placeholder text 'e.g. "1370 Crown Street"'. Below the search bar is a map showing the area around North Vancouver, with a black pin indicating the selected location.
- Bottom-right screen:** This screen is partially obscured by the 'Submission complete' screen.

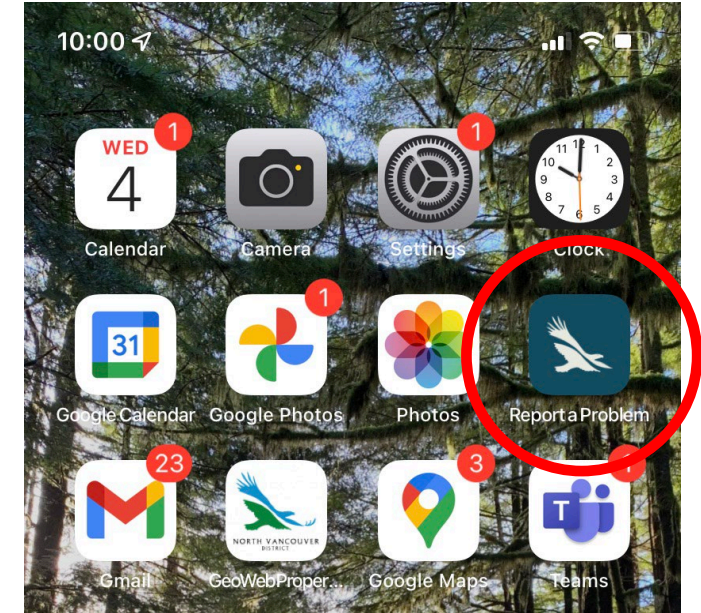


RaP Pubic

Demo

# RaP Public

- Custom, web-based application
  - Functionality can now be matched on the web vs native phone app
  - Control the end-to-end process; manage privacy and security concerns
  - Technology; single, common platform
- Our Digital Government standards
  - Designed for us, by us
  - Designed and built with accessibility in mind (WCAG 2.1 AA)
  - User interface and user experience design
  - Language



# RaP Public

- Security first
  - “Write only” – data can’t be retrieved through the public interface
  - All submitted files stay in the cloud
- AI-enabled Curator Service
  - Reviews every submitted image for content
  - Prevents bots
- Privacy Impact Assessment completed



# Upcoming Milestones

- **April 27 & 28** – Completed user testing with members of the public
- **May 2 to 20** – incorporating any suggestions and changes
- **Week of May 23** – Soft launch

## Questions?