**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.
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
RaP Background

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

John Moreau  
Manager, Digital Services  
District of North Vancouver
RaP Background

- 15,983 problem reports

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

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