
For Information

REPORT TITLE: **Mapping of Capital Construction Projects to Improve Customer Service**

FROM: Kealy Dedman, Commissioner of Public Works

OBJECTIVE

To provide an overview of the new interactive Capital Projects in Peel (CPiP) map and how it improves customer service through supporting resident and business construction inquiries.

REPORT HIGHLIGHTS

- The CPiP map was launched on March 14, 2022 to enable residents, businesses, and Councillors to quickly and easily find information about current and future water, wastewater and regional roadway construction projects in Peel.
 - Prior to the launch of the CPiP map, residents lacked a simplified digital platform to find up to date information on Regional construction projects.
 - Councillor offices can also leverage CPiP to answer general queries from their constituents about construction in their ward.
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DISCUSSION

1. Background

Public Works delivers essential services to over 1.5 million residents and 175,000 businesses in Mississauga, Brampton, and Caledon. As the Region grows, and to ensure continued provision of high quality and reliable services, construction is needed to build new infrastructure and update and maintain Peel's watermains, sewers and roads. While these projects are necessary, they can have significant temporary impacts on the residents and businesses within the construction zones. Although the Region has always considered the community in the planning and delivering of construction projects, a need for better technology and enhanced customer service for both external and internal stakeholders was identified.

Prior to the Capital Projects in Peel (CPiP) map, residents or businesses who wanted to learn more about construction within their neighbourhood had to visit the Region's website and filter through hundreds of construction projects first by City or Town, and then by street name. This was a time consuming and frustrating process for residents to find the information they needed.

To enhance customer service and provide better technology, the Region is transitioning towards a centralized support model, standardizing the processes to enhance how staff outreach to residents, businesses, councillors, and the rest of the Peel community. To achieve this goal, staff collaborated to develop the CPiP map.

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2. Functionality

The CPiP map is an interactive construction map available on the Region website (peelregion.ca/construction). This interactive map can be viewed from a laptop or desktop computer and is also optimized for the mobile experience. The map was developed to increase the ease of finding details about current and planned water, wastewater, and regional roadway projects in Peel.

With a click of a button, residents, business owners, and councillors can find information about construction projects in their neighbourhood, ward, or along their commute. Users can search the interactive map by entering a project number, address, intersection, or ward into the search box. The map differentiates construction between water, wastewater and roads projects. Once the construction project has been located, the user can click on the project to display a pop-up box with project details including a description of the purpose of construction, start and end dates, contact information and a link to the project website for additional details. The information in CPiP is automatically updated daily to reflect any project changes.

3. CPiP Benefits

The CPiP map makes it easier and faster for Councillor offices and residents to find current information about local Regional Public Works construction projects.

Councillor offices and residents can use CPiP to find answers to their general queries about construction within their wards or neighbourhood. Questions that cannot be answered using the CPiP tool or project website can be forwarded to a regional email address (construction@peelregion.ca) which is monitored 24 hours a day, seven days a week by the Region's trained Public Works customer service representatives. These representatives can answer general construction queries and can quickly and accurately triage project specific queries to the correct project manager for response. Flowing all construction queries through Public Works Customer Service also allows for tracking of resident and business queries to inform future enhancements to CPiP, construction processes, and customer service.

4. Communications

The Capital Projects in Peel Map and website were publicly launched on March 14, 2022, on the Region website (peelregion.ca/construction). To enhance awareness of the new online tool, a communications strategy was developed. Communications included a Connect 2 Peel newsletter story on April 7, 2022, communications to Regional and local municipal call center staff, and email to Regional councillors.

Additional promotions of the CPiP tool will be completed via social media in the spring of 2022 to coincide with the start of construction season. Use of the tool will continue to be monitored to evaluate the need for additional promotions.

5. Next Steps

Staff will continue to collect feedback on the CPiP map and associated from both residents and staff to assess functionality and identify opportunities for enhancement. These enhancements will be tracked in order of priority for future consideration and work. Opportunities for data integration will also be examined with the local municipalities.

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Councillors who wish to further educate their staff on the benefits and use of CPiP may request a detailed training session from staff.

CONCLUSION

The CPiP map provides an enhanced level of functionality and customer service, making it easier and faster for residents, Councillors, and businesses to find information on Regional construction projects. Future releases of the tool will include expanded editing capabilities and integration with internal project coordination apps.

Authored By: Megan McCombe, Acting Manager Education Programs and Services

A handwritten signature in black ink, appearing to read 'Kealy Dedman', written in a cursive style.

Kealy Dedman, Commissioner of Public Works