YOUR INPUT ON

Sturgeon's COUNTY
Digital Customer Service Priorities and Roadmap

What are Digital Public Services?

Digital public services are the services offered by Sturgeon County that can be accessed or managed online, allowing residents to:
- Pay bills, taxes, permits, and licenses
- Register for events and community programs
- Access information and reports

Why are we focusing on Digital Services?

We're modernizing our services to meet residents' evolving needs. Digital services provide:
- Accessibility: Available anytime, anywhere.
- Efficiency: Faster response times.
- Cost-effectiveness: Reduces time and money spent on service delivery.

Why do we need your input?

Your feedback is essential to help us understand:
- What services residents want to access online.
- How easy or difficult it is to use current digital services.
- What improvements would make the most impact on your experience.

What happens after we get your feedback?

We'll use your feedback to:
- Prioritize which services should go digital first.
- Shape the experience so it's user-friendly for everyone.
- Ensure that our improvements benefit the community.

How can you help?

During our meeting:
- Share your thoughts on current digital services channels and what you'd like to see improved.
- Participate in shaping the future of Sturgeon County's services.