

Court Services Strategic Directions

2019 - 2021



Innovative & Client Focused Services

- Explore opportunities to move towards multi-channel service delivery
- Focus on sustainable customer satisfaction and meeting clients' needs

Engaged & Empowered Workforce

- Work to improve team cohesion and collaboration efforts
- Move forward to improve employee retention and recognition
- Development of a more comprehensive training and development program across teams

Strengthen Partnerships with Stakeholders

- Work collaboratively with stakeholders, exploring innovative approaches to meet client needs
- Maintain open communication with partners while exploring communication frequency and approaches to best suit stakeholder needs

Streamline Processes & Leverage Technology

- Explore opportunities to leverage technology to provide alternative service delivery
- Work to move from reactive towards proactive solutions
- Implement a performance measurement framework to ensure service delivery is focused on results