[Easy@york](#) - Progress and Developments

Projects Already live		
	Go live	**Take up so far**
Benefits calculator	November 2005	7,575 customers have used it to date. Prediction for year 22,725
On-line links to road work information	June 2005	700 web views per day for the combined car parks and road works site which would lead to an annual usage of 255,000 web views per year
Car Park availability on line	June 2005	
e-payments	December 2005	233 payments Jan - March when there was little publicity undertaken. Council Tax Bills now contain the web address for the site and take up has increased to give an estimated level of 3,000 pa.
Smart card for rent payments	July 2005	45,000 payments made to end March – annual figure estimated to be 60,000
Car parking payment using mobile phones	November 2005	7,200 payments in first four months annual figure estimated to be 22,000
On line forms to appeal against Parking fines	December 2005	21 Web hits received so far
Online Planning Applications	December 2005	30 Applications received so far Annual estimate of uptake at this level of usage - 120
UK Planning – view current York planning applications online	December 2005	January to end March cases searched 23,147 documents viewed: 17,213 Annual estimate 144,000 cases searched
online forms	December 2005	20 online forms available
E-mail contacts on the web for all service areas	December 2005	75 mailboxes

Easy Customer Outcomes		
Implement	**When**	**Customer Benefit**
New Web site with new Content ManagementSystem (CMS)	August 06	Customers able to answer their own enquiries 24/7 Easier to publish information and find information Better structured web site, More accessible with modern look and feel -will therefore encourage increased usage Better quality and range of information, kept up to date New Children's Trust Unit Web site with information from other organisation in York
New Transactional Web site	November 06	More extensive queries answered on line Customers can apply for some services online e.g. YPAL Log calls for YPAL over the web and track progress Live online data on services fed by back office systems Able to log requests using maps to pinpoint location e.g. fly tipping E-forms to automatically load information into back office systems this making transactions more efficient and faster to handle
E-consultation system	August 2006	Consult customers online Reduce cost of consultation, Better data analysis More dynamic link between consultation activity and service provision or changes
York Customer Centre live with Switchboard and YPAL	November 06	Better quality and consistency of customer experience Faster turnaround of YPAL transactions Accurate and consistent information on when transactions will be completed Better progress reports for customers and members Reduced time for customer calls to be answered Reduced back office resources needed to complete transactions More calls resolved with first phone call YCC capability to expand to deal with unusual demand YCC staff answering a range of Planning enquiries Street based staff use handhelds to log job requests, receive jobs and report on progress of work Use of maps to identify the location of problems YCC Receive payments over the phone Use e-mail and web to communicate with customers – reducing leaflets and postage costs Rationalisation of management information leading to better performance management, problem solving and decision making, identify trends and improve fault resolution and service planning More responsive street services - able to change priorities of waste/street cleansing teams during the day Reduced requirement for face to face contact

Revenues come into YCC (expected customer benefits)	January 07	Improved Council Tax & NNDR collection rates Faster processing of moves and changes Income collection campaigns using the YCC Online direct debits Online Council Tax balances Reduce cost of collecting income
Benefits come into YCC (expected customer benefits)	July 07	Electronic applications for benefits online or by phone Better progress reporting on claims Verification requirements on line leading to Fewer ineligible or inaccurate claims Quicker processing of claims Pre-populate e-forms for signature Reduced scanning Reduced paper applications