

# One-Stop Arlington Customer Advisory Working Group

April 24, 2018

11:00 am – 12:30 pm

## **Agenda:**

Discussion of the digital experience.

- What is the worst or best permitting process in Arlington? Why?
- What are strategies and actions you use to get better service in Arlington?
- For ePlan submission are there any times you come into the office during the process?  
Why?
- Are there services available on ePlan that you prefer the paper option? Why?
- What are the current in person services you are most concerned about changing to an online service?
- As we move towards an increase in digital processes and services, what should we be thinking about?