

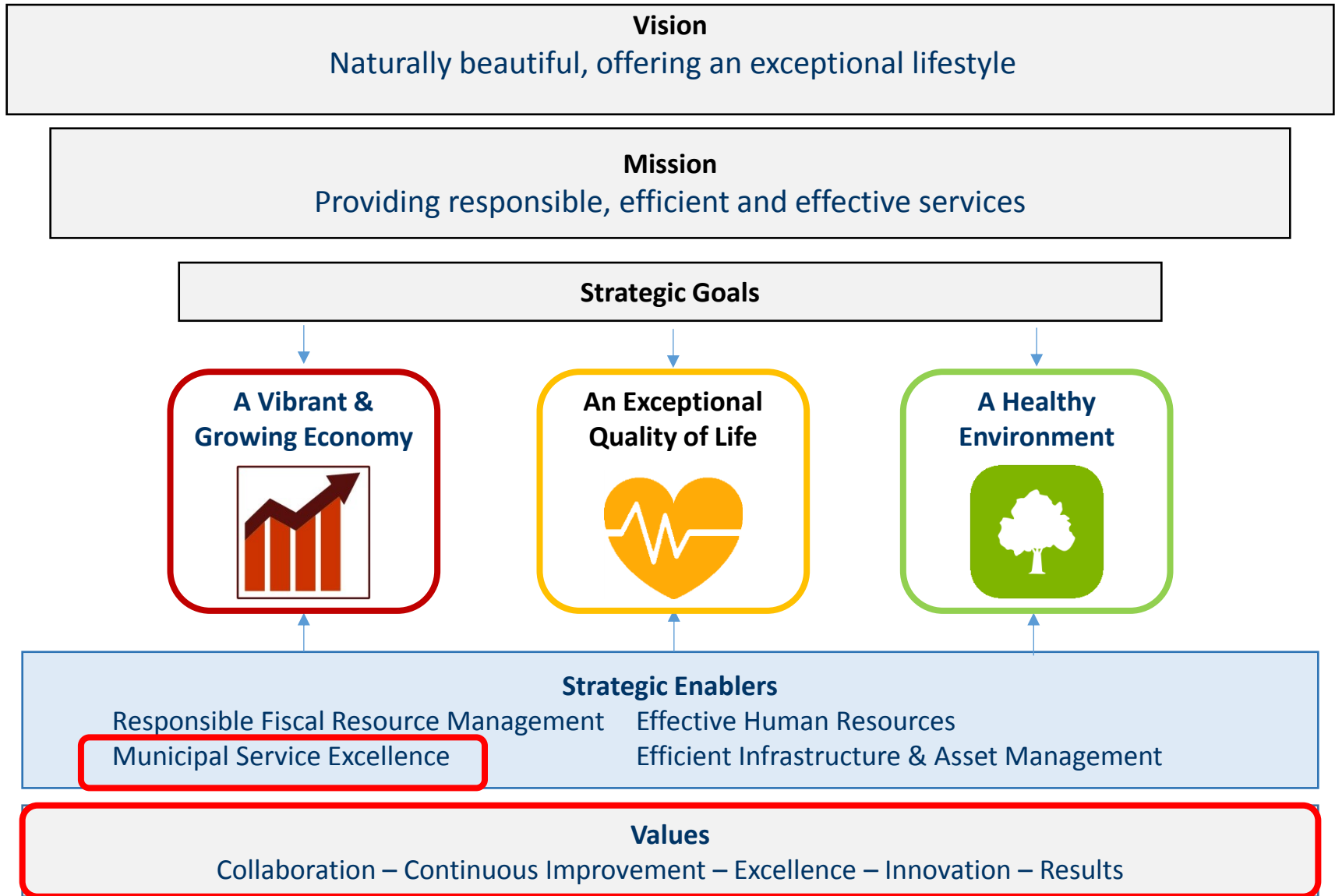
# Corporate Customer Services

City of Kawartha Lakes

July 2017



# City of Kawartha Lakes Corporate Strategic Plan Framework



# Mission

**Providing responsible, efficient and effective services**

...through 3 channels of customer service

- In person
- Telephone
- Website / Email

# Customer Services ~ Service Standards

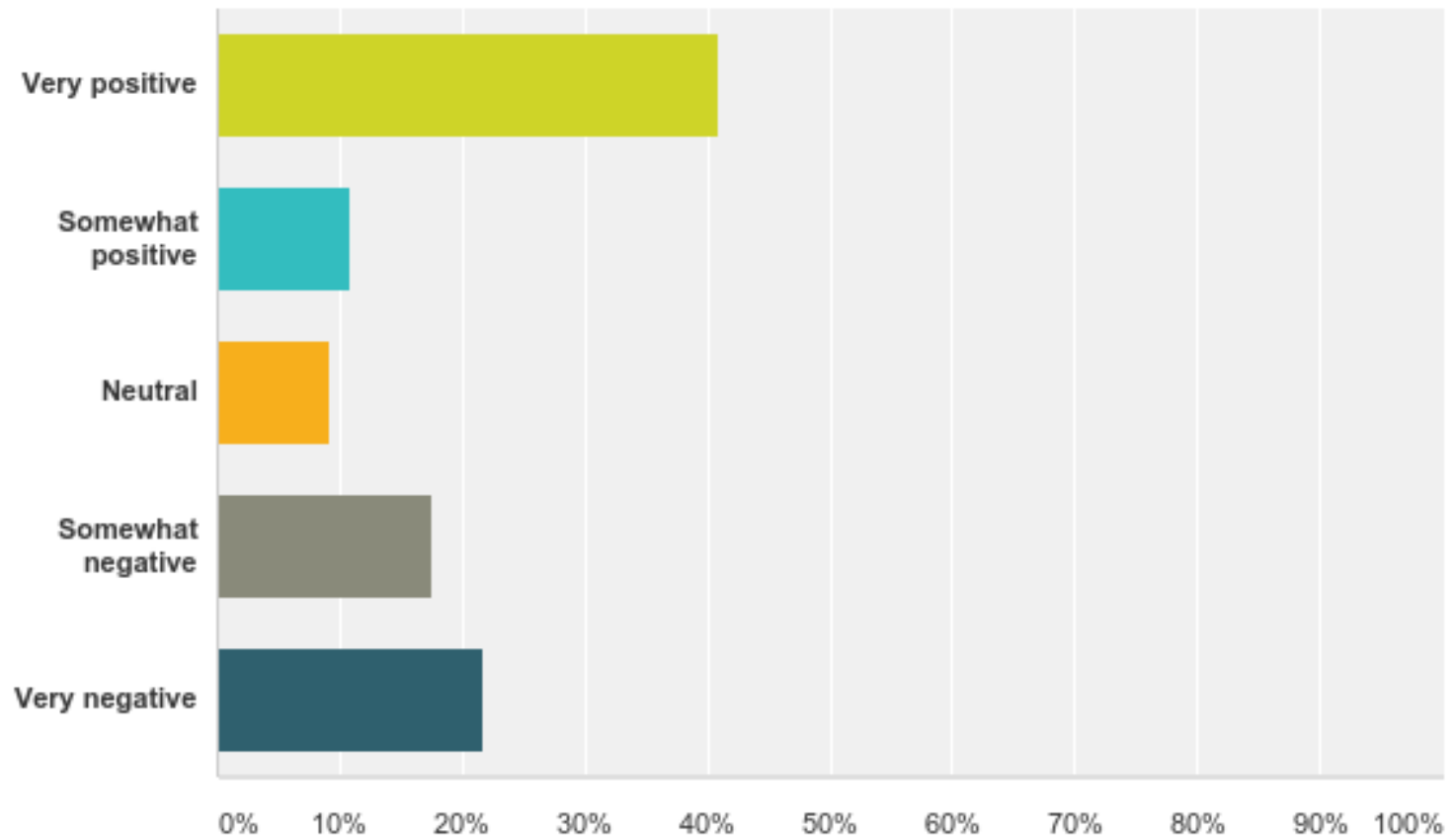
## Engaged stakeholders

- ✓ External customer survey
- ✓ Internal staff survey
- ✓ Senior Management Team
- ✓ Councillor input
- ✓ Best practice review of other Municipalities
- ✓ AODA consideration

# Customer Services ~ External Survey

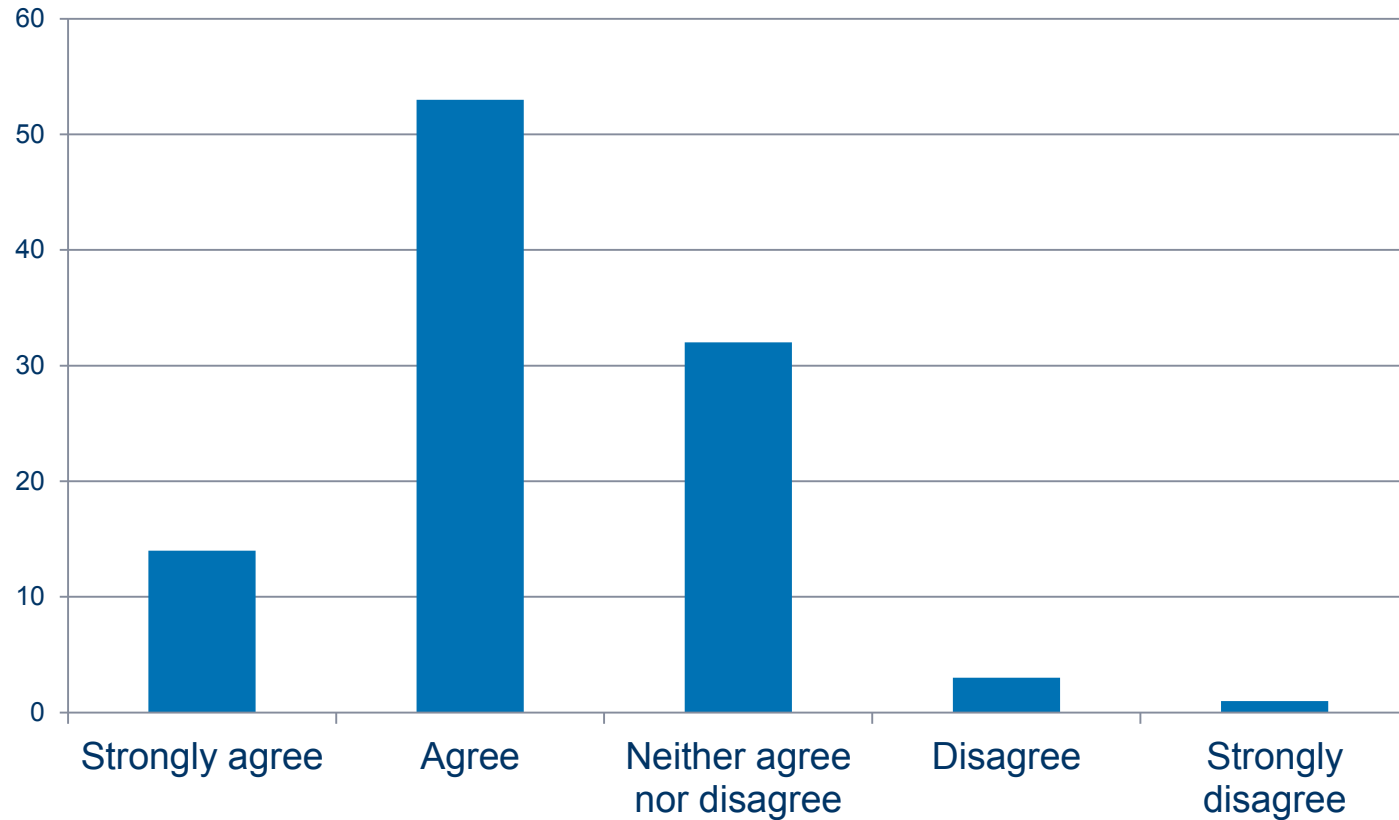
**Q13 Overall, how would you rate the quality of your customer service experience?**

Answered: 120 Skipped: 11



# Customer Services ~ Internal Survey

**Our Municipality offers exceptional service to our customers**



# Customer Services ~ Call Centre

New Phone Directory implemented May 1, 2017 allowing customers direct access to commonly-called departments

- May – 36% of total calls went directly to desired department
- June – 39% of total calls went directly to desired department

**By July 2017** – Lindsay Service Centre staff level changes – customer service positions transferred from Call Centre to other positions within the City

# Customer Services ~ Service Centres

**Oct 2016** - Kirkfield Service Centre closure – services transferred to Coboconk

- Customer service walk-ins and calls in Coboconk increased by 6.8% from Oct 2016 to May 2017

**Oct 2016** - Bethany Service Centre closure – services transferred to Omemee

- Customer service walk-ins and calls in Omemee increased by 7.9% from Oct 2016 to May 2017

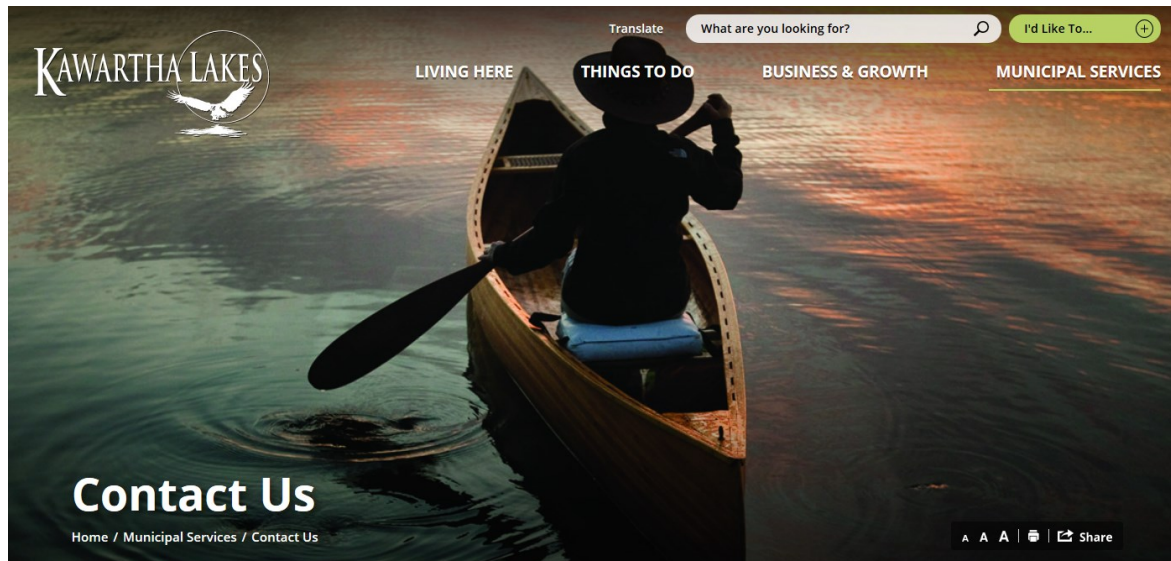


# Customer Services ~ Development Services

- Customer Service training for Development Services staff completed December 2016
- Standardized approach to serviceability inquiries
- Policy on returning emails and phone calls within 48 hours
- Building and Zoning Clerk – April 2017
- Planning Officer Large Developments, June 2017
- Pre-Consultation Reports modified
- Application guides being updated
- Cityworks now live to track applications – full implementation 6 months

# Customer Services ~ Website

- User friendly
- Multiple access points
- Integrated and accountable



# Contact Us

Home / Municipal Services / Contact Us

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## Contact Us ▼

- Compliments
- Municipal Service Centres
- Report It
- Staff Directory

## Applications, Licences and Permits

## Archives and Records

## Budget and Finance

## By-Laws ▶

## Careers and Volunteering ▶

## Commissioner of Oaths

## Departments and Divisions

## Freedom of Information

## Grants and Funding

## Major Projects ▶

## Maps

If you have questions you can [e-mail the City of Kawartha Lakes](#) or call 705-324-9411. Our toll free number is 1-888-822-2225.

City of Kawartha Lakes City Hall  
26 Francis Street  
Lindsay, Ontario K9V 5R8

You can also [subscribe to receive news and alerts](#) directly to your e-mail inbox or through [the pingstreet application](#).

After-hours municipal emergencies



Visit a Municipal Service Centre



Contact the Mayor or a member of Council



Report an issue online



Contact municipal departments and divisions



Staff telephone directory



Submit a compliment or complaint



Businesses in Kawartha Lakes



Connect with us on social media



[city.kawarthalakes.on.ca](http://city.kawarthalakes.on.ca)

# Report A Problem

Please fill out this form to submit a Non Emergency Problem.

To report an Emergency Problem during our business hours of Monday to Friday 8:30am-4:30pm, please contact Customer Services by calling 705-324-9411 or 1-888-822-2225 and press 0.

To report an After Hours emergency, please call xxx-xxx-xxxx.

If you have previously reported this problem, please contact Customer Services for an update.

Please select a problem type: \*

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> Potholes               | <input type="radio"/> Dusting/Sweeping                | <input type="radio"/> Ditching/Drainage    |
| <input type="radio"/> Roadside Dead Animal      | <input type="radio"/> Roadside Litter-Garbage Dumping | <input type="radio"/> Grading              |
| <input type="radio"/> Streetlight Maintenance   | <input type="radio"/> Waste Collection/Recycling      | <input type="radio"/> Water Meter Readings |
| <input type="radio"/> Water High Bill Complaint | <input type="radio"/> Other                           |  |

Describe the problem \*

Contact Us ▼

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Maps

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City of Kawartha Lakes City Hall  
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Lindsay, Ontario K9V 5R8

[Expand All](#) | [Collapse All](#)

By-Law

▶ **Municipal Law Enforcement Administration -** [705-324-9411 extension 1212](#)

CAO's Office

▶ **The Mayor's Office -** [705-324-9411 extension 1310](#)

Clerks Office

▶ **Accessibility Officer -** [705-324-9411 extension 1185](#)

Customer Service

▶ **Bobcaygeon Service Centre -** [705-324-9411 extension 3580](#)

▶ **Coboconk Service Centre -** [705-324-9411 extension 3515](#)

▶ **Customer Service -** [705-324-9411](#)

▶ **Lindsay Service Centre -** [705-324-9411 extension 0](#)



# Municipal Service Centres

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Departments and Divisions

Freedom of Information

Municipal Service Centres are open Monday through Friday from 8:30am to 4:30pm in Lindsay, Coboconk, Omemee.

Lindsay

Coboconk

Bobcaygeon



123 East Street South

Bobcaygeon ON, K0M 1A0

Omemee

# Future

- City, Library and Tourism Website Implementation – July 2017
- Employee Website – Fall 2017
- Customer Services Corporate Standards – Fall 2017

# CUSTOMER SERVICE

*“I’ve learned that people  
will forget what you said,  
people will forget what you did,  
but people will never  
forget how you made them feel.”*

Maya Angelou