

# Council Orientation

## Customer Inquiries / Complaints

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# City of Kawartha Lakes Corporate Strategic Plan Framework

## Vision

Naturally beautiful, offering an exceptional lifestyle

## Mission

Providing responsible, efficient and effective services

## Strategic Goals

**A Vibrant & Growing Economy**



**An Exceptional Quality of Life**



**A Healthy Environment**



## Strategic Enablers

Responsible Fiscal Resource Management

Municipal Service Excellence

Effective Human Resources

Efficient Infrastructure & Asset Management

## Values

Collaboration – Continuous Improvement – Excellence – Innovation – Results

# Customer Services

- 2001 – 6 Service Centres created as a result of amalgamation
- 2015 – Service Centres connected with the 324-9411 number (had separate phone lines at all locations)
- 2015 – Core Services Review
- 2016 – Kirkfield, Bethany Service Centres (now library branches)
- 2017 – New phone directory on 324-9411 line
- 2017 - Service Information Specialists in different departments
- 2017 – New website with improved customer access
- 2018 – Corporate Customer Service Standards implemented



# City of Kawartha Lakes

## Customer Service Standards

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Providing Exceptional  
Customer Service

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# Customer Services 2019

- Provides customer services at 4 Municipal Service Centres – Bobcaygeon, Coboconk, Lindsay, Omemee
- Corporate Call Centre located in the Lindsay Service Centre – City calls can be answered from all 4 Service Centres
- 10 full time staff and 4 part time staff
- In 2018, serviced 48,705 walk-in customers and 52,438 customer calls

# Our Mission

Providing responsible, efficient and effective services



# Customer Inquiries

Inquiries / complaints / concerns / compliments via:

- Phone: 705-324-9411
- Walk In: 4 Service Centres
- Report It: Website direct entry

# Case Management

In 2017, the City transferred to a new Case Management system (JD Edwards) which included the following divisions:

- Roads
- Engineering
- Solid Waste
- Water and Wastewater
- Utility Billing
- Parks, Recreation and Culture
- Building and Property

Cases are generally entered in the division where they are received.

# CASE Statistics

Year	CASES Created
2008	4,690
2009	4,875
2010	5,784
2011	6,245
2012	4,394
2013	5,135
2014	7,438
2015	7,687
2016	7,930
2017	7,555
2018	6,809

Cases fluctuate depending on which divisions have Case Management.

# Case Management

MLEO and Human Services cases are not included in these statistics. MLEO uses Cityworks to track cases; Human Services has a separate JDE Case Management process.

All other inquiries (not in Case Management) are directed to the appropriate department for response.

# Follow Up Process

## For follow up to inquiries

- Customers can call directly quoting their CASE number – Customer Services will answer the question, provide information from the Case notes or forward the call as appropriate
- Councillors can contact:
  - Mayor and Council Executive Assistant x1310
  - Manager of Customer Services x1201

Staff will research the inquiry, provide feedback to the customer and advise Councillor of action

# Municipal Business Cards



# TAS

The City's after-hour municipal emergency provider is TAS (Telephone Answering Service).

TAS provides after-hour live call assistance for **municipal emergencies**. Customers calling 324-9411 after City business hours are advised of the phone number to contact TAS.

1-877-885-7337

The Manager of Customer Services (City liaison) provides TAS with after hours City contact numbers, provided by City management staff.

In 2018, TAS received 1,613 after hour calls from CKL customers.

# Website Customer Connection

- Website feedback form on every page
- Custom contact information at bottom of each page
- Department directory
- New sessions **up 8%** year over year
- Approximately **1850 sessions per day** (800 unique users per day)
- **4500 subscribers** to news and events and growing



# Report An Issue

Report An Issue form connects to case management system for efficient follow through

The screenshot shows the 'Report An Issue' web form on the Kawartha Lakes website. The header features the 'KAWARTHA LAKES' logo and navigation links for 'LIVING HERE', 'THINGS TO DO', 'BUSINESS & GROWTH', and 'MUNICIPAL SERVICES'. The main heading is 'Report An Issue' with a breadcrumb trail: 'Home / Municipal Services / Report It'. A sidebar menu on the left lists various services, with 'Report It' highlighted. The form content includes instructions for reporting non-emergency issues, emergency contact numbers (765-324-9411 or 1-888-822-2225), and after-hours emergency contact (1-877-885-7337). It also provides a link to lodge a Municipal By Law Enforcement complaint. The 'Please select an issue type' section contains a grid of radio button options: Ask a Question?, Grading, Roadside Dead Animal, Trees, Water Meter Readings, Ditching/Drainage, Parks and Recreation, Roadside Litter-Garbage Dumping, Waste Collection/Recycling, Other, Dusting/Sweeping, Potholes, Streetlight Maintenance, and Water High Bill Complaint. A text input field for 'Describe the issue' is located at the bottom.

**Report It**

- Applications, Licences and Permits
- Archives and Records
- Budget and Finance
- By-laws
- Careers and Volunteering
- Cemeteries
- Centennial Trailer Park
- Commissioner of Oaths
- Contact Us
- Departments and Divisions
- Freedom of Information

**Report An Issue**  
Home / Municipal Services / Report It

Please fill out this form to submit a non-emergency Municipal issue.

If this is a Municipal emergency during business hours, please call 765-324-9411 or 1-888-822-2225 and press 0.

To report an after-hours Municipal emergency, please call 1-877-885-7337.

To lodge a Municipal By Law Enforcement complaint please fill out an online form.

**Please select an issue type: \***

- Ask a Question?
- Grading
- Roadside Dead Animal
- Trees
- Water Meter Readings
- Ditching/Drainage
- Parks and Recreation
- Roadside Litter-Garbage Dumping
- Waste Collection/Recycling
- Other
- Dusting/Sweeping
- Potholes
- Streetlight Maintenance
- Water High Bill Complaint

**Describe the issue. \***

# Report An Issue

The top screenshot shows a dropdown menu titled "I'd Like To...?" with four main categories: "Apply or Register", "Learn About", "Pay", and "Report". The "Report" category is circled in red and includes the following links: "By-Law or Municipal Infraction", "An Issue or Concern", "Roadside Litter", and "Streetlight Maintenance Requests".

The bottom screenshot shows a main navigation menu with various links. The "Report It" link is circled in red. Other links include "Applications, Licences and Permits", "Archives and Records", "Budget and Finance", "By-laws", "Careers and Volunteering", "Cemeteries", "Centennial Trailer Park", "Commissioner of Oaths", "Contact Us", "Departments and Divisions", "Freedom of Information", "Grants and Funding", "Major Projects", "Maps", "Marketing and Advertising", "Mayor and Council", "2018 Municipal Election", "Municipal Responsibilities and Other Government", "Newsroom", "Municipal Orders and Tickets", "Strategic Plan", "Surveys", "Taxes", and "Utilities, Water and Sewer". A "Quick Links" sidebar on the right lists: "Agendas and Minutes", "Construction, Roadwork and Closures", "Council Meetings", "2018 Municipal Election", "Forms", and "Insurance and Claims".

# Report an Issue

Customer receives a confirmation number upon submitting the form.

The screenshot shows a confirmation page with a dark header containing the title 'Report An Issue' and a breadcrumb trail 'Home / Municipal Services / Report It'. On the left is a vertical navigation menu with 'Report It' highlighted in green. The main content area contains a 'Thank You' message, a reference number '2019-02-15-007' circled in orange, and contact information for emergencies.

**Report An Issue**  
Home / Municipal Services / Report It

**Report It**

- Applications, Licences and Permits
- Archives and Records
- Budget and Finance
- By-laws ▶
- Careers and Volunteering ▶
- Cemeteries
- Centennial Trailer Park
- Commissioner of Oaths
- Contact Us ▶

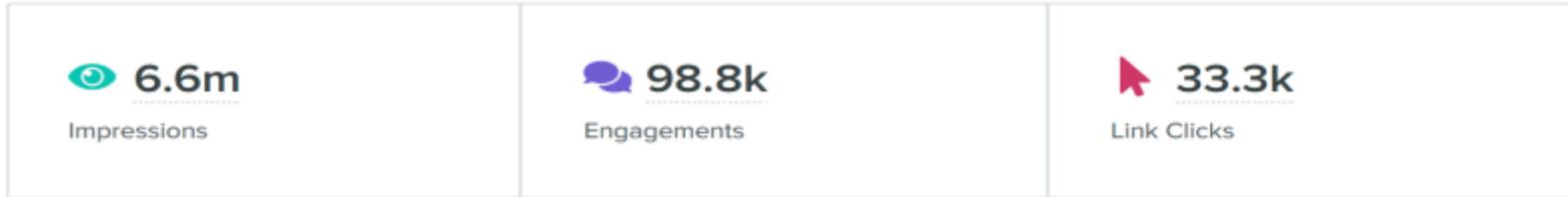
Thank You for contacting us.  
Your issue has been submitted for review and your reference number is **2019-02-15-007**.

Please keep this reference number for your own records.

If your concern is a municipal emergency, **please call 705-324-9411 during business hours** or our after-hours municipal emergency number at 1-877-885-7337.

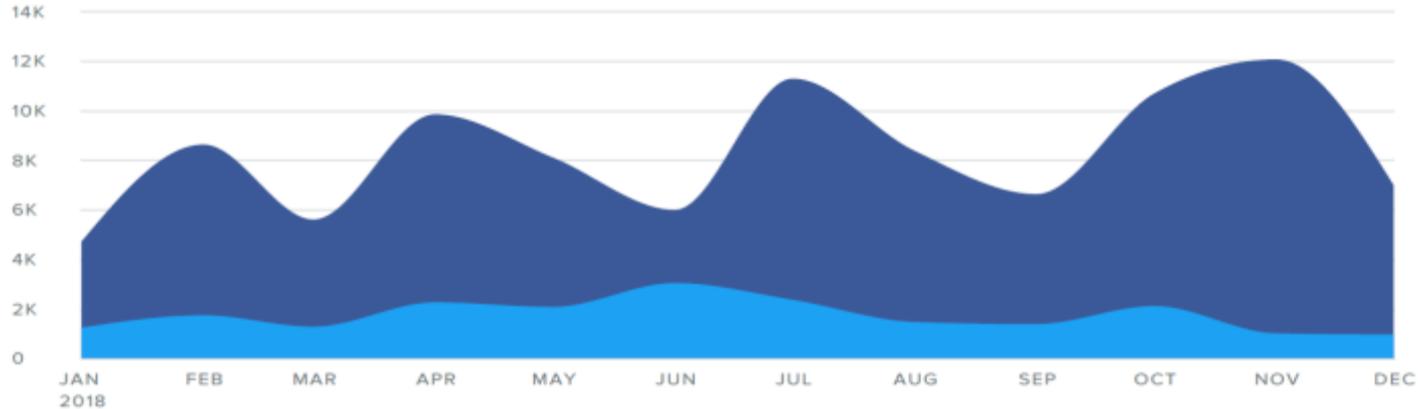
# Social Media

In 2018, City Facebook and Twitter accounts reached:



# Social Media – customer service

Engagements per month (likes, shares, comments, messages)



Engagement Metrics	Totals	% Change
Twitter Engagements	20,742	↗ 2,147%
Facebook Engagements	78,036	↗ 52.1%
<b>Total Engagements</b>	<b>98,778</b>	↗ 89.1%

The number of engagements increased by

**-89.1%**

2018 over 2017

# Social Media – customer service

 **City of Kawartha Lakes**

Please be advised that for the week of February 18, all curbside collection will take place one day later than your normal collection day:

- February 18 curbside collection will be on February 19
- February 19 curbside collection will be on February 20
- February 20 curbside collection will be on February 21
- February 21 curbside collection will be on February 22

For more information, please refer to your 2019 Municipal Calendar <https://bit.ly/2E9s4fA>

To see a full list of municipal services and hours of operation for the Family Day holiday, please visit <https://bit.ly/2SWnt8G>

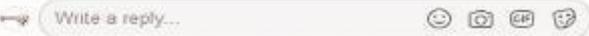
**February 2019**

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18 Family Day Facilities Open	19	20	21 Valentine's Day	22	23
24	25	26	27	28		

**6,989** People Reached

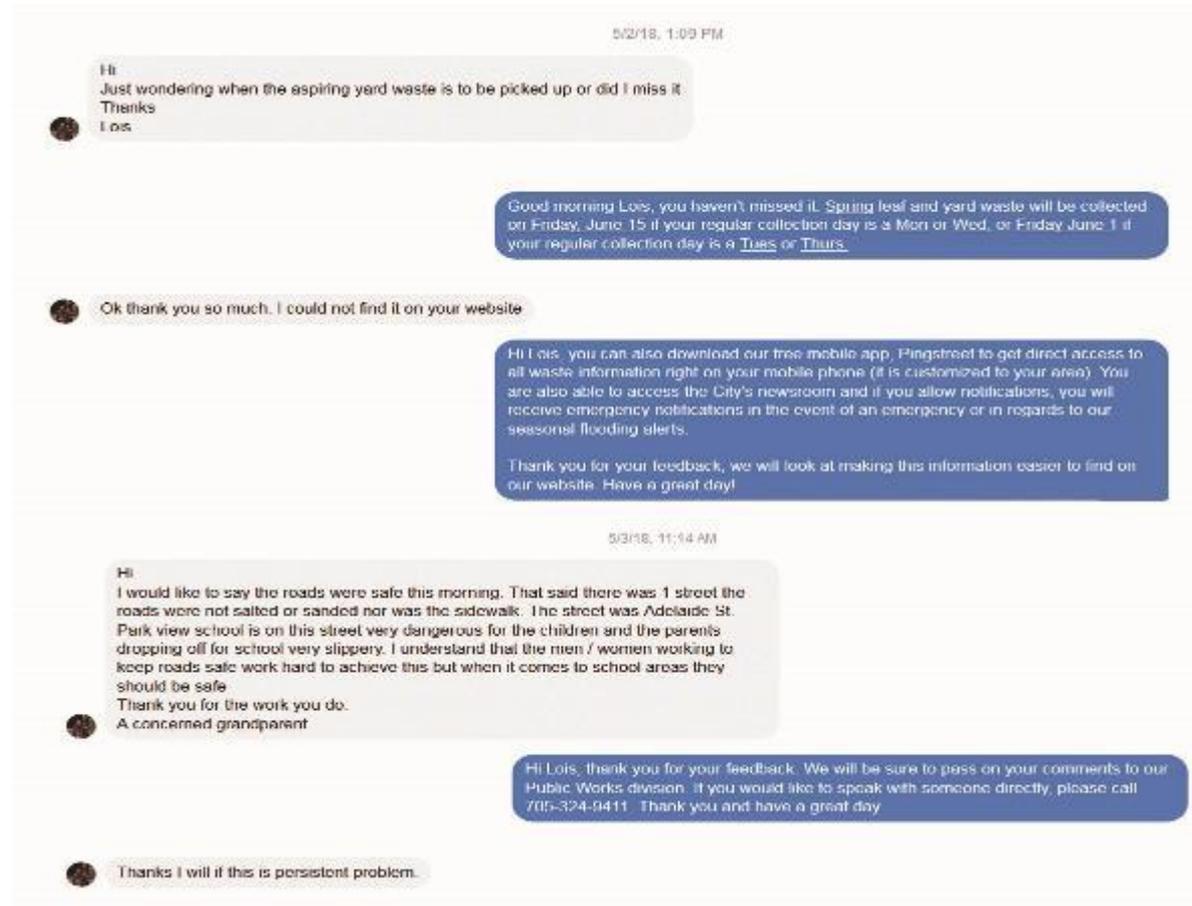
**559** Engagements

Linda Robinson, Debbie Phillips and 33 others 10 Comments 108 Shares

-  **Kristy Walden-Chartrand Capital Cee**  
Like Reply Message · 16h
-  **Jim McConnach Good plan**  
Like Reply Message · 2h
-  **Chey Robinson Lois Robinson**  
Like Reply Message · 19h
-  **Halley Leach Tyler Leach FYI**  
Like Reply Message · 20h
-  **Bernice Knoblauch Question why are they not taking clear bags with kitty litter. They threw the bag back in my garbage can. It was a small bag**  
Like Reply Message · 19h
-  **City of Kawartha Lakes Hi Bernice, please contact our Waste Management division regarding your collection inquiry at 705-324-9411 and select 1 when prompted. Thank you and have a great day.**  
Like Reply
-  Write a reply...    
-  **Madison RM Kyle Rowley Samantha Mackie Paige Davis**  
Like Reply Message · 20h
-  1 Reply
-  **Patricia Neals thank you for posting this -City of Kawartha Lakes.**  
Like Reply Message · 22h

# Social Media – message growth

- Messages up **45%** 2018 over 2017
- **1635** messages sent in 2018



# Municipal Law Enforcement and Licensing

- Responsible for the enforcement of approximately 70 municipal by-laws and 19 zoning by-laws including: parking, domestic waste, property standards and animal control;
- Respond to telephone inquiries, complaints and conduct investigations;
- The division responded to approximately 2300 reactive occurrences in 2018;
- Officers are available 7 days per week;
- Hours of service vary: Monday to Friday 8 am – 9pm, Sat and Sun 8 am – 6 pm (reduced seasonally Nov-Mar 4:30 pm)

# Municipal Law Enforcement and Licensing



# Mayor / Council Complaints

- Citizens who wish to complain to Council or the Mayor should be directed or forwarded to the MLE division directly.
- Direct contact with the complainant is essential for the most accurate information to be obtained.
- Municipal Law Enforcement will require the name and phone number of the complainant who will then be contacted.
- Occurrence will then be created and issued to an Officer for investigation and follow up.
- The Manager is the primary contact point for Council queries.

# Complaints / Communications Process

We receive complaints/issues/queries by the following methods:

- **By PHONE** – The complainant calls the office 705-324-9411 ext. 1212 and speaks to the Administrative Assistant who takes the information. After 4:30 p.m. our phone message directs the called to 705-928-3054 (cell monitored by MLEO)
- **By EMAIL**– The complainant can leave information on our email address ([bylawcomplaints@kawarthalakes.ca](mailto:bylawcomplaints@kawarthalakes.ca))
- **In PERSON** – The complainant can attend the Municipal Law Enforcement Office and give their complaint to our Administrative Assistant. We are located at **180 Kent St. W. in Lindsay**
- **By MAIL** – The complainant can mail their complaint into the Municipal Law Enforcement Office.
- **ON-LINE** – The complainant can complete the on-line form by going to the following link: <https://forms.kawarthalakes.ca/Clerks-Office/Clerks-Office/MLEO/Municipal-Law-Enforcement-Complaint-Form>
- **Anonymous complaints will not be addressed**

# Formal Complaints Handling Policy

- Complaint Handling Policy (CP2016-019)

“A complaint is an expression of dissatisfaction about the action or lack of action taken regarding operations, facilities or services provided by the City or by a person or body acting on behalf of the Municipality that follows after the Request for Service process has been exhausted.”

# Formal Complaints Handling Policy

- Department/CAO/Mayor review/response
- Ontario Ombudsman
- Integrity Commissioner
  - the City to appoint an Integrity Commissioner by March 1, 2019
  - reports to and advises Council re: Council member conduct, ethics, contraventions & investigations, and applicable Municipal Conflict of Interest legislation

# Continual Customer Service Focus

- Continual process improvements & enhancements
- Annual review of Customer Service Standards
- Continual website improvements & enhancements
- Continual assessment and review of the Corporate Customer Service Network
- Council inquiry coordination & supports
- Ongoing customer-focused communications



“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*

