

Municipal Customer Service Update

March 9, 2021

Alignment with Strategic Plan

Good Government

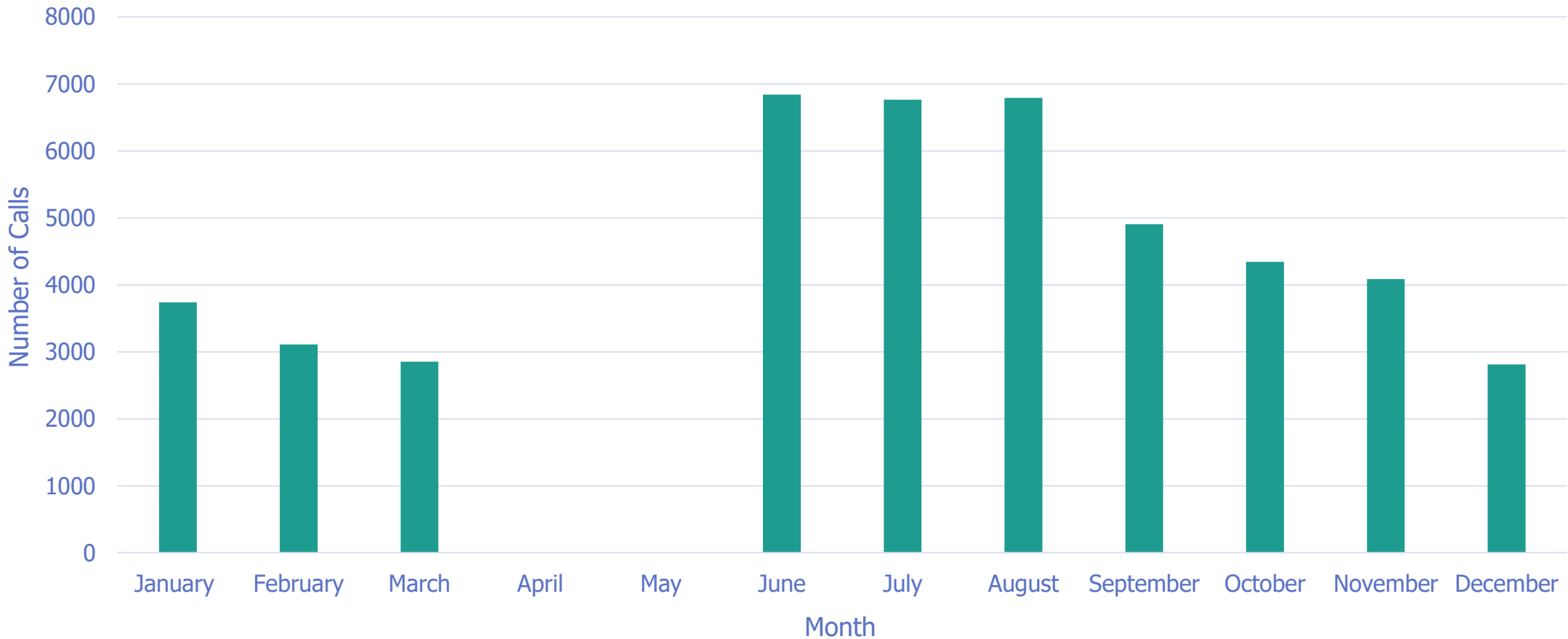
- Promote continuous improvement to Make It Better in all service areas
- Streamline by-laws, policies and processes
- Service Excellence - Guiding Principle



Customer Services 2020

- In March 2020 all Municipal Service Centers in addition to the Municipal Call Centre were closed as a result of the COVID 19 pandemic.
- In response to the provincial orders put in place and in order to maintain the health and safety of staff and public the City implemented a phased reopening throughout 2020.
- On June 1 the Call Centre transitioned from an emergency voice message system back to live calls. On September 8th the former call queue system was reinstated.
- Coboconk Service Centre reopened to the public September 8th, Omemee Service Centre on September 28, and the Lindsay Service Centre on November 16th. Bobcaygeon Service Centre remains closed to the public.
- During the pandemic audits were postponed. Staff are looking to implement audits moving forward later in 2021.

2020 Call Volume

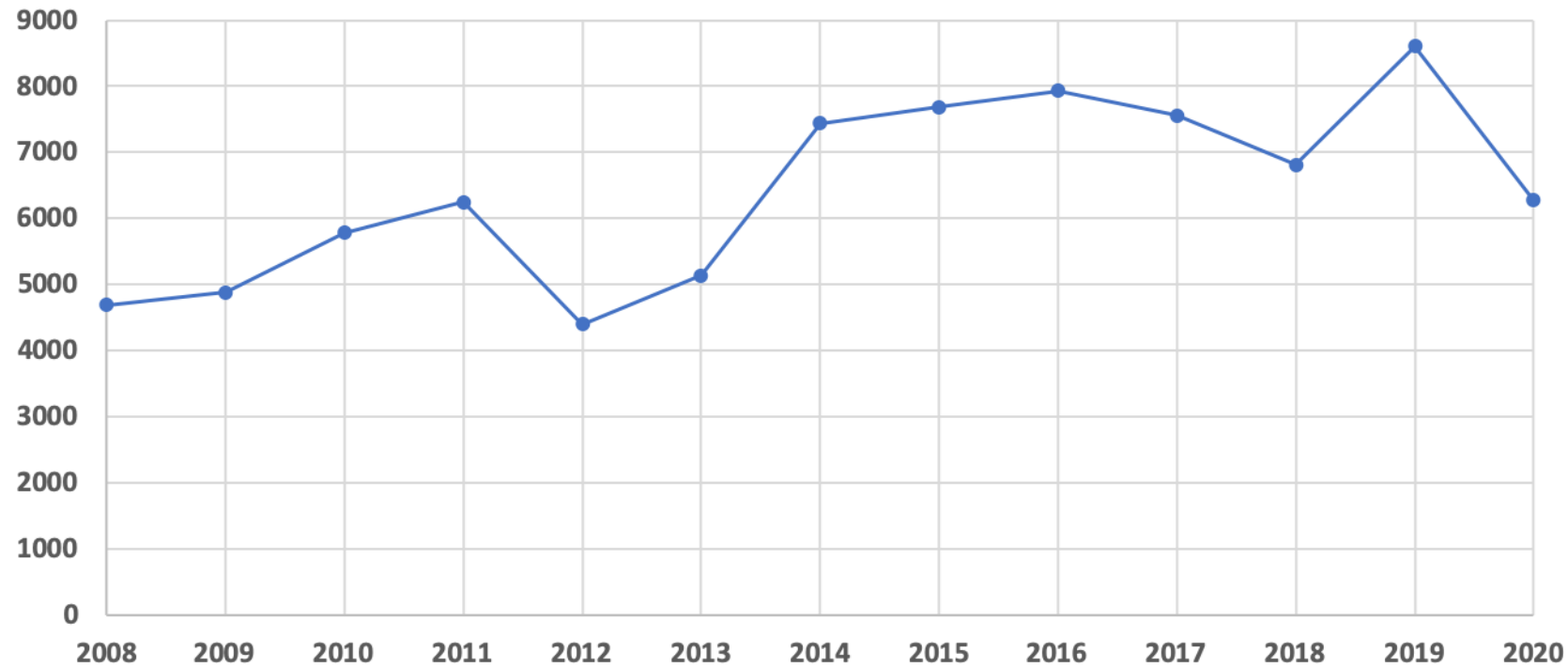


Case Management

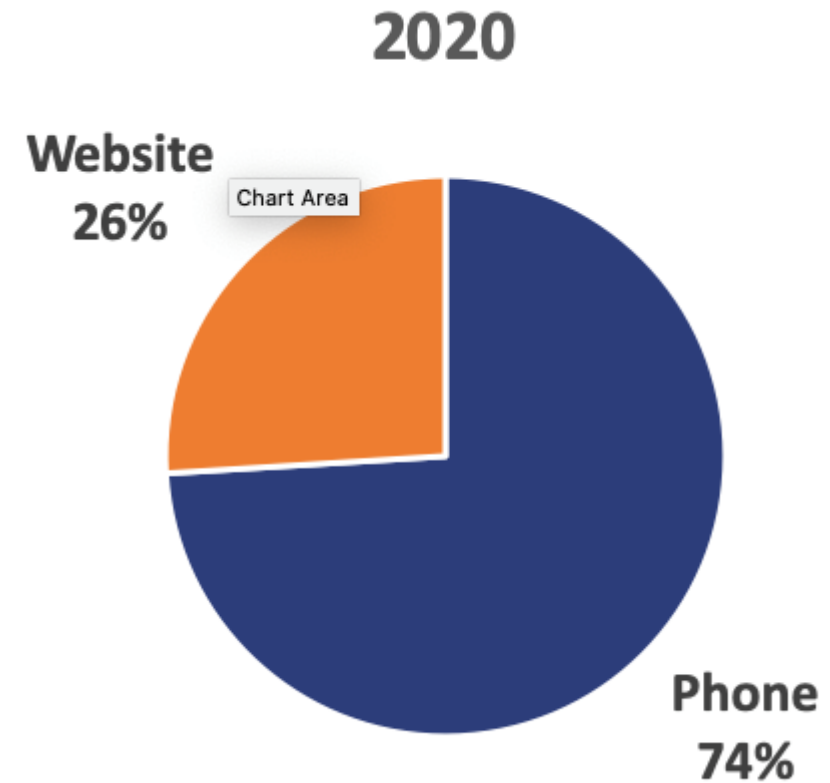
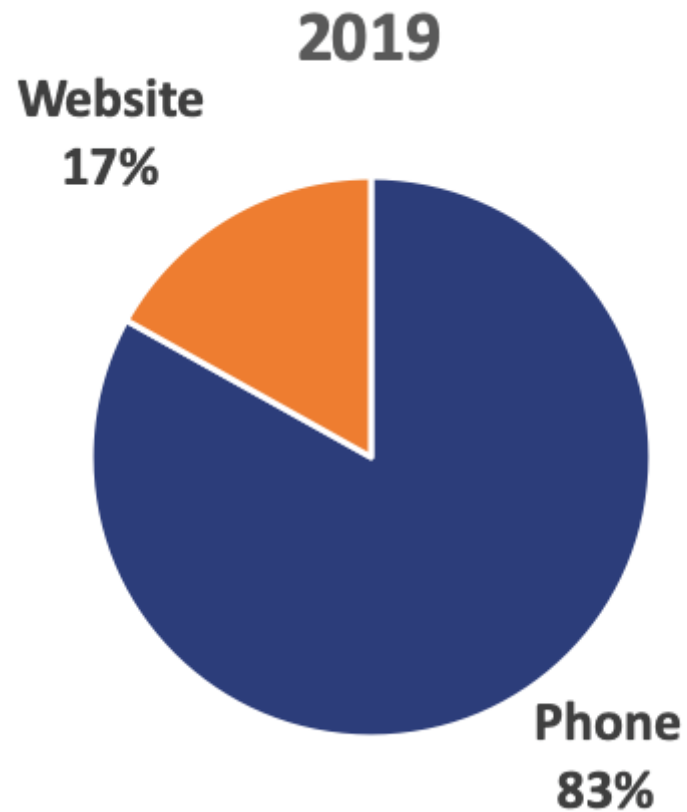
- J.D. Edwards Case Management System was launched in 2017
- Issues are logged in the system by Customer Service or department staff
- Residents can submit issues (Report It) through the City's website at www.kawarthalakes.ca
- Cases are assigned to the appropriate division for follow up and resolution
- Used by Roads, Engineering, Solid Waste, Water & Wastewater, Utility Billing, Parks, Recreation & Culture, Building and Property

Case Statistics

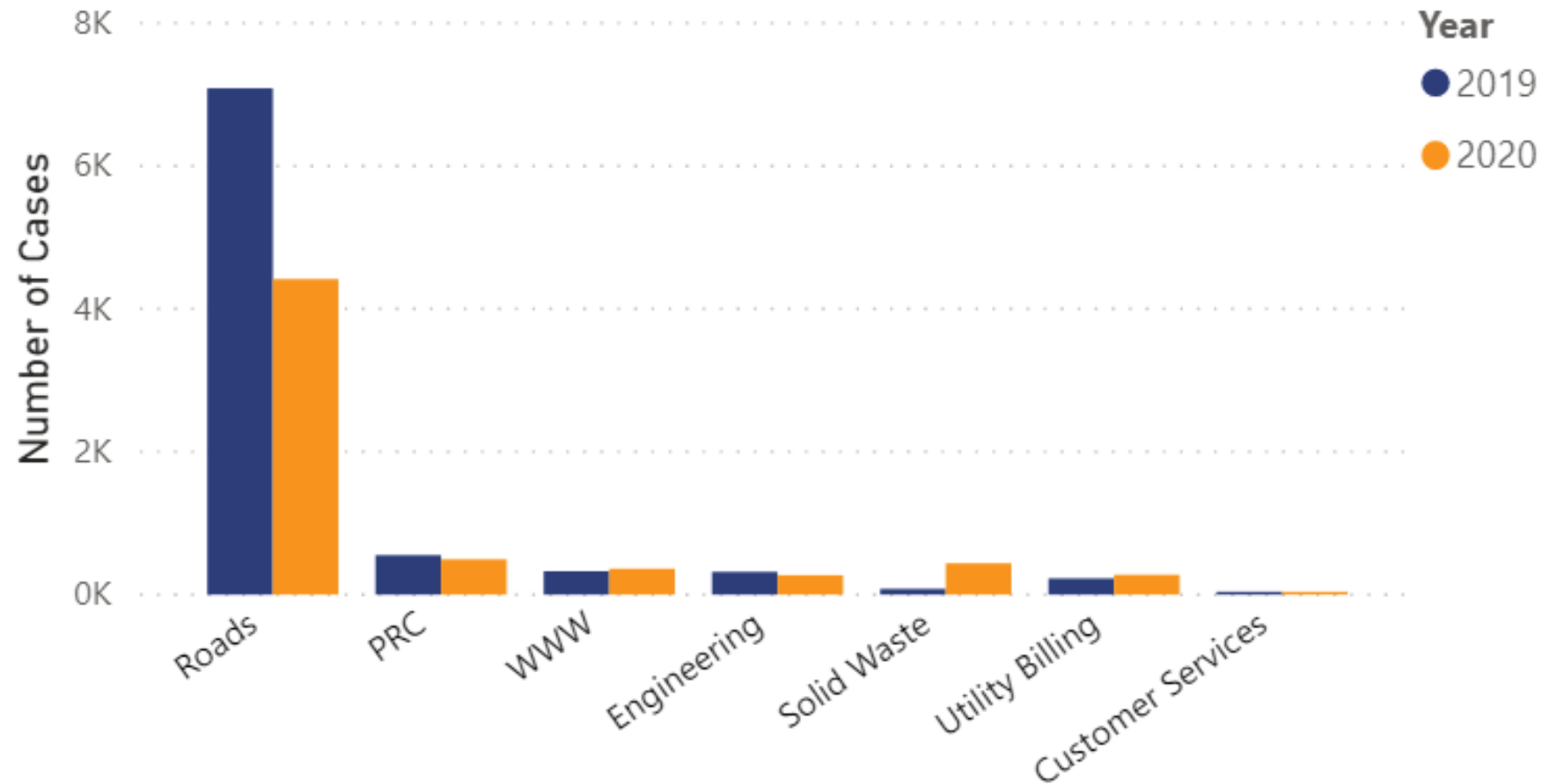
Number of Cases



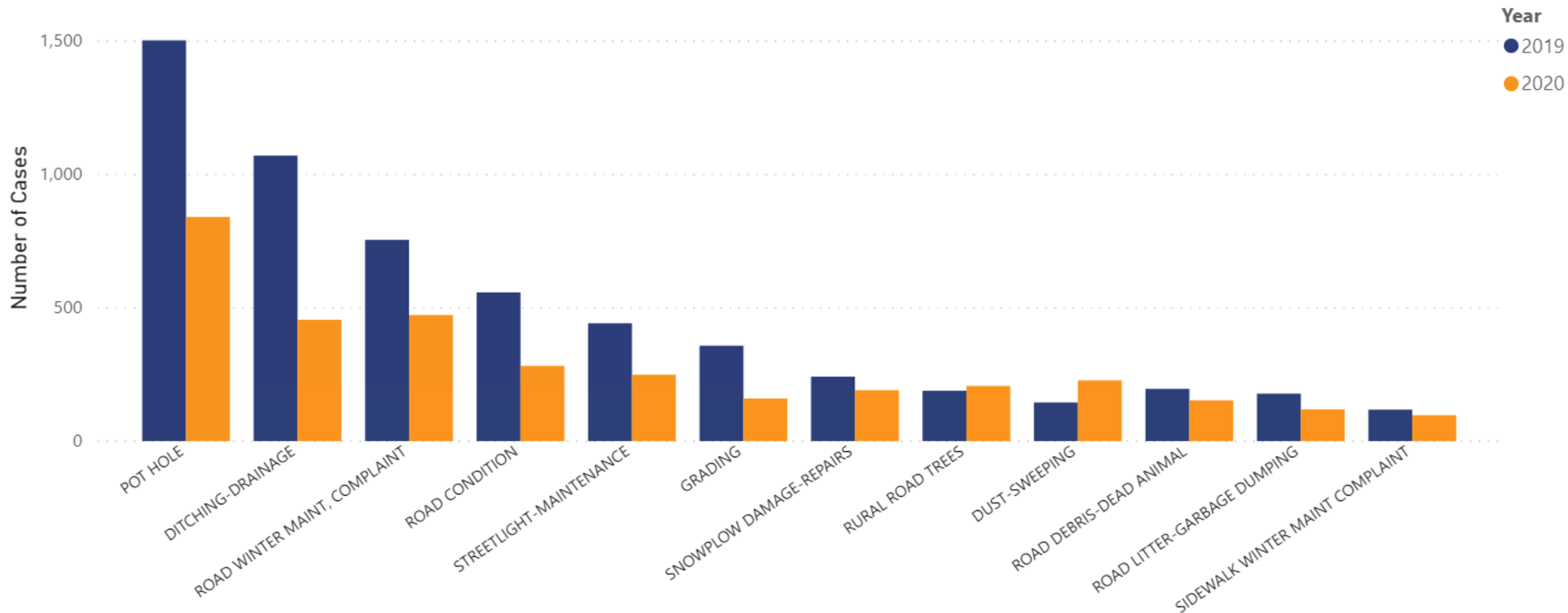
How people are contacting us



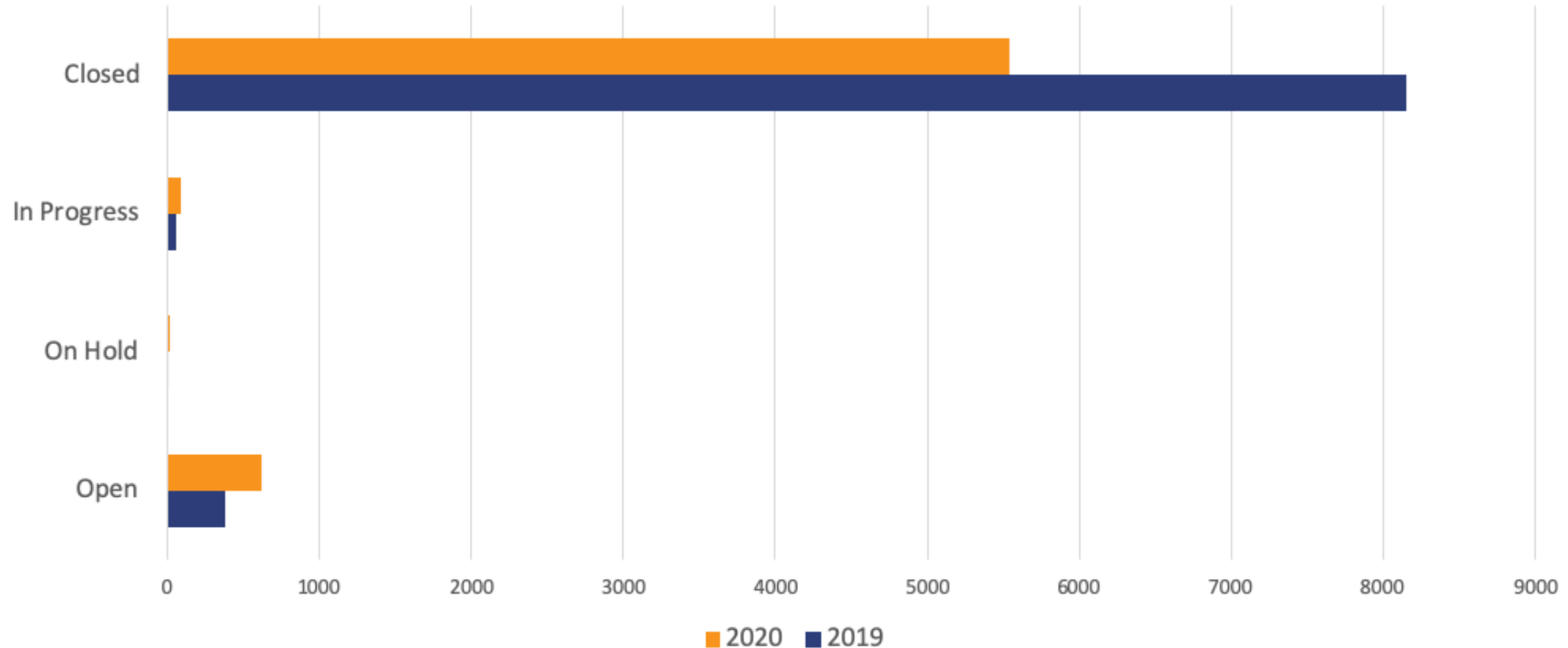
Cases by Division



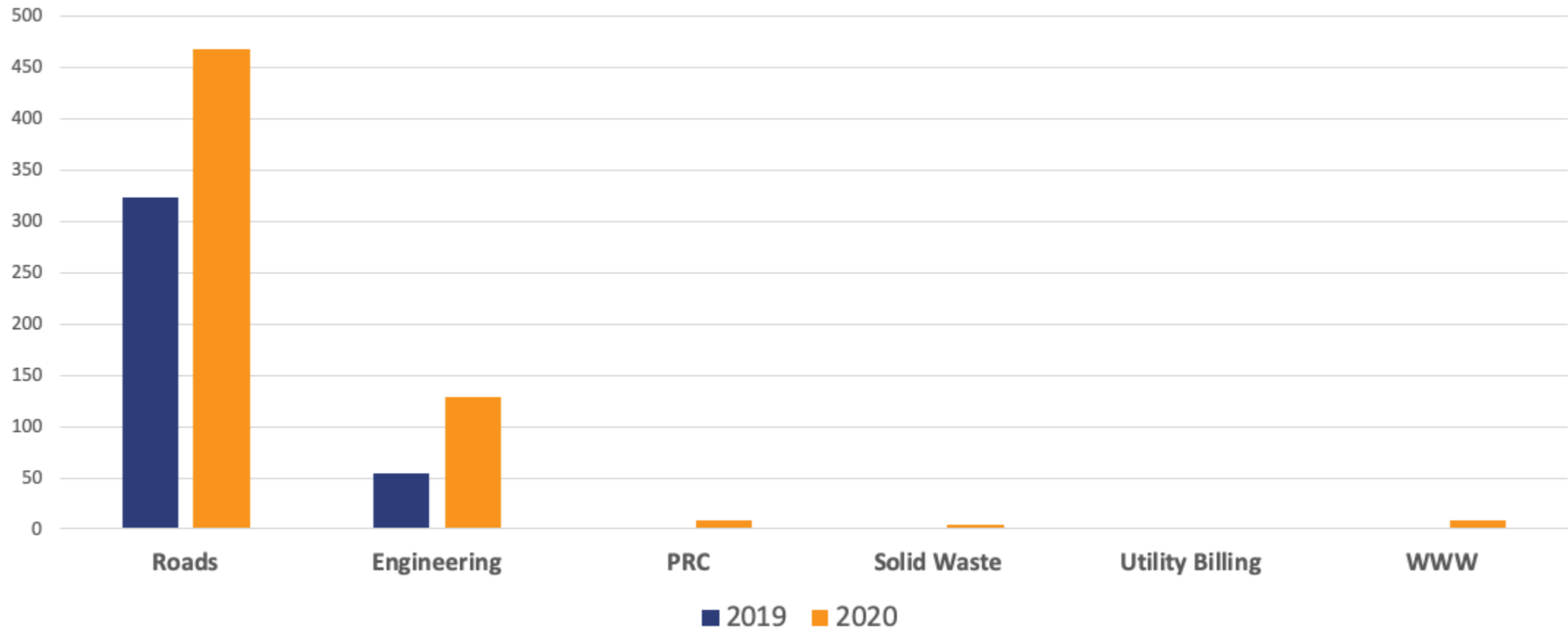
Public Works Top Issues



Status of Cases



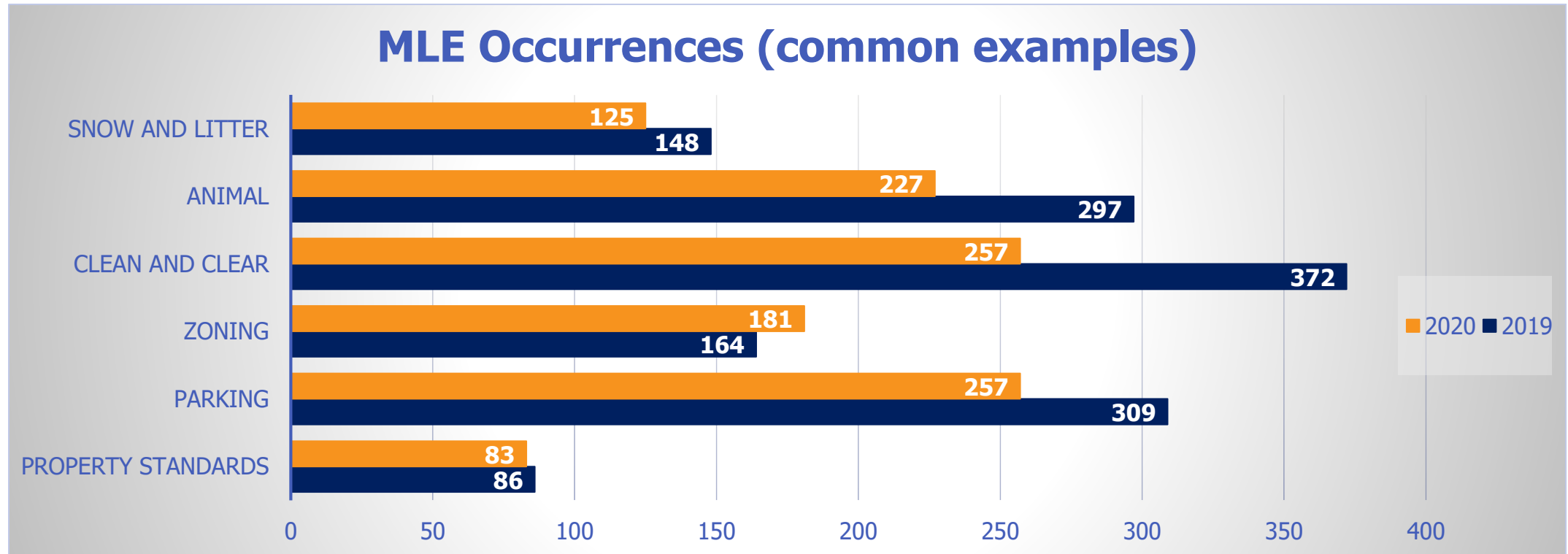
Open Cases



Municipal Law Enforcement and Licensing

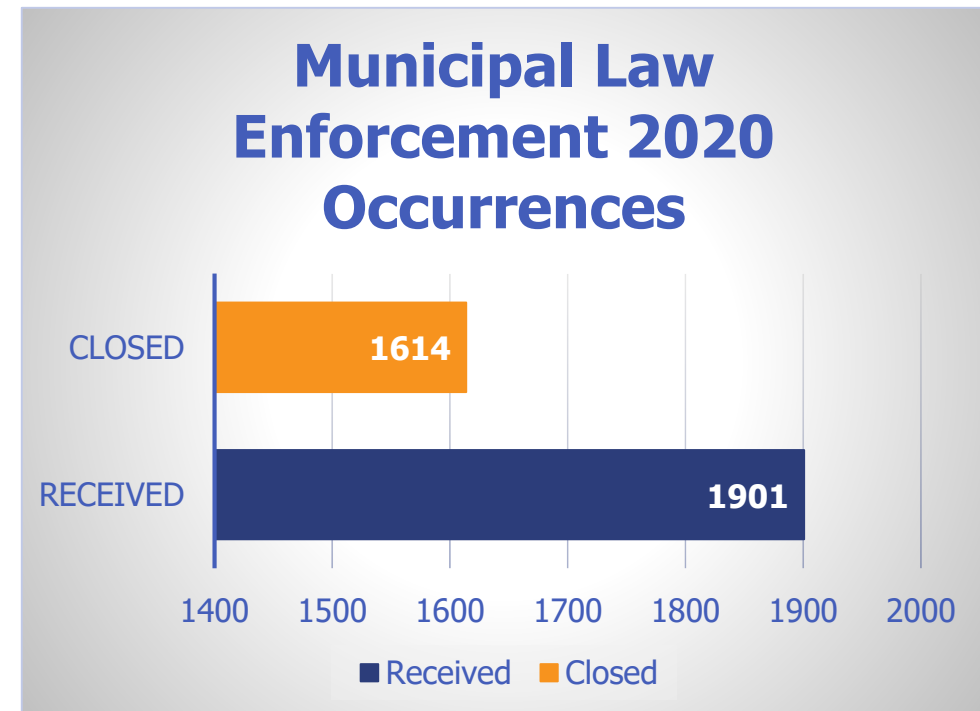
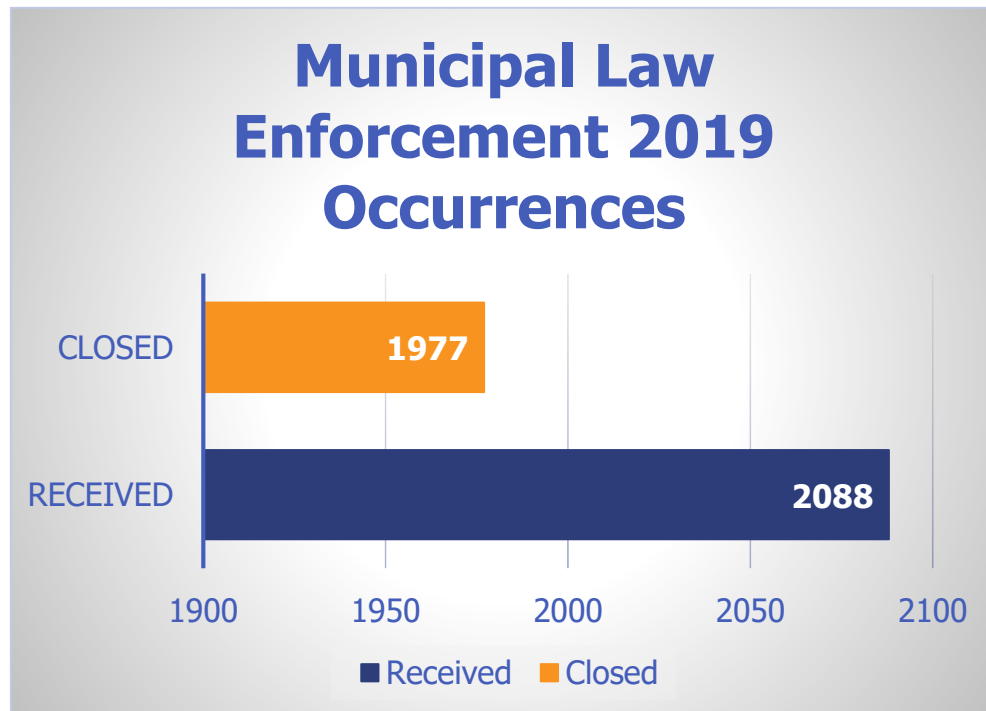
- Provides enforcement services of municipal by-laws and some provincial legislations including animal control, property standards, parking and zoning
- MLE administration receive complaints/queries by telephone, email and on-line web form and occurrences are created.
- In 2020, MLE received 3755 telephone calls, busiest months June - 481 and July – 592 (services reduced due to Covid)
- In 2019, MLE received 5029 telephone calls, busiest months June - 613 and July – 765

MLEL Occurrences



MLEL Case Status

- MLEL uses CityWorks to track their cases/occurrences



Customer Service Program

- Continuous improvement to the Program ongoing
- Shifted and adapted standards and mediums to maintain public interaction and customer service during the pandemic (and still ongoing)
- Reviewing and implementing enhancements to our case management system for better reporting and the provision of “open data”
- 2021 – defining service levels and establishing scorecards to measure and monitor success