

Sent: January 7, 2022 9:54 AM

Subject: Customer Service Dashboard and Map

I wanted to express my congratulations and appreciation to council and staff on a job well done on the Customer Service Dashboard and map. These products demonstrate the genuine desire the city has for service excellence and for being open and transparent. This is a great step in service performance management and certainly will earn the city a good deal of credibility with its citizenry.

Citizens can now get a sense for how their dollars are spent (i.e. what type of service is being requested), where the volume of requests are coming from (i.e. which ward) and how effective staff are at addressing them (i.e. status of requests). Hopefully, citizens will discover these tools and find them useful in understanding how the city is delivering service. I think they are important enough that the tools should be made available from the city's home page.

Some of the more obvious next step improvements that would make the tools even more interesting to citizens and advance service excellence immensely are reporting on service levels (i.e. time to address requests) and providing the ability to drill down on details of the requests (i.e. provide all details for the requestor and councillors, scrubbed details for others).

I hope to use the city data from the dashboard to do an analysis of service performance to compare to my analysis of a year ago. This should be a much easier job this year as the data has been made publicly available via the dashboard. Perhaps the city could post the data file with the dashboard for interested citizens to query as they like as part of the city's Open Data vision.

Again, congratulations on a great step along the path of service excellence.

David Webb