

# The Corporation of the City of Kawartha Lakes

## Council Report

Report Number CS2017-017

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**Date:** October 24, 2017

**Time:** 2:00 p.m.

**Place:** Council Chambers

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**Ward Community Identifier:** All

**Subject:** Customer Service Standards

**Author Name and Title:** Craig Shanks, Director of Community Services  
Lee Anna Thornbury, Manager of Customer Services

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### Recommendation(s):

**RESOLVED THAT** Report CS2017-017, **Customer Service Standards**, be received for information.

**Department Head:** \_\_\_\_\_

**Financial/Legal/HR/Other:** \_\_\_\_\_

**Chief Administrative Officer:** \_\_\_\_\_

## **Background:**

The City of Kawartha Lakes 2016-2019 Strategic Plan identified, as one of the City's Top 10 Strategic Priorities, a requirement to "Establish and Execute a Customer Service Standard".

At the June 21, 2016 Special Council Meeting, the Customer Service Standard outline was presented. The presentation addressed the goals to establish a corporate Customer Service Standard for the City of Kawartha Lakes:

- Provide Exceptional Customer Service – establish and execute a Customer Service Standard
- Enhance Communications and citizen accessibility to government services
- Service Excellence – review and adopt best municipal practices, and continue to review operational efficiencies using lean methodology

Council received the Customer Service Standards Strategy on January 10, 2017 and a further customer service update in July 2017.

This report is brought forward to advise Council of the CAO Management Directive on Customer Service Standards that will officially be effective January 1, 2018.

## **Rationale:**

The goal of the standards is to provide exceptional customer service through the three primary channels of customer interaction – in person, telephone and email/correspondence. This goal is aligned with the drivers of customer satisfaction:

- Timeliness and Acknowledgement – to respond in a reasonable timeframe
- Knowledge – to provide accurate information
- Fairness – to provide fair and consistent treatment
- Courtesy – ensure politeness and respect
- Outcome – to provide a response for completeness of service

The standards focus on the key enablers of service delivery which include people, processes, technology and partnerships.

The strategy outlines future commitments to achieve the end result, a Corporate Customer Service Standard.

The standards will be managed and monitored through a Management Directive (Appendix A) that will govern the Customer Service Standards (Appendix B) for the City of Kawartha Lakes.

While the Standards and Management Directive are being implemented effective immediately, the official launch date will be January 1, 2018.

### **Other Alternatives Considered:**

No other alternatives have been considered for this report and action.

### **Financial/Operation Impacts:**

No financial implications have occurred to date. The standards have been created internally by City staff teams, eliminating any need for consultation funding. Information and consultation with other Municipalities have occurred, and will continue to occur to adopt best municipal practices. Training will be provided in-house.

### **Relationship of Recommendation(s) To The 2016-2019 Strategic Plan:**

The City of Kawartha Lakes Corporate Strategic Plan Framework identifies the importance of a customer service standard as one of the City's top 10 priorities.

The Customer Service Standards are aligned with the Corporate Values on the City of Kawartha Lakes Corporate Strategic Plan Framework.

*Collaboration – Continuous Improvement – Excellence – Innovation - Results*

Link to Strategic Plan

<http://links/corpdocs/Corporate/2016%20Final%20Draft%20Strategic%20Plan%20-City%20of%20Kawartha%20Lakes.pdf>

### **Review of Accessibility Implications of any Development/Policy:**

The standards are being created in compliance with the City's Accessibility Plan and the Accessibility for Ontarians with Disabilities Act (AODA).

### **Attachments:**

Appendix A: Customer Service Standards Management Directive



Management  
Directive Final Draft.c

## Appendix B: Customer Service Standards



Customer Services  
Standards Final Draft

### **Consultations:**

Council  
Senior Management Team  
City of Kawartha Lakes Staff  
Public Surveys  
Municipal Colleagues

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**Department Head:**

Craig Shanks, Director of Community Services

**Department File:**