

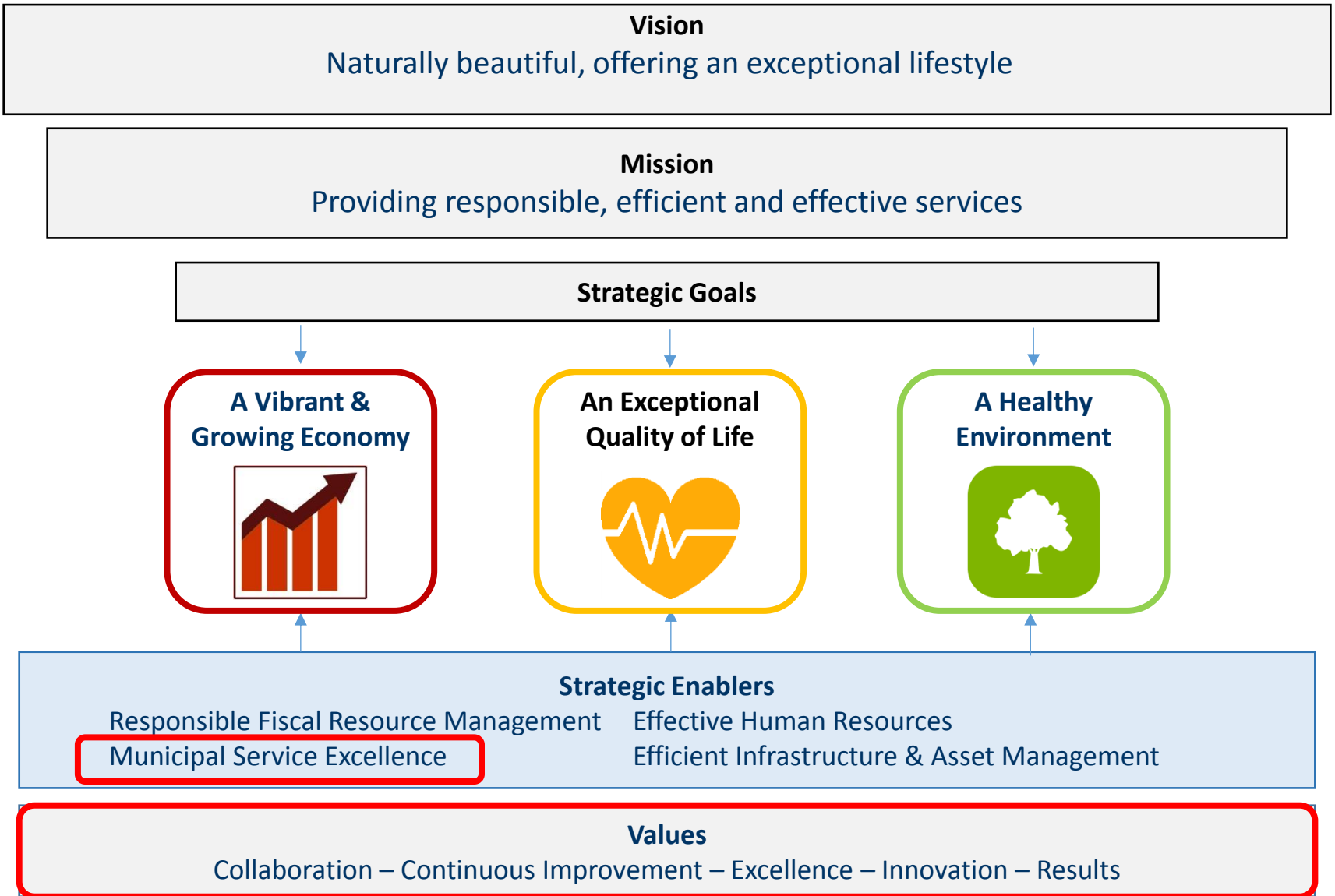
Customer Service Standards

City of Kawartha Lakes

October 2017



City of Kawartha Lakes Corporate Strategic Plan Framework



Strategic Priority

➤ **Provide Exceptional Customer Service**

- ✓ Established Corporate Customer Service Standards

➤ **Enhance Communications**

- ✓ New website and various access channels

➤ **Service Excellence**

- ✓ Reviewed best practices and will continually update standards

What Was Done?

- ✓ **Focused on 3 channels of customer communication** - In Person, Telephone, Email / Correspondence
- ✓ **Aligned with the Corporate values**
Collaboration, Continuous Improvement, Excellence, Innovation, Results

What Was Done?

- ✓ **Focused on the key drivers** - Timeliness and Acknowledgement, Knowledge, Fairness, Courtesy, Outcome
- ✓ **Focused on the important enablers of service delivery** – People, Processes, Technology, Partnerships

Customer Focused

✓ Engaged stakeholders

- External customer survey – 131 responses
- Internal staff survey – 129 responses
- Senior Management Team
- Council
- Customer Services staff
- Best practice review of other Municipalities
- AODA consideration

Reports to Council

- ✓ June 2016 – Overview and Vision
- ✓ January 2017 – Strategy
- ✓ July 2017 – Customer Services Update
- ✓ October 2017 – Corporate Customer Service Standards

Management Directive Roll-Out

- Leadership Forum – Oct 2017
- Communications to All Staff – Nov 2017
- New Employee Orientation - Nov 2017
- Staff Meeting Discussions – Nov/Dec 2017

Implementation Date: Jan 1, 2018

Management Directive Standards

The Corporate Customer Service Standards provide minimum standards for staff.

Departments may implement higher standards as part of their business.

Unique business units may have different standards in place which are pre-approved by the CAO as corporately acceptable.

Feedback, Measuring, Monitoring - 2018

- Random monthly audits
- External and internal surveys
- Departmental tracking of customer inquiries/cases
- Continuous improvement through feedback

The Corporate Customer Service Standards will be reviewed annually.

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

Customer Services Conference Announcement

The City of Kawartha Lakes is proud to host the 2018 National Municipal Service Delivery Officials (MSDO) Conference Oct 1 to Oct 3, 2018.

The MSDO National Conference promotes citizen-focused municipal service delivery excellence in Canada.

Kawartha Lakes HOST Message

Kawartha Lakes has much to offer, including a relaxed lifestyle, small town charm with convenient services, a variety of historic downtowns, excellent schools, scenic beauty, a thriving tourism industry and an opportunity to live and wake up on the water.

Come explore Kawartha Lakes!

The City of Kawartha Lakes looks forward to welcoming MSDO members, sponsors and companions from across Canada to our municipality.

Picturesque Kawartha Lakes

