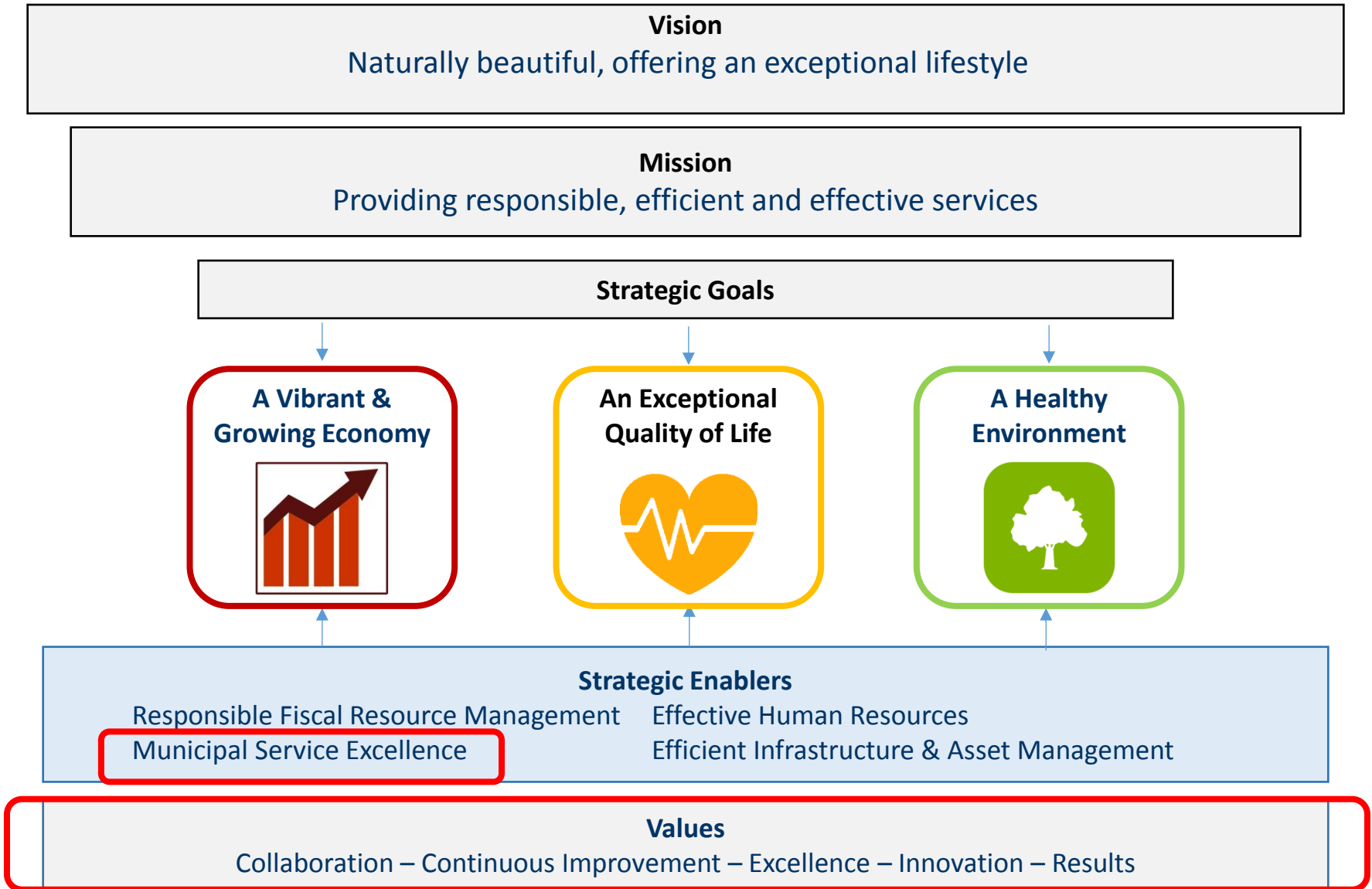


Customer Service Standard

City of Kawartha Lakes



City of Kawartha Lakes Corporate Strategic Plan Framework



Strategic Priority

- Provide Exceptional Customer Service
 - Establish and execute a Customer Service Standard (E3.1.1)

- Enhance Communications
 - Enhance communications and citizen accessibility to government services (E3.2.1)

Strategic Priority

➤ Service Excellence

- Review and adopt best municipal practices (and continue to review operational efficiencies using lean methodology) (E3.3.1)

“We need the right people in the right place at the right time”

Ron Taylor, CAO, City of Kawartha Lakes

Current Position

- Currently, there is no *overall* strategy that defines standards for providing customer service excellence internally and externally
- Some divisions already have customer service standards in place – these will be reviewed to leverage best practices

Current Position

- Customer Service professionals within the City
- Customer Services survey launched in Jan 2016
- Gathered information from other Municipalities best practices

Scope

- All internal and external customers will be asked to provide input to this process, including Council, SMT, staff and residents.
- A core team has been established to lead the process and sub teams will be created.

Core Team:

Shelley Clark, Customer Services - Community Services

Barb Condie, CAO Office - Clerks

Leanne Dunn, Customer Services - Community Services

Christi Norris, Tax and Revenue - Corporate Services

Brenda Stonehouse, CAO Office - Office of Strategy Management

Lee Anna Thornbury, Customer Services - Community Services

Scope

- Setting standards includes:
 - In-person customer services
 - Telephone calls – voicemail protocol
 - Written communication – email protocol
 - Response times
 - Accessibility
 - Feedback
- Standardization of “one size fits all” doesn’t apply - strategy to establish common service standards, respecting individual business units

Where do we want to be?

Vision – For the City of Kawartha Lakes to provide exceptional customer services

Goal – To define our service commitment to the public and to provide staff with standards to be followed to reinforce this commitment

***“If you look after your staff,
they’ll look after your customers”***

Sir Richard Branson, Founder, Virgin Group

Actions to achieve Goals

- The following actions will be used to establish standards:
 - Consult with staff and public
 - Leverage technology
 - Best practices
 - Benchmarking
 - Establish measurements - KPIs
 - Communication – education – training

Actions to achieve Goals

- Partner engagement will include, but will not be limited to:
 - Staff
 - Council and Committees of Council
 - Residents
 - Business owners / community groups
 - Visitors
 - Other Municipalities/levels of Government

Timeline

- Update on the strategy will be provided to Council by December 2016.
- Strategy completion in 2017 – Q2 (tentative)

Financial Implications

- Creating the strategy will involve staff time and resources to gather information.
- Consultant funding is not required for the development of the strategy.
- There is potential for technology upgrades. Future costs will be identified in the strategy, including any budgetary requirements.

Measurement

- Establish KPIs relevant to departments
- A monitoring system will be created to ensure success
- Standards to be integrated into the core values and culture of the organization

Next Steps

➤ Establish:

- Timeline and strategy
- Framework
- Meeting dates and sub teams
- Public consultation strategy