



ACCESS Barrie MEMORANDUM

TO: MAYOR J. LEHMAN AND MEMBERS OF COUNCIL

FROM: M. KOVACS, MANAGER OF CUSTOMER SERVICE

NOTED: R. JAMES-REID, EXECUTIVE DIRECTOR OF ACCESS BARRIE
M. PROWSE, CHIEF ADMINISTRATIVE OFFICER

RE: CUSTOMER SERVICE UPDATE

DATE: May 28, 2018

The purpose of this Memorandum is to update members of Council on the current status of the Customer Service Plan as requested by motion 15-G-213. It includes an update concerning Service Barrie highlights from 2017 as well as information on next steps, initiatives and exciting opportunities. As Council will recall the creation of Service Barrie was planned as a phased implementation. We have presently completed Phase 3 of 5 planned phases.

Current Service Barrie Service Delivery

Service Barrie strives to enhance the quality and efficiency of customer interactions for residents, visitors and business owners and has presently implemented up to phase three of the Customer Service Plan. Current state includes the transition of services from Roads, Parks and Fleet, Finance, Planning, Building, Engineering, Legislative Services and most recently, Transit. In addition to making payments for tax, water billing, parking passes and building permits etc., customers can now obtain marriage licences, submit FOI requests, drop off and pay for business/liquor licences, book commissioning appointments, and request transit related information including trip planning and reporting of concerns/comments.

2017 Service Interactions

The following is a summary of customer interactions within Service Barrie for the 2017 calendar year. Statistics reflect inquiries received over 249 days of operation.

- Phone Calls – 76,925
- Emails – 22,785
- Counter – 41,734
- PingStreet – 982 problem reports
- Service Requests inputted for Roads Parks Fleet – 8,247
- Calls diverted by customer self-service – 25,642 (estimated)

Total Customer Interactions= 147,421
Average Daily Customer Interactions = 593



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Moving Forward

2018 is the year of technology upgrades for Services Barrie. Phase four of our implementation will bring about multiple new initiatives including the implementation of a modern telephony system being implemented by our Information Technology department that will allow for more efficient routing of calls to increase call answer speed while providing concrete metrics. The anticipated launch time for this initiative is Q4 of 2018. In addition to a change in the phone system, Service Barrie will continue work involving the integration of a Customer Experience Management system. This technology will increase Customer Service responsiveness and manage customer interactions such as information inquiries, complaints and service requests. It will also house a robust knowledge management system and improve overall reporting functionality. The accepted solution will include the ability for customers to submit requests via telephone, online self-service portal, e-mail, in-person and social media, all of which will integrate into one platform for staff to track escalations and document resolutions. As part of this procurement, City of Barrie staff are currently in negotiations with vendors for implementation planned in late 2018/early 2019.

Service Barrie will continue to assist both internal and external customers with multi-departmental inquiries. In addition to technological advancements, phase four will see the onboarding of Environment Services- Waste Collection, Creative Economy and Recreation Services. Staff will continue to work towards continuous process refinement and overall streamlining of workplace efficiencies through a positive, client-centered approach.

Any and all questions regarding information contained in this Memorandum may be directed to Monique Kovacs, Manager of Customer Service at ext. 4747.

Service Barrie CUSTOMER SERVICE CONTACT CENTRE

Service Barrie is your first place to contact the City of Barrie (705) 726-4242 for issues related to street sweeping, graffiti reports, building/zoning complaints, potholes and street lights. They can also help you:

PAY: Taxes, water bills, parking tickets, business license applications

PURCHASE: Transit/parking & waterfront passes, garbage tags, community garden plots, zoning compliance letters, marriage License, pet License, commissioning services, commemorative trees & benches, subdivision maps

PICKUP: Recycling containers, green bins, Community Information & Waste Reduction calendar, bid packages for City tenders, and City of Barrie pins, pre-ordered engineering drawings

BOOK: Commissioning appointments, marriage license appointments, City Hall tours, art displays for City Hall, and use of display case

REQUEST: Sewer & sanitary service drawings, information about Roads, Parks & Fleet services (i.e. Communities in Bloom, winter control, street sweeping), construction project & capital plan information

SUBMIT: Residential building applications, building/zoning complaints, graffiti reports, Adopt-a-Park requests, service requests for Roads, Parks & Fleet services (i.e. potholes, dead tree replacement), applications for Specialized Transit, bids & tenders.

PHONE: (705) 726-4242 **COUNTER:** 1st Floor City Hall, 70 Collier Street **EMAIL:** ServiceBarrie@barrie.ca