

Service Barrie
CUSTOMER CONTACT CENTRE



**We're
here
to help.**

Customer Service Update May 1, 2017 – City Council

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Phase one of Service Barrie went live **Monday November 28th**.

Phase One Centralized Services

- Roads Parks & Fleet customer requests
- Finance Revenue branch customer interactions
- Switchboard
- Information Desk functions including phones, emails & in-person at the counter at City Hall on the first floor



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Video



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Statistics Q1 2017

- Total Customer Interactions
30,659 with a daily average of 488
- Phone Calls – 16,025
- Emails - 5400
- Counter – 7841
*(Parking Passes(728),
Garbage Tags(146), Parking
Tickets(978), Transit
Pass(130))*
- PingStreet – 220
problem reports
- Service Requests
inputted for RPF -
1647



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Requests and inquires from residents

- Winter Control – ends of driveways, Sidewalk boulevard repair
- Potholes, potholes, potholes!
- Interim Tax Deadline
 - 5000 properties with postdated cheques*
 - 500 in person payments on due date*
 - 940 customer interactions on February 27th and 3200 for the week*
- Waterbilling is currently our largest service line (30%)
- Residential building permits – learning fast
- One off requests - Building our Knowledge



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Good News!!

- Resident reaction *“that makes sense”, “You called me back!!” “Thanks so much for your help! The customer service unit is so much more effective for residents!! ”*
- Ability to notice trends
multiple calls/emails – staff collaboration on response & reporting
- Alignment with customer service and communications
- Ongoing increases in efficiency & process improvements



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The Learning Curve

- Wait time for calls to be answered
 - Typical wait (if any) is less than 1 minute
 - Options to self direct or leave a message
 - More information on barrie.ca – reduce need to call
- The connections between departments and services



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Moving Forward

Phase 2 went live March and April with Engineering and Building - *Planning expected June 1st*

- Related departments with crossover of customer interactions
- Leverage new technology Accela, GIS Portal
- Timed to impact only one change for the Customer



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Services Now Available

- **Pay** - taxes, water bills, parking tickets, Building permit & inspection fees, community gardens, commemorative trees, benches etc.
- **Purchase** - transit passes, parking passes, garbage tags, Engineering drawings & maps, paid waterfront passes
- **Pickup** - recycling containers, green bins, waste management calendars and bid packages for city tenders, Building Info brochures
- **Book** - City Hall tours, art displays for City Hall, Building Inspections (coming soon)

(new in phase 2)



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Services Now Available

- **Request** - information about Roads, Parks & Fleet services (i.e. Communities in Bloom, winter control, street sweeping), Update on building permits, timing for inspections, water/sewer house connection info, adopt a park, development information, construction updates
- **Submit** - service requests for Roads Parks and Fleet services (i.e. pot holes, dead tree replacement, street lights out, applications for specialized transit use, bids & tenders), Building permit applications, building & zoning complaints

(new in phase 2)



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What's Next?

Improvement Focus

- New Communications Infrastructure will allow for more efficient routing of calls to increase speed of answer and will provide better metrics – anticipated Q4 2017
- Acquire Integrated Customer Management technology (CRM) – will increase responsiveness, reporting capabilities, recognition of trends



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