



Customer Service Update

Committee of the Whole

May 13, 2024

Customer Service Standards

- We will treat you in a professional and respectful manner
- We will treat you fairly while complying with all our policies, by-laws and regulations
- We will provide service in a responsible, efficient and timely manner
- We will acknowledge initial receipt of your correspondence within two business days
- We will ensure our services are accessible for all our customers
- We will identify ourselves to you by using our first name and position title (where applicable)

Implementation Plan

1. Primary source for intake of service requests (for reporting issues or concerns):
 - Email – requests@kingville.ca
 - Phone – 519-733-2305
2. Every department utilize a tracking system for service requests
3. Customers be provided with a tracking number that corresponds to the request
4. That service requests be responded to by staff based on whether the request is (i) an emergency or matters affecting safety or (ii) the order in which the request is received; not based on “who” is making the request
5. That a new Customer Service position be included for consideration in the 2023 budget

Programs with Customer Interactions

Finance

- Tax and water account activity
- Processing tax certificate requests, water finals and statement of account requests

Parks & Rec and Program and Events

- Facility bookings
- Program registrations

Planning and Building Department

- Cloudpermit

- Planning applications
- Building permits

By-Law, Engineering, Parks & Rec, Public Works and Water/Waste Water – requests@kingville.ca

- Track and monitor all resident concerns or issues
- Track all encroachment permits
- Used internally to request services (health and safety issues to be addressed)

2023 in Review

Corporate Services

- 543 licences/permits/vouchers

Fire Department

- 422 open burn permits
- 830 fire safety inspections

Finance

- 509 ownership changes
- 348 water finals

Programs and Events

- 20+ programs with different age categories
- 53 events hosted by staff

Parks & Recreation

- 8300 hours of facility bookings
- 1100 hours of user group ice time
- 420 hours of public programming ice time

Engineering

- 398 inspections for various permits or applications (encroachment permits, indemnity releases, etc)

2023 in Review

Building and By-Law

- 3487 building inspections
- 208 closed permits
- 1295 by-law inspections

Planning Department

- 214 active planning files
- 92 files in pre-consultation
- 17 plans of subdivision in various stages

Requests@kingsville.ca

Reporting Period	Opening Balance	New SRs	Closed SRs	Ending Balance
2023 Summary				
External	353	2062	-2071	344
Internal	392	967	-756	603
Total	745	3029	-2827	947

External

Any issue or concern that is initiated by a resident or a councilor

Internal

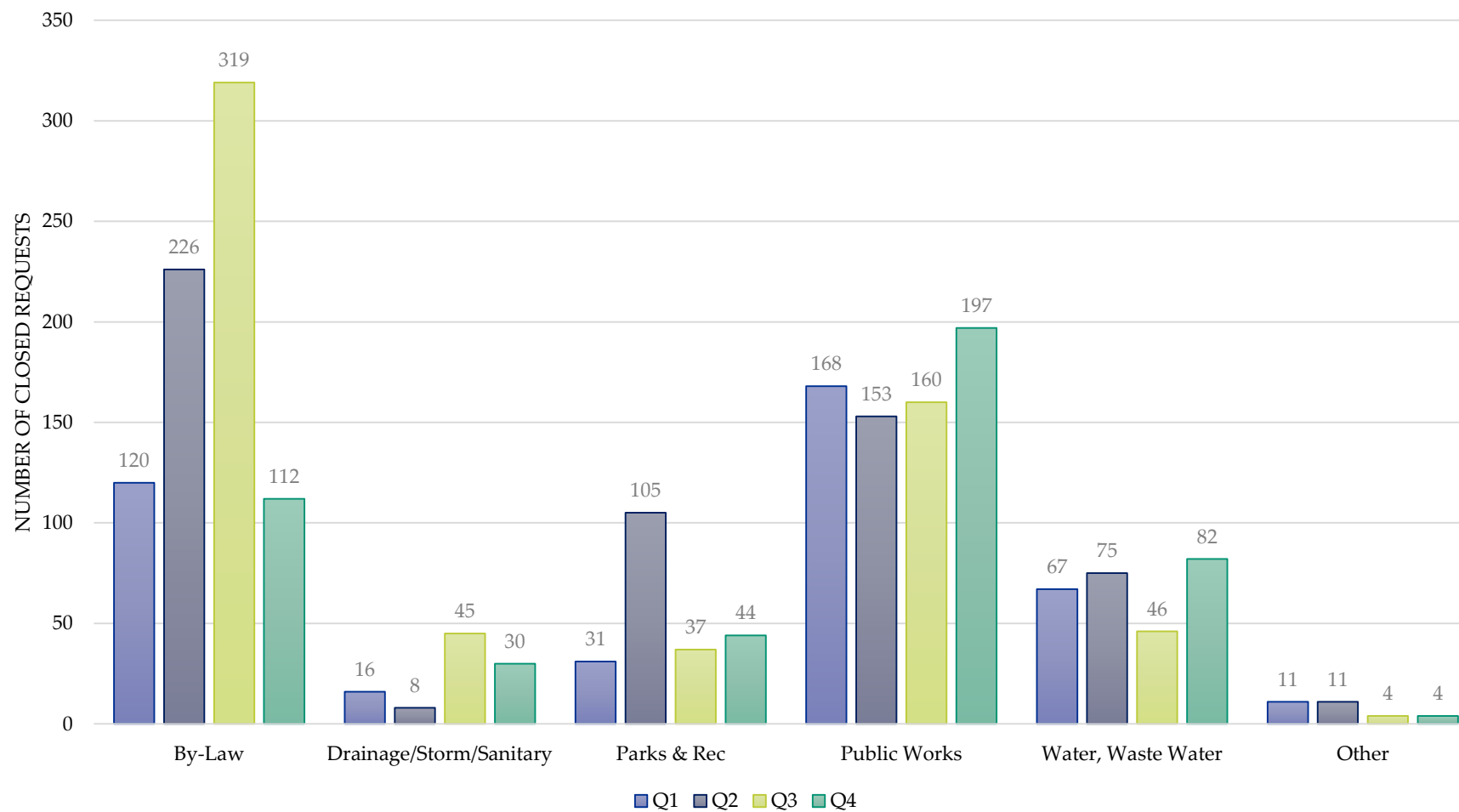
Anything initiated by an employee or an application or permit that requires fulfillment by the applicant.

2023 – Resident Initiated Requests

Department	Opening Balance	New Requests	Closed Requests	Ending Balance
By-Law	121	680	-777	24
Drainage/Storm/ Sanitary	16	114	-99	31
Parks & Rec	31	199	-217	13
Public Works	124	717	-678	163
Water, Waste Water	44	313	-270	87
Other	17	39	-30	26
Total Requests	353	2062	-2071	344

Data source – Requests@

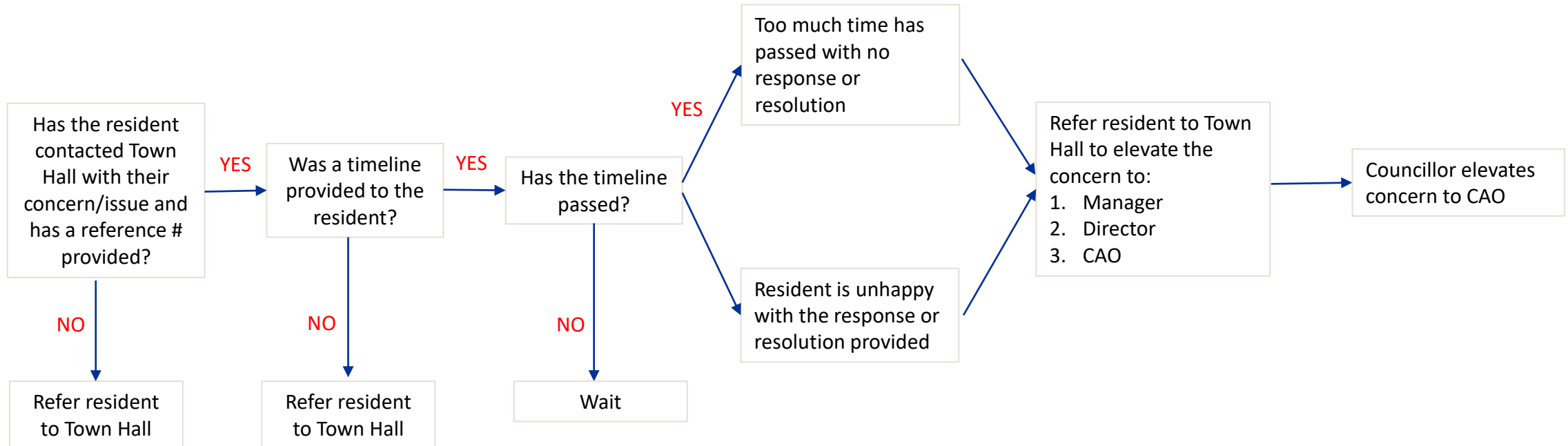
2023 - CLOSED RESIDENT REQUESTS/CONCERNS



What's next for customer service

- Develop KPIs to monitor / improve response times
- Continual monitoring of concerns initiated through requests@kingville.ca
 - Monthly review of new requests
 - Quarterly review of all requests
- June – half-day customer service training with managers and supervisors
- November – customer service workshop with all staff

When Residents Call Councillors or the CAO



Questions / Comments