



Meeting Date: January 11, 2023

Submitted by: Tiffany Farrell, Director of Corporate Services

Report No: CPS-04-2023

Subject: Customer Service Delivery Review, Policy and Procedure

Recommendation:

THAT Report CPS-04-2023, re: Customer Service Delivery Review, Policy and Procedure be received;

AND THAT the Middlesex Centre Customer Service Policy and Procedure as developed by Municipal staff and Blackline Consulting appended to Report CPS-04-2023 be approved.

Purpose:

To make recommendations and outline findings to Council regarding the Customer Service Delivery Review performed by Blackline Consulting in 2022.

Background:

As part of the Municipal Modernization Program Intake 3 – Third-Party Review Stream, Middlesex Centre was successful in receiving a grant to cover 100% of the cost to complete a municipal service delivery review as it pertains to customer service.

The objective of the Municipal Service Delivery Review was to review current service delivery processes and determine opportunities for improved the efficiency through digital means.

The Municipal Service Delivery Review accomplished:

- i) review current customer service delivery;
- ii) recommend service delivery improvements and outline associated cost savings;
- iii) recommend new policies and procedures as they relate to serving the community; and

- iv) create a new customer service policy for Middlesex Centre.

The review concentrated on the Municipality's customer service capacities, software packages/systems being utilized, and digital best practices.

Analysis

The process of the service delivery review and the development of the Customer Service policy and procedure consisted of work undertaken by the Municipality of Middlesex Centre between Spring 2022 and Winter 2022. The process was led by Blackline Consulting, who engaged senior managers and staff from all municipal departments in their review and the development of recommendations.

During the initial review, it was determined that additional work would be performed on the municipality's planning and development processes. These detailed findings will be consolidated with the final report uploaded to the Municipal website.

Funding for this project was provided under the Province of Ontario's Municipal Modernization Program – Intake 3 – Review Stream. Interim reporting has been completed and final reporting will be completed following Council approval.

There are ten (10) recommendations discussed in detail throughout the appended plan.

Financial Implications:

Total cost of the service delivery review and creation of the policy was \$64,460 plus HST.

Total cost of the planning and development service delivery add-on project was \$13,075 plus HST.

Total cost is \$77,535.00 plus HST.

No impact to the municipal tax levy, fully funded under the municipal modernization program for this review and creation of the customer service policy and procedure.

The report does contain recommendations over the next few years, these recommendations all have a cost involved and staff will review and evaluate these recommendations each budget year and the costs will be included in the budget for council consideration.

Strategic Plan:

This matter aligns with following strategic priorities:

The process of developing the Customer Service review and policy and procedure as discussed in this report directly responds to:

- Responsive Government - Objective 5.1 – Enhance Customer Service
 - By implementing a customer service policy.
 - By expanding opportunities for digital and on-line services.
 - Continuing to enhance and promote the website as the one-stop source of information about municipal services and activities.
- Responsive Government - Objective 5.3 – Foster a culture of innovation, continuous improvement, and cost-effective service delivery
 - By sharing information and gathering input, continuing our timely and effective communication to the public.
 - By reviewing and enhancing our processes

Attachments:

A1 Middlesex Centre Customer Service Review, January 2023

A2 Customer Service Policy

A3 Customer Service Procedure

A4 Middlesex Centre Customer Service Review Presentation