# 2014/15 Q4 and Year End Citizen Service Request Performance Report

Executive Standing Committee

November 23, 2015

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# Introduction

**Why measure and report on performance?**

- To understand how well we are doing (data)
- To inform where we need to improve (analysis)
- To evaluate the impact of changes (monitoring)

**All of the above equals Performance Management**

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# Background

**Performance Measurement Framework**

- Financial Performance
- Our People
- Health and Safety
- Service Excellence
  - Citizen Service Request Performance Report

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# Customer Relationship Management (CRM)

- CRM basics
  - Tier 1- intake, triage, resolve when possible
  - Tier 2 - pick up and action
- Hansen Customer Service Module
- Service Delivery Processes/Work Orders

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# Reporting Challenges

- Hansen end of life, not the best tool

- Broad range of services with different processes and back end systems

- Complex Reporting

- Consistent Use (closing the service loop)

- What "closed" means

- Citizen Request for Service vs. Asset Defect Notification

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# 14/15 Year End Tier 1 vs. Tier2

**New Citizen Service Requests**
**311 (tier 1) / BU's (tier 2)**
**April 01, 2014 to March 31, 2015**
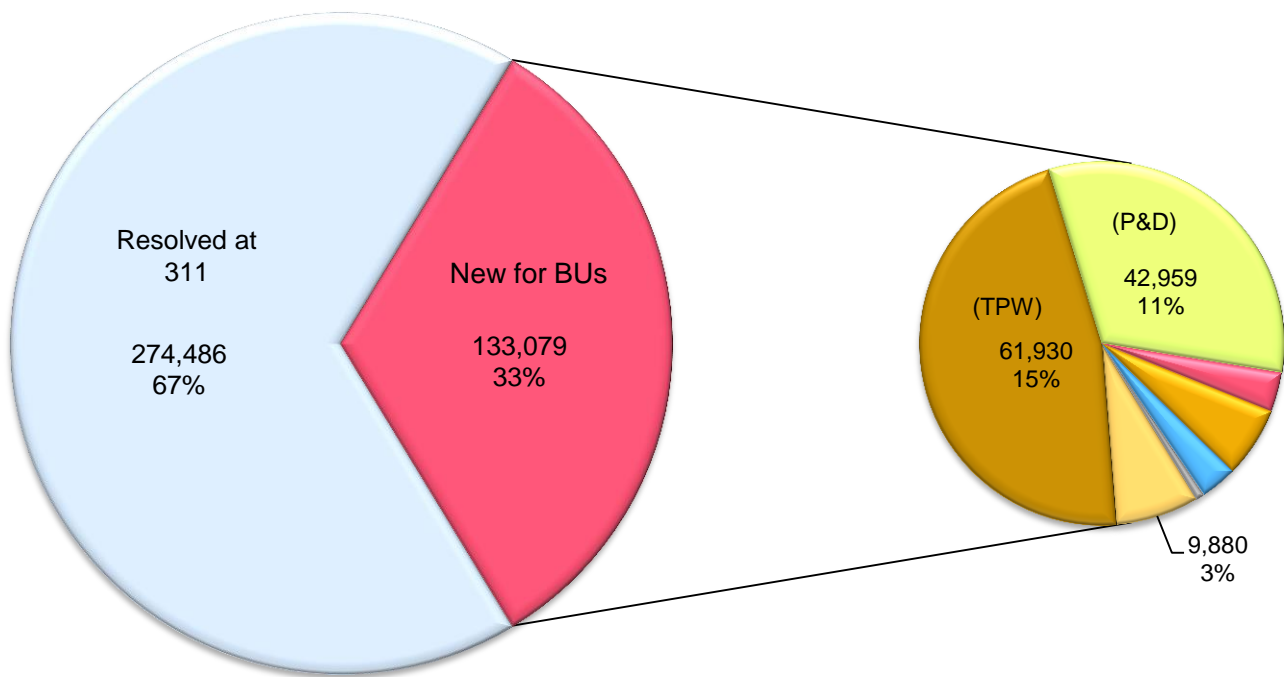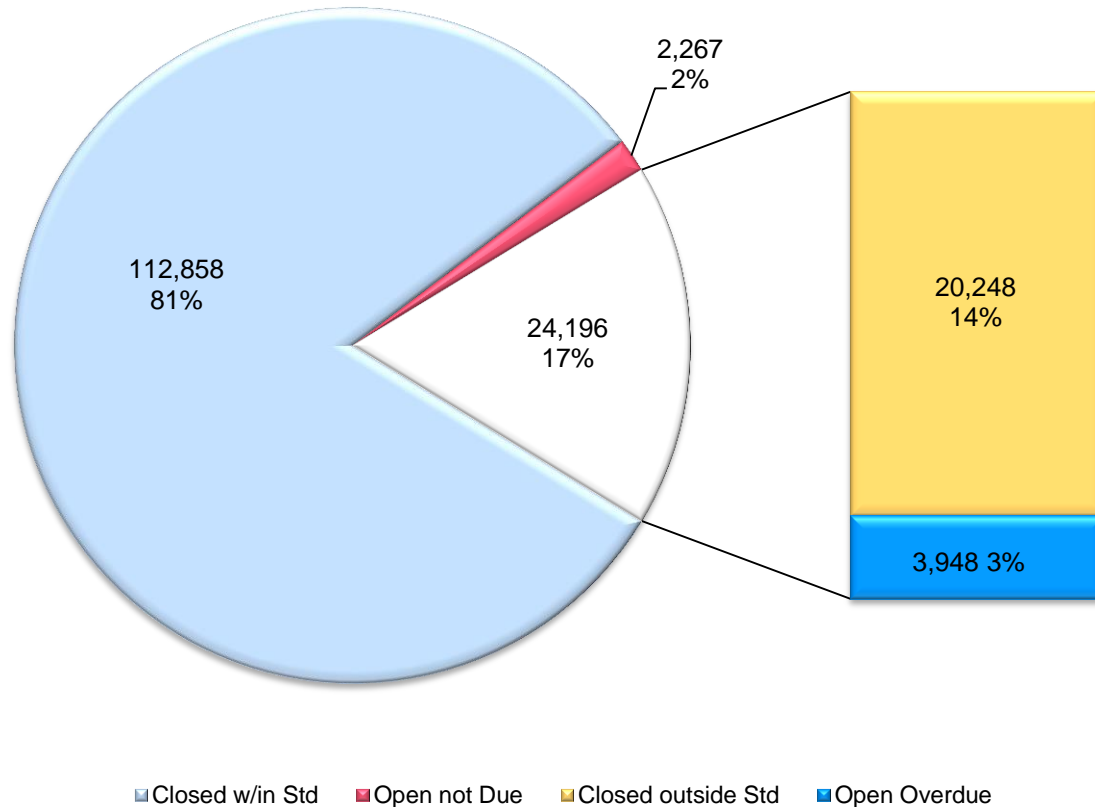


311  to HT  to TPW  to P&D  to OS  to FICT  to HW  to P&R  to Legal

# 14/15 Year End Results Tier 2 Only

**HRM Tier 2 Citizen Service Requests**
**April 01, 2014 to March 31, 2015**



- 2,267 2%
- 112,858 81%
- 24,196 17%
- 20,248 14%
- 3,948 3%

Legend:
- Closed w/in Std
- Open not Due
- Closed outside Std
- Open Overdue

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# Questions and Discussion

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