

LIS Corporate Project
Customer Service Module

Presentation to Council

October 15, 2002

Purpose

- To provide Council with
 - a **demonstration** of the Customer Service Module,
 - **benefits** achieved to date,
 - and **next steps** within Customer Service

Background

- LIS Project launched - January 2002
- Customer Service Module rolled out – July 2002 to the Call Centre & its clients (*Finance, Transit, Solid Waste, Community Projects, Pesticide*)
- More than 100 staff were trained for initial implementation
- Since July 8th more than 110,000 citizen requests have been received and tracked

● Customer Service Demonstration



Benefits

- Real time performance indicators
 - 90% of citizen requests are closed on initial contact
 - 1 % of all requests remain in progress
- Custom reports based on client needs
- Increased ability to identify trends and issues to improve service delivery to the public as other modules (*Infrastructure, Permitting, Bylaw Enforcement*) are added.
- Transformation of Data → Information → Knowledge → Service
- Tracking of every call coming into the organization through the Call Centre
- Potential to make this tool available to all staff within HRM

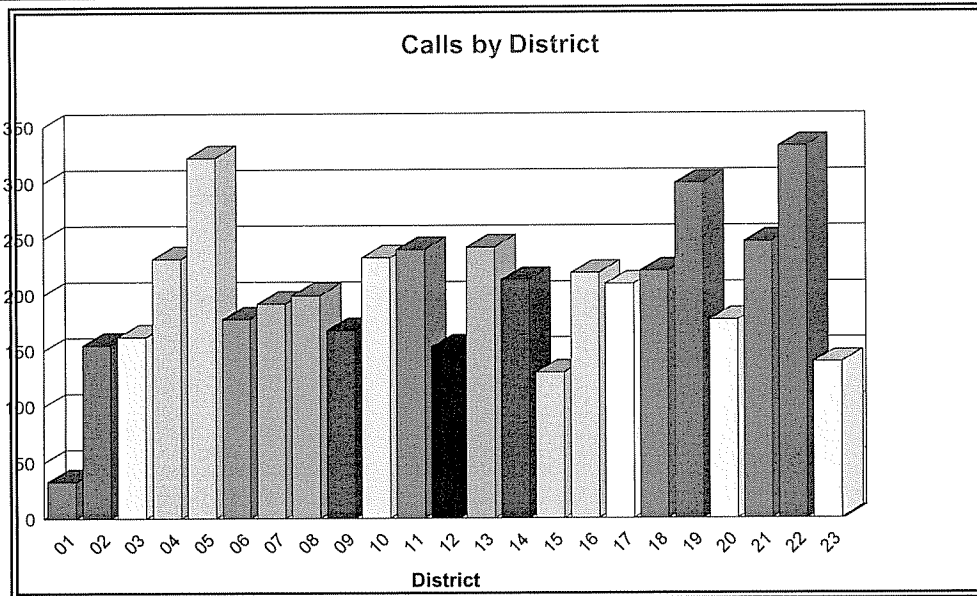
Customer Service Next Steps

- Roll out to Dispatch & its clients – October 21st
 - *Public Works & Transportation (Streets & Roads, Technical & Underground Services)*
 - *Parks & Recreation (Parks & Open Spaces)*
 - 80 staff have been trained
- Needs assessment for roll out to City Hall (*Mayor, CAO, Municipal Clerk & Councillors' support*) to begin week of October 28th
- Enhanced reporting
- Development and implementation of a quality assurance scorecard
- Development of the knowledgebase

Discussion



HRM Call Centre Activity Summary by District



4,695

District-specific calls
received during the period
of:

July 08, 2002

to

October 09, 2002

	Total calls	Resolved on Contact	Completed Svc Request	In Progress
01: EASTERN SHORE - MUSQUODOBOIT V	33	calls		
Solid Waste	21	3	14	4
Finance	10	6	4	0
Community Projects	2	0	0	2
Total for 01: EASTERN SHORE - MUSQUODOBOIT V	33	9	18	6
02: WAVERLEY - DUTCH SETTLEMENT	155	calls		
Finance	90	76	14	0
Solid Waste	58	18	31	9
Community Projects	5	1	1	3
Parks & Recreation	1	1	0	0
Shared Services	1	0	1	0
Total for 02: WAVERLEY - DUTCH SETTLEMENT	155	96	47	12
03: PRESTON - PORTER'S LAKE	162	calls		
Finance	121	103	16	2
Solid Waste	31	3	24	4
Community Projects	10	0	0	10
Total for 03: PRESTON - PORTER'S LAKE	162	106	40	16
04: COLE HARBOUR NORTH - CHERRY BR	232	calls		
Finance	168	150	18	0
Solid Waste	53	11	30	12
Community Projects	9	0	1	8
Metro Transit	2	1	1	0
Total for 04: COLE HARBOUR NORTH - CHERRY BR	232	162	50	20
05: EASTERN PASSAGE - COLE HARBOUR	322	calls		
Finance	229	206	21	2
Solid Waste	73	13	43	17
Community Projects	17	0	4	13
Police Services	2	1	0	1
Parks & Recreation	1	1	0	0
Total for 05: EASTERN PASSAGE - COLE HARBOUR	322	221	68	33
06: WESTPHAL - WAVERLEY ROAD	178	calls		
Finance	130	111	19	0

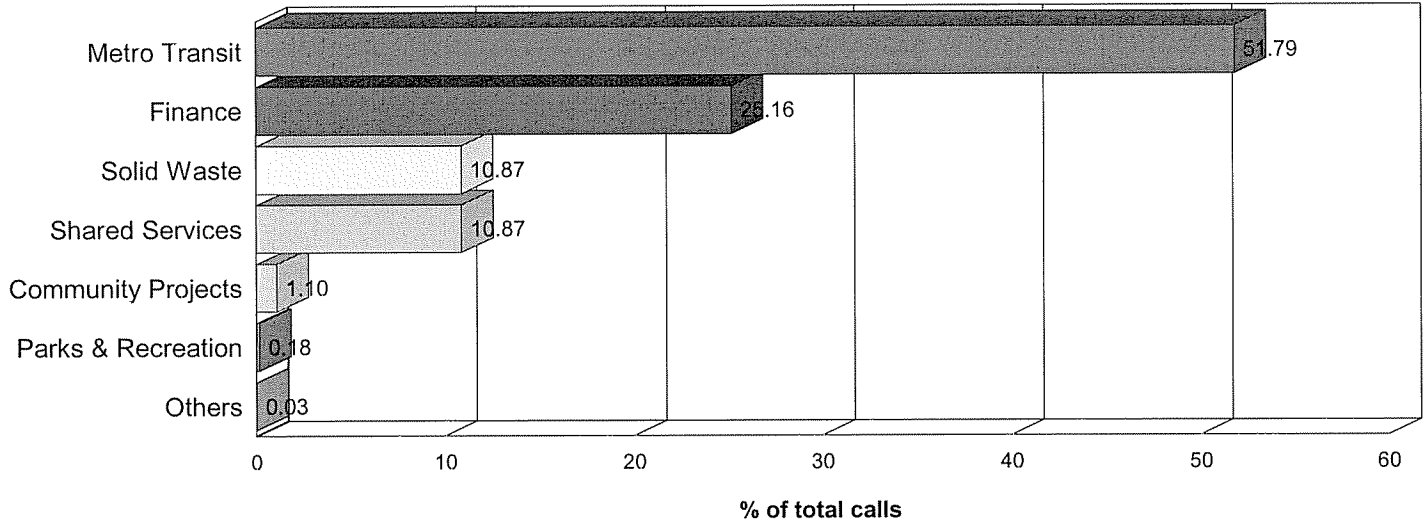
	Total calls	Resolved on Contact	Completed Svc Request	In Progress
06: WESTPHAL - WAVERLEY ROAD	178	calls		
Solid Waste	40	6	32	2
Community Projects	6	0	0	6
Parks & Recreation	1	1	0	0
Shared Services	1	1	0	0
Total for 06: WESTPHAL - WAVERLEY ROAD	178	119	51	8
07: WOODLAWN	192	calls		
Finance	135	116	19	0
Solid Waste	42	9	30	3
Community Projects	10	0	2	8
Parks & Recreation	4	1	1	2
Shared Services	1	1	0	0
Total for 07: WOODLAWN	192	127	52	13
08: WOODSIDE	199	calls		
Finance	135	116	18	1
Solid Waste	50	7	35	8
Community Projects	12	1	0	11
Metro Transit	1			1
Parks & Recreation	1	1	0	0
Total for 08: WOODSIDE	199	125	53	21
09: ALBRO LAKE - HARBOURVIEW	168	calls		
Finance	128	106	21	1
Solid Waste	20	0	17	3
Community Projects	19	0	1	18
Parks & Recreation	1			1
Total for 09: ALBRO LAKE - HARBOURVIEW	168	106	39	23
10: DARTMOUTH CENTER	233	calls		
Finance	167	142	24	1
Solid Waste	34	10	19	5
Community Projects	30	3	4	23
Shared Services	2	2	0	0
Total for 10: DARTMOUTH CENTER	233	157	47	29
11: HALIFAX NORTH END	240	calls		
Finance	160	134	26	0
Solid Waste	43	13	22	8
Community Projects	36	2	6	28
Shared Services	1			1
Total for 11: HALIFAX NORTH END	240	149	54	37
12: HALIFAX DOWNTOWN	153	calls		
Finance	87	65	22	0
Community Projects	35	1	4	30
Solid Waste	29	9	16	4
Metro Transit	1	0	1	0
Shared Services	1	1	0	0
Total for 12: HALIFAX DOWNTOWN	153	76	43	34
13: NORTHWEST ARM - SOUTH END	242	calls		
Finance	161	137	22	2
Solid Waste	45	14	19	12
Community Projects	35	0	8	27
Shared Services	1	1	0	0
Total for 13: NORTHWEST ARM - SOUTH END	242	152	49	41
14: CONNAUGHT - QUINPOOL	213	calls		
Finance	141	125	16	0
Solid Waste	40	11	20	9

	Total calls	Resolved on Contact	Completed Svc Request	In Progress
14: CONNAUGHT - QUINPOOL	213	calls		
Community Projects	30	1	4	25
Shared Services	2	2	0	0
Total for 14: CONNAUGHT - QUINPOOL	213	139	40	34
15: FAIRVIEW - CLAYTON PARK	130	calls		
Finance	78	66	12	0
Solid Waste	35	13	13	9
Community Projects	15	1	1	13
Metro Transit	2	1	1	0
Total for 15: FAIRVIEW - CLAYTON PARK	130	81	27	22
16: PRINCE'S LODGE - CLAYTON PARK	219	calls		
Finance	158	137	21	0
Solid Waste	50	12	34	4
Community Projects	8	2	3	3
Metro Transit	1	1	0	0
Parks & Recreation	1	1	0	0
Shared Services	1	1	0	0
Total for 16: PRINCE'S LODGE - CLAYTON PARK	219	154	58	7
17: PURCELL'S COVE - ARMDALE	209	calls		
Finance	137	117	19	1
Solid Waste	52	16	23	13
Community Projects	17	0	0	17
Metro Transit	2	1	1	0
Shared Services	1	1	0	0
Total for 17: PURCELL'S COVE - ARMDALE	209	135	43	31
18: SPRYFIELD - HERRING COVE	221	calls		
Finance	119	98	21	0
Solid Waste	67	12	35	20
Community Projects	32	1	4	27
Parks & Recreation	2	1	0	1
Metro Transit	1	1	0	0
Total for 18: SPRYFIELD - HERRING COVE	221	113	60	48
19: UPPER SACKVILLE - BEAVERBANK	299	calls		
Finance	197	171	24	2
Solid Waste	87	18	54	15
Community Projects	14	0	4	10
Shared Services	1	1	0	0
Total for 19: UPPER SACKVILLE - BEAVERBANK	299	190	82	27
20: LOWER SACKVILLE	177	calls		
Finance	104	88	15	1
Solid Waste	59	15	34	10
Community Projects	13	1	2	10
Shared Services	1	1	0	0
Total for 20: LOWER SACKVILLE	177	105	51	21
21: BEDFORD	247	calls		
Finance	198	182	15	1
Solid Waste	31	8	15	8
Community Projects	13	3	2	8
Parks & Recreation	5	3	2	0
Total for 21: BEDFORD	247	196	34	17
22: HAMMONDS PLAINS - TIMBERLEA	332	calls		
Finance	217	189	25	3
Solid Waste	107	25	58	24
Community Projects	7	0	1	6

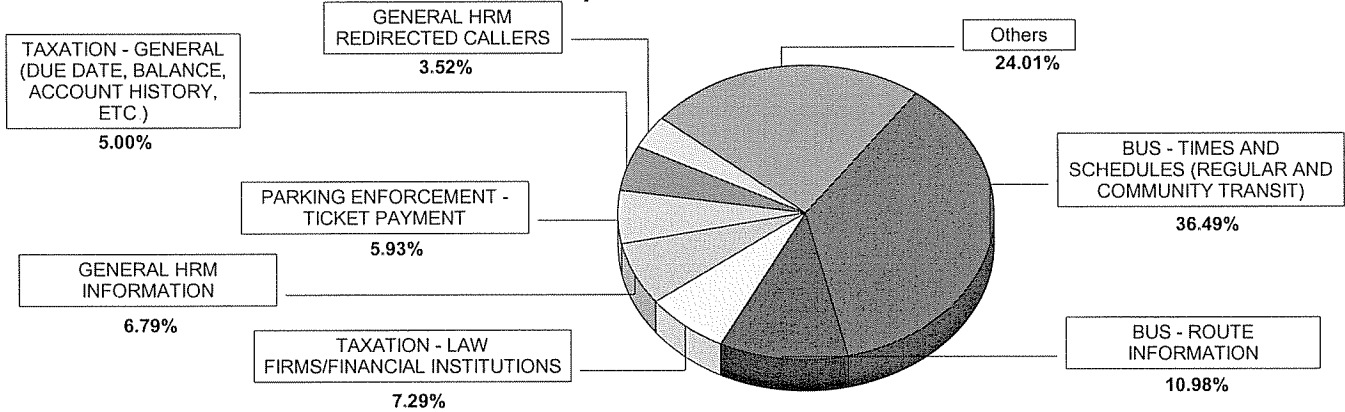
	Total calls	Resolved on Contact	Completed Svc Request	In Progress
22: HAMMONDS PLAINS - TIMBERLEA	332	calls		
Shared Services	1	1	0	0
Total for 22: HAMMONDS PLAINS - TIMBERLEA	332	215	84	33
23: PROSPECT - ST. MARGARET'S BAY	139	calls		
Solid Waste	73	18	33	22
Finance	61	47	14	0
Community Projects	5	0	1	4
Total for 23: PROSPECT - ST. MARGARET'S BAY	139	65	48	26
Grand totals:	4,695	2,998	1,138	559

109,688 total calls recieved during the period

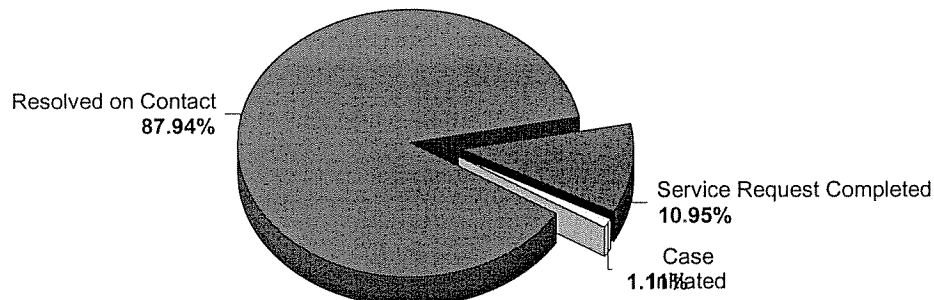
Call Percentage by Division



Top 8 Problem Codes



Calls by Disposition



	Total calls	Resolved on Contact	Completed Svc Request	Case Initiated
Community Projects	1,203	calls (1.10% of all calls)		
COMM PROJECTS, ANIMAL CONTROL	89	83	1	5
COMM PROJECTS, BY-LAW ENFORCE	1,114	388	115	611
*** Total for Community Projects	1,203	471	116	616
Finance	27,599	calls (25.16% of all calls)		
FINANCE	2	0	2	0
FINANCE GRANTS PROGRAM	74	74	0	0
FINANCE, CASH MANAGEMENT	281	136	142	3
FINANCE, GENERAL REVENUE	11,051	3,653	7,299	99
FINANCE, TAXATION	16,191	14,586	1,508	97
*** Total for Finance	27,599	18,449	8,951	199
Metro Transit	56,810	calls (51.79% of all calls)		
METRO TRANSIT	55,798	55,784	11	3
METRO TRANSIT, ACCESS A BUS	100	55	43	2
METRO TRANSIT, CONVENTIONAL SV	400	128	259	13
METRO TRANSIT, EMPLOYEE SVCS	385	63	304	18
METRO TRANSIT, GO TIME	24	13	11	0
METRO TRANSIT, SCHEDULING	103	21	78	4
*** Total for Metro Transit	56,810	56,064	706	40
Parks & Recreation	197	calls (0.18% of all calls)		
PARKS & REC	1	0	1	0
PARKS & REC, STRATEGIC MGMT	196	177	13	6
*** Total for Parks & Recreation	197	177	14	6
Planning & Development	13	calls (0.01% of all calls)		
PLANNING & DEVELOPMENT	13	13	0	0
*** Total for Planning & Development	13	13	0	0
Police	16	calls (0.01% of all calls)		
POLICE SERVICES	16	14	0	2
*** Total for Police	16	14	0	2
Shared Services	11,928	calls (10.87% of all calls)		
SHARED SVCS, CIVIC ADDRESSING	58	15	42	1
SHARED SVCS, CUSTOMER SERVICE	536	527	1	8
SHARED SVCS, HRM CALL CENTRE	11,334	11,331	1	2
*** Total for Shared Services	11,928	11,873	44	11
Solid Waste	11,922	calls (10.87% of all calls)		
SOLID WASTE RESOURCES	11,922	9,404	2,176	342
*** Total for Solid Waste	11,922	9,404	2,176	342
Grand totals:	109,688	96,465	12,007	1,216