

## **COMMITTEE OF THE WHOLE (WORKING SESSION) – OCTOBER 25, 2005**

### **INTEGRATION OF SERVICE DELIVERY STANDARDS (PHASE 1) WITH ACCESS VAUGHAN**

#### **Recommendation**

The Commissioner of Economic/Technology Development and Communications, in consultation with the Chief Information Officer and the Manager of Access Vaughan recommends:

1. That Council receive this report for information.

#### **Economic Impact**

There is no economic impact.

#### **Purpose**

The purpose of this report is to provide Council with an update on the process of integrating the City of Vaughan Service Delivery Standards (Phase 1) with the Access Vaughan Contact Centre.

#### **Background - Analysis and Options**

To achieve one of Vaughan Vision's primary objectives to provide service excellence to its residents and business community, Council had mandated staff to re-think how The City provides information and services. As its community becomes more sophisticated and expectations change, so should the municipal service delivery. The City of Vaughan is committed to launching Access Vaughan, a single point of contact for its residents, businesses and visitors.

On June 20, 2005 Council received an information package consisting of Phase 1 Service Delivery Standards (SDS) for the following functional areas for Access Vaughan integration:

- Economic / Technology Development and Communications :
  - Switchboard
  - Information Desk
- Community Services:
  - Recreation and Culture Civic Centre general inquiry
- Engineering and Public Works:
  - Public Works Solid Waste general inquiry
- Finance and Corporate Services:
  - Residential General Tax inquiry and billing information
- Legal and Administrative Services
  - By-Law Enforcement general inquiry
  - Meeting Hot Line

SMT is currently determining the process and staffing requirements to complete Phase 2 of SDS in terms of co-coordinating, collecting and centralizing a corporate wide SDS.

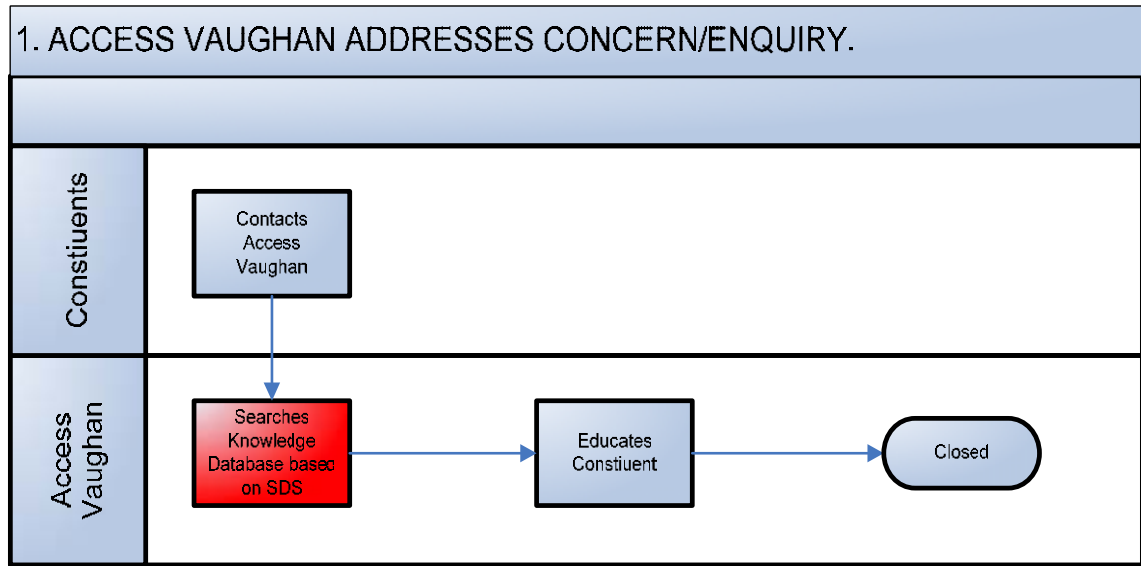
#### **Integration of SDS with Access Vaughan**

A key deliverable of the Access Vaughan contact centre project is the centralization of "business knowledge" in an electronic format. All information acquired in the creation of the contact centre will be managed in a centralized search-able repository. This Knowledge Management tool can be made available to the entire corporation. The basis of this knowledge will come from the SDS and will empower Access Vaughan, the one point of contact for the City, with the capabilities of providing accurate real time information to the constituents on how services are delivered to residents.

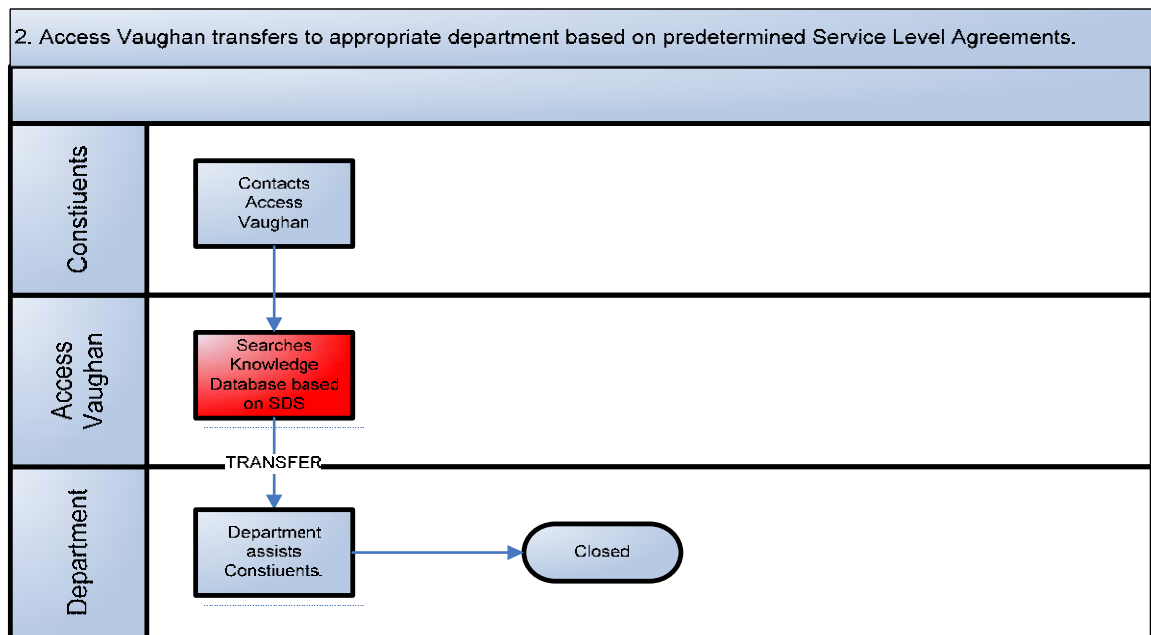
The SDS represents the current processes in which the City conducts their activities and business. The City processes will be broken down by the Access Vaughan team into call types and further defined into call flows, telephony and desktop solutions, CSR scripts and a centralized knowledge management repository. This information will be the basis for how Access Vaughan will answer citizen inquiries and manage residents' expectations for delivery of City services.

As part of Phase 1, enquiries directed to Access Vaughan will be handled through two resolution processes as defined through Service Level Agreements with the integrating functional areas:

1. Access Vaughan addresses citizen concern/enquiry.

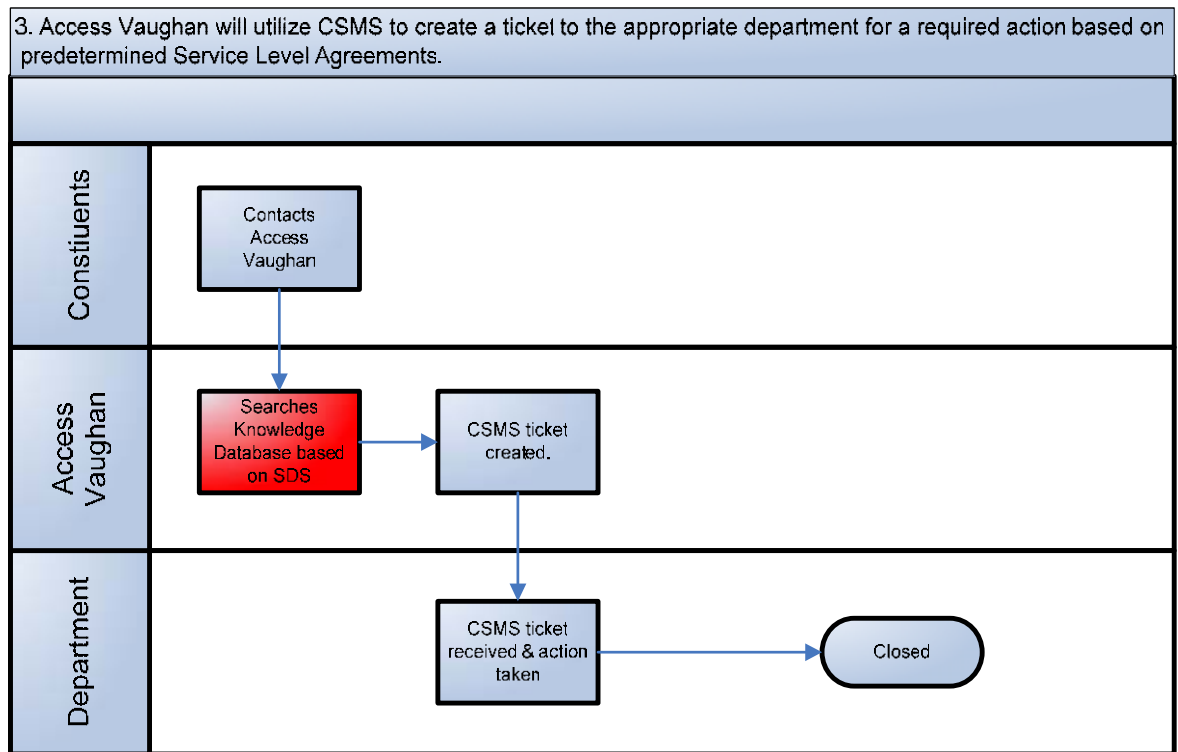


2. Access Vaughan will warm transfer to appropriate department based on predetermined Service Level Agreements.



Once Access Vaughan is live it is imperative that the contact centre settle as a business unit to allow for post implementation reviews and analysis.

As part of **Phase 2** roll out to commence in May, 2006, Access Vaughan will utilize CSMS to create an issue log and escalate it to the appropriate department for a required action and follow-up based on predetermined Service Level Agreements.



As illustrated in the diagrams, the red boxes exemplifying the SDS as a body of knowledge will be one of the key tools utilized towards proper and efficient call resolution.

### **Access Vaughan Update**

Access Vaughan is currently on track to open as the key centralized point of communication for all City of Vaughan residents on January 26, 2006. The Internal staff has been selected and job offers have been made. Part-Time External Hiring has commenced. The Business Requirements gathering and documentation is currently underway as well as the Communication and Marketing Strategies. The Access Vaughan team is also currently working towards securing Service Level Agreements with the six functional groups they are integrating with.

### **Relationship to Vaughan Vision 2007**

Service Delivery Standards support several key Vaughan Vision 2007 goal statements. They are as follows:

#### ***1.2 Establish and communicate service level standards that are affordable and sustainable.***

1.2.1 Develop service levels that are attainable and measurable.

1.2.2 Review current customer service practices and implement enhanced and consistent customer service standards. (Representative team from across the organization)

1.2.3 Communicate established service levels to the community.

**1.3 Provide effective and efficient delivery of services.**

1.3.1 Develop and implement innovative alternatives for service delivery.

**1.4 Develop an effective service measurement system.**

1.4.1 Review and implement benchmarks and standards to manage and measure service delivery.

1.4.2 Communicate service measurement results to the community.

6.2.1 Communicate established service levels and results to the community.

**Conclusion**

The integration of the SDS collected from the six functional areas that Access Vaughan will work with in Phase 1 is one of many “business knowledge” resources that will be used by Access Vaughan to provide accurate and real time information to the City of Vaughan public. The citizens of Vaughan will be able to reach all the information and direction required through a single source thereby eliminating multiple calls to the City. Moreover, for the departments that are integrating with Access Vaughan there is the true potential for a “one-stop” customer service experience.

**Attachments**

None.

**Report prepared by:**

Frank Miele, Commissioner of Economic/Technology Development and Communications

Respectfully submitted,

Frank Miele  
Commissioner of Economic/Technology Development and Communications