

Customer Service Strategy Update

JUNE 15, 2016

COUNCIL

Organizational Lingo

Department

Director

Division

Manager

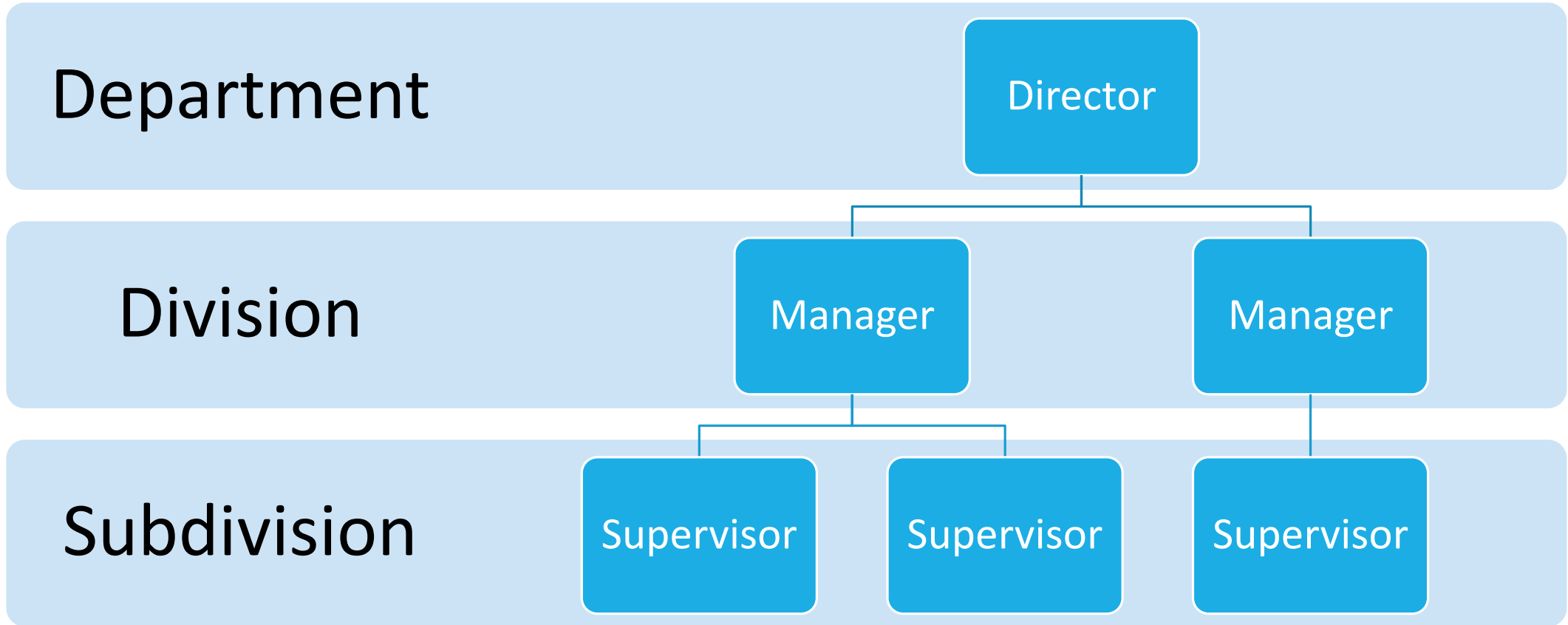
Manager

Subdivision

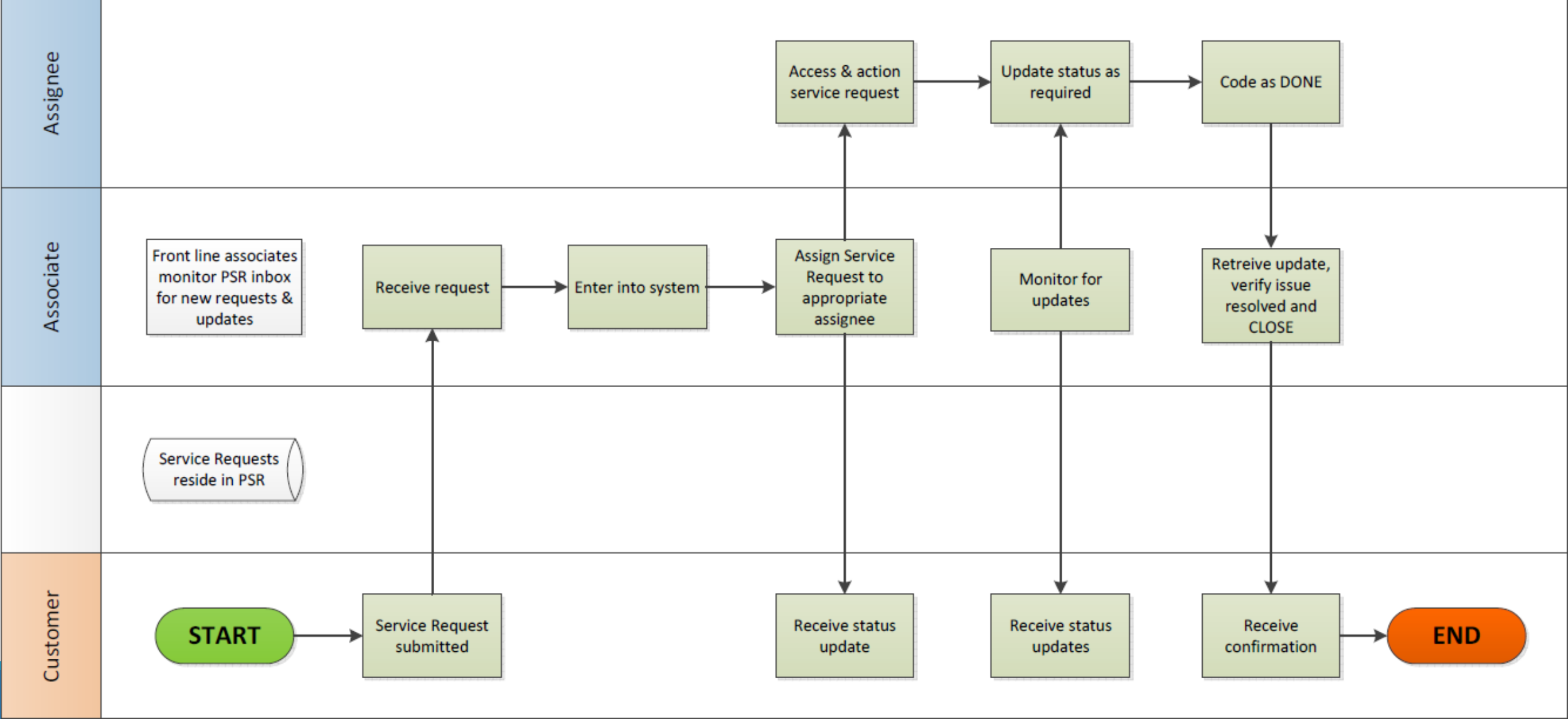
Supervisor

Supervisor

Supervisor



Phase 1 process flow



Service Dashboard

Corporate KPI

Total Work Orders: 82

Total Work Due

Series: All

Date To: 6/9/2016

Work Orders Due



Work Order Hours Due



Details for:

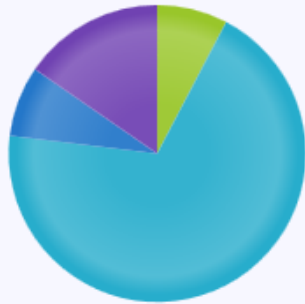
Assign To: **Multiple**

Work Orders Done: **13**

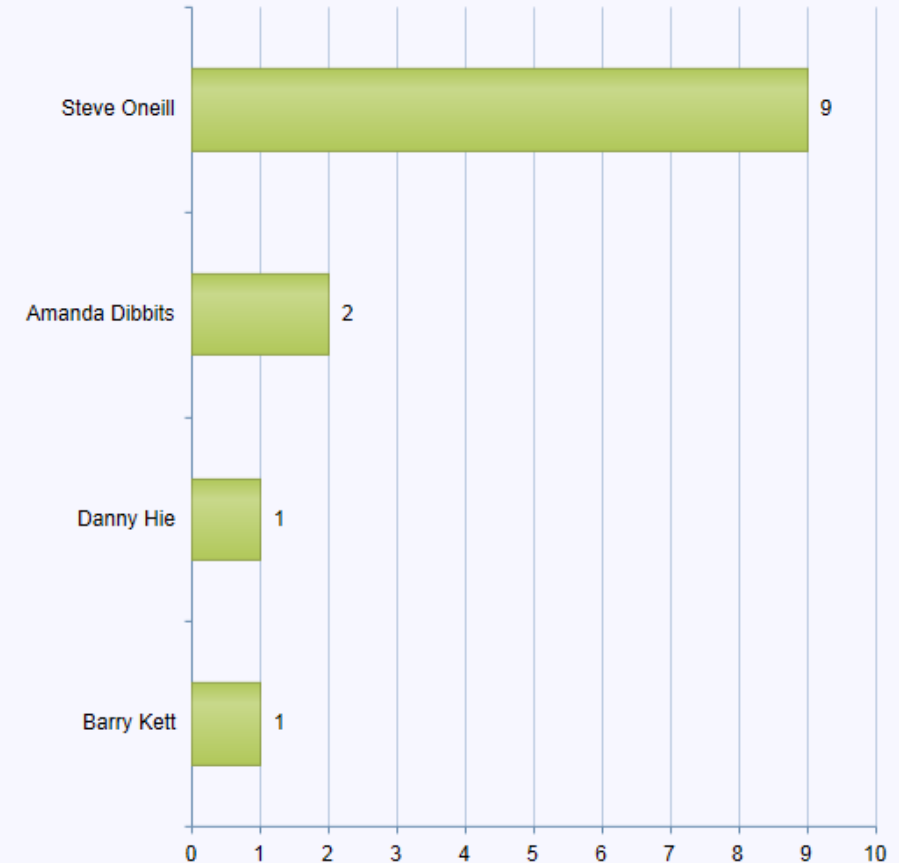
Hours Done: **0.00**

Met Standard: **11 (84.62%)**

Work Orders Done by Service Class

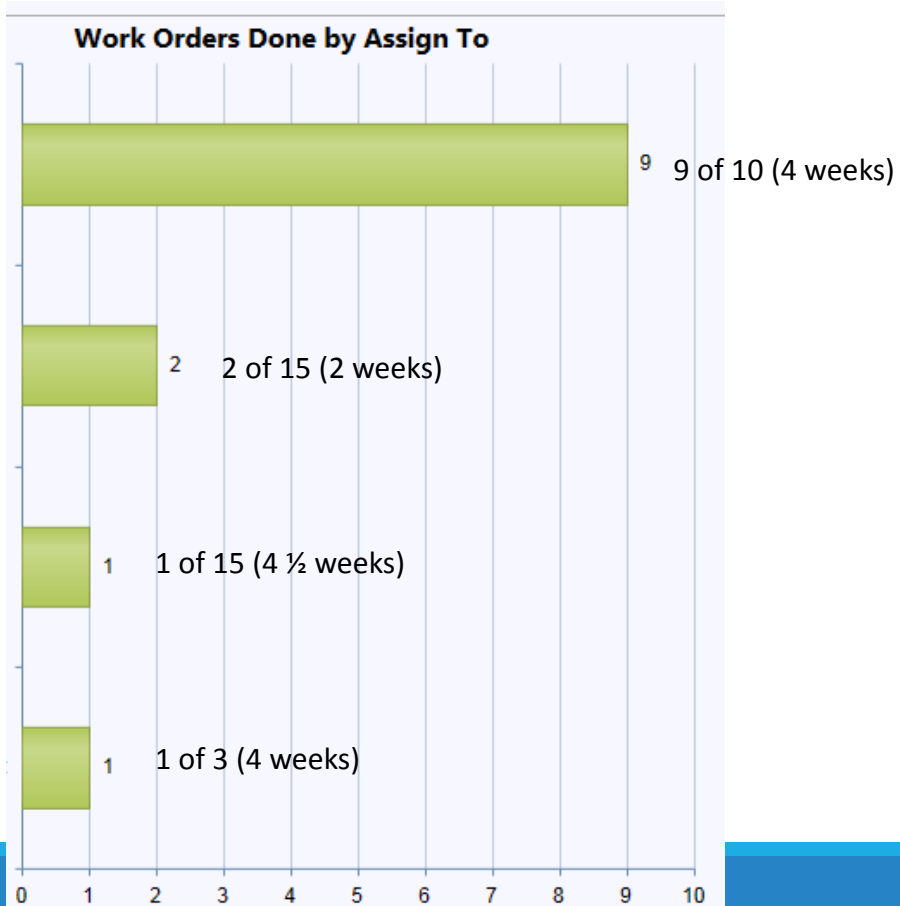


Work Orders Done by Assign To

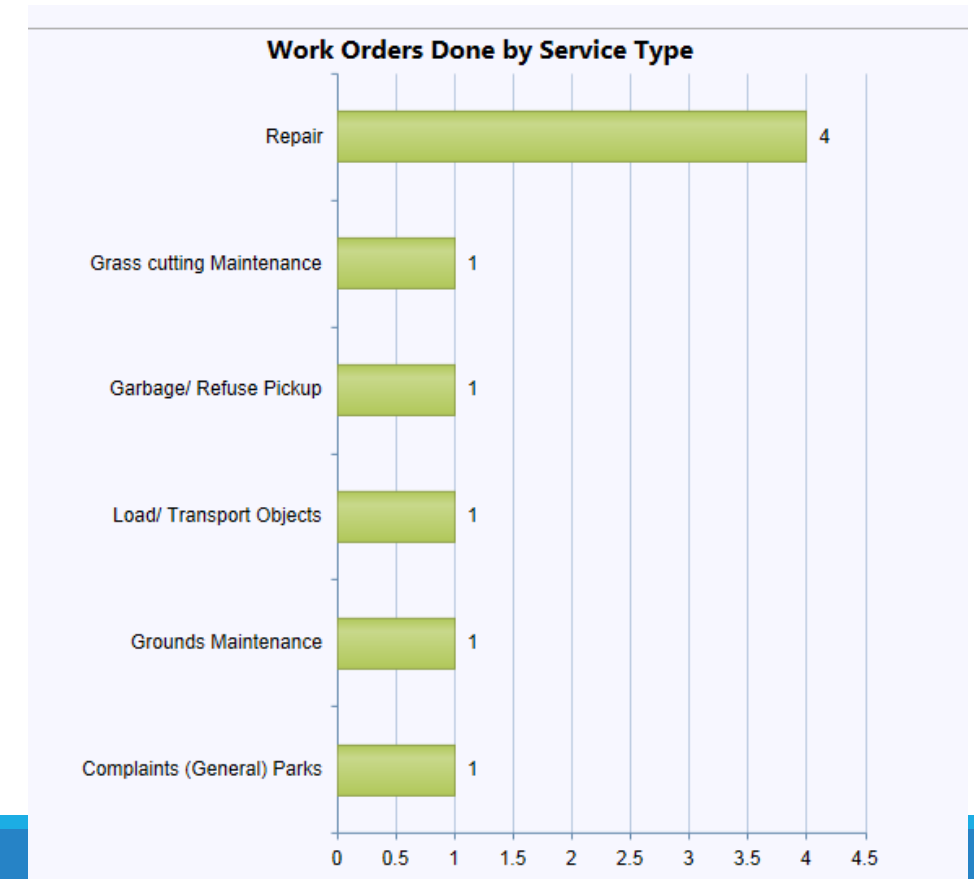


Service Dashboard

EVERYONE'S



STEVE'S:



Recipe for Success

Commitment to Excellence + Process + Technology + Human Resources / Time
+ Physical Resources

=

SUCCESS

Strategic Plan Goals

Goal 1

Grow our economy
(Sustainable economic
growth and
employment)

Goal 2

Promote a high quality
of life (Healthy, safe,
sustainable
communities)

Goal 3

Engage our community
and build partnerships

Goal 4 Organizational & Operational Excellence

(Provide exceptional municipal services)

Forestry spreadsheet (excel doc)

Priority 1 Immediate H/S	Priority 2 As Scheduled	Priority 3 As Time Permits	1 Day Prior	1 day after	2 days after	Service Type	Category	Subcategory	Comments
4 hrs	4 days	2 weeks	Danny H	Danny H	Dan M.	Hedge Trimming	Forestry/ Hort	Maintenance	Hedge Trimming
-	-	-	Danny H	Danny H	Dan M.	IN TRANSIT Forestry/Hort	Forestry/ Hort	Transit	IN TRANSIT
Same day	3 days	1 week	Danny H	Danny H	Dan M.	Inspection/Health Assessment Eab	Forestry/ Hort	Eab	Inspection/ Health Assessment
Same day	5 days	2 weeks	Danny H	Danny H	Dan M.	Inspection/Health Assessment Tree	Forestry/ Hort	Tree	Inspection/ Health Assessment
2 days	3 days	1 week	Danny H	Danny H	Dan M.	Install burlap	Forestry/ Hort	Maintenance	Install burlap
2 days	3 days	1 week	Danny H	Danny H	Dan M.	Maintenance Medians	Forestry/ Hort	Medians	Maintenance
2 days	3 days	1 week	Danny H	Danny H	Dan M.	Mulching Beds	Forestry/ Hort	Beds	Mulching
2 days	3 days	1 week	Danny H	Danny H	Dan M.	Mulching Trees	Forestry/ Hort	Tree	Mulching
2 days	3 days	1 week	Danny H	Danny H	Dan M.	Nursery Maintenance	Forestry/ Hort	Greenhouse	Nursery Maintenance
2 days	3 days	1 week	Danny H	Danny H	Dan M.	Pest Control *change to weed	Forestry/ Hort	Tree	Pest Control
1 day	2 weeks	3 weeks	Danny H	Danny H	Dan M.	Planting	Forestry/ Hort	Tree	Planting
1 day	2 weeks	3 weeks	Danny H	Danny H	Dan M.	Planting/ Install/ Removal Beds	Forestry/ Hort	Beds	Planting/ Install/ Removal
1 day	2 weeks	3 weeks	Danny H	Danny H	Dan M.	Planting/Install/Removal Barrels	Forestry/ Hort	Barrels	Planting/ Install/ Removal
1 day	2 weeks	3 weeks	Danny H	Danny H	Dan M.	Planting/Install/Removal Baskets	Forestry/ Hort	Baskets	Planting/Install/ Removal
Same day	2 weeks	3 weeks	Danny H	Danny H	Dan M.	Removal	Forestry/ Hort	Tree	Removal
Same day	1 week	2 weeks	Danny H	Danny H	Dan M.	Removal Eab	Forestry/ Hort	Eab	Removal
			Danny H	Danny H	Dan M.	Removals Tree	Forestry/ Hort	Greenhouse	Removals
2 days	1 week	2 weeks	Danny H	Danny H	Dan M.	Spraying	Forestry/ Hort	Tree	Spraying
1 day	1 week	2 weeks	Danny H	Danny H	Dan M.	Stake Removal	Forestry/ Hort	Tree	Stake Removal
6 weeks	7 weeks	8 weeks	Danny H	Danny H	Dan M.	Stumping Eab	Forestry/ Hort	Eab	Stumping
7 weeks	8 weeks	9 weeks	Danny H	Danny H	Dan M.	Stumping Tree	Forestry/ Hort	Tree	Stumping
1 day	1 week	2 weeks	Danny H	Danny H	Dan M.	Traffic Control	Forestry/ Hort	Medians	Traffic Control
Same day	1 week	2 weeks	Danny H	Danny H	Dan M.	Trimming	Forestry/ Hort	Tree	Trimming
Same day	1 day	2 days	Danny H	Danny H	Dan M.	Watering Barrels	Forestry/ Hort	Barrels	Watering
Same day	1 day	2 days	Danny H	Danny H	Dan M.	Watering Baskets	Forestry/ Hort	Baskets	Watering
Same day	1 day	2 days	Danny H	Danny H	Dan M.	Watering Beds	Forestry/ Hort	Beds	Watering
Same day	1 day	2 days	Danny H	Danny H	Dan M.	Watering Greenhouse	Forestry/ Hort	Greenhouse	Watering
Same day	1 day	2 days	Danny H	Danny H	Dan M.	Watering Tree	Forestry/ Hort	Tree	Watering
Same day	1 day	2 days	Danny H	Danny H	Dan M.	Weeding Barrels	Forestry/ Hort	Barrels	Weeding
Same day	1 day	2 days	Danny H	Danny H	Dan M.	Weeding Baskets	Forestry/ Hort	Baskets	Weeding
Same day	1 day	2 days	Danny H	Danny H	Dan M.	Weeding Beds	Forestry/ Hort	Beds	Weeding
Same day	1 day	2 days	Danny H	Danny H	Dan M.	Weeding Greenhouse	Forestry/ Hort	Greenhouse	Weeding