



City Government Working for You

Customer Service Action Plan

Approved by City Council in June 2012 and outlined three goal areas:

- 1) Maximize Customer's Ability to Access Information and Services
- 2) Design Business Processes with the Customer in Mind and
- 3) Foster a "Customer-Focused" Organization

New Development Centre



Self Service Options



Website www.victoria.ca

CITY OF VICTORIA

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Victoria: The Capital of British Columbia
Proud History. Bright Future.

17°C
Apr 30

Latest News

- Have Your Say about the Bicycle Master Plan
April 28, 2014
- Emergency Preparedness Workshops in May
April 28, 2014
- Online Survey: How Can We Improve Parking Downtown?

Events Calendar April 2014

S	M	T	W	T	F	S
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3

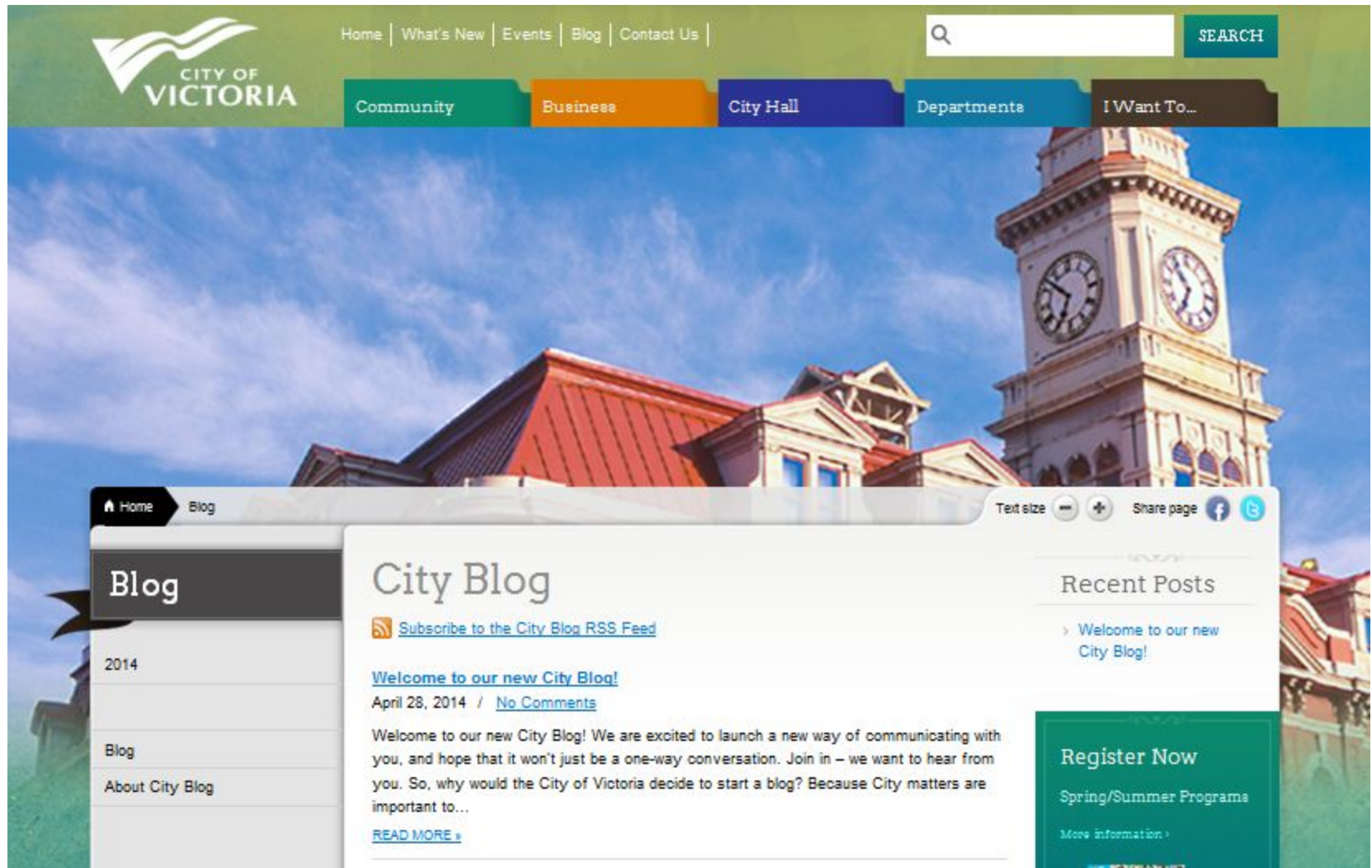
Register Now

Spring/Summer Programs

[More Information](#)


[Active Living Guide](#)

City Blog



Online engagement

[Have Your Say Vic...](#) [Home](#) [Projects](#) [Discussions](#) [Surveys](#) [Sign In](#) [Sign Up](#)



Have Your Say, Victoria!

Find out about current **projects**, join in on **discussions**, and take **surveys** that will help us shape the future of our city.

[SHARE your feedback](#) [POST your ideas](#) [JOIN the discussion](#)

Do you have ideas on how we can improve cycling in Victoria?

We are working on making improvements to our cycling network. Whether you cycle daily, sometimes or hardly ever we want to hear from you! Email to register for one of our upcoming workshops: bike@victoria.ca


Already cycle?
Monday, May 12, 6:30 p.m. to 9:00 p.m.
Victoria Conference Centre, 720 Douglas Street

Wednesday, May 14, 6:30 p.m. to 9:00 p.m.
Da Vinci Centre, 195 Bay Street


Rarely cycle?
Monday, May 26, 5:30 p.m. - 8:30 p.m.
Fairfield United Church, 1303 Fairfield Road

SIGN UP

[Sign Up](#)

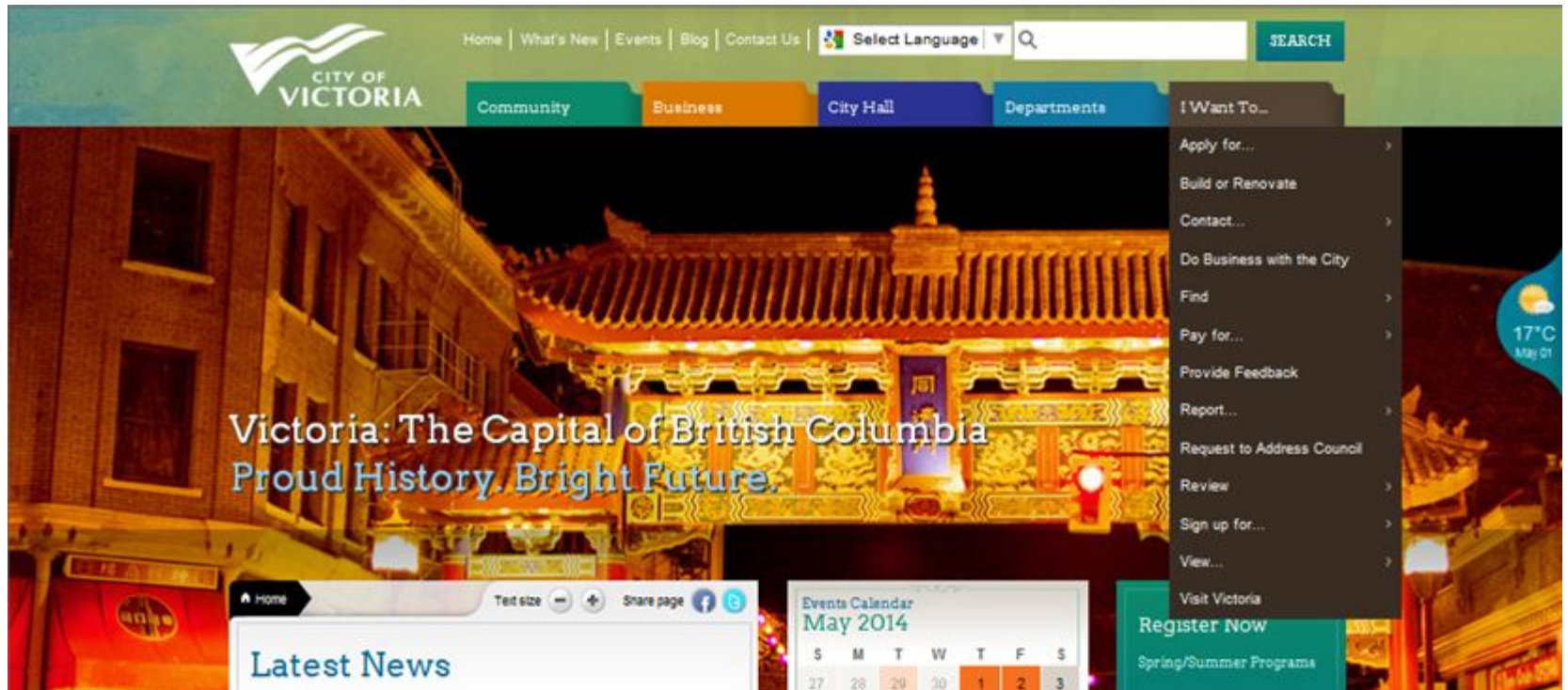
 **PROJECTS**

[Parking Services Review](#)
[2014-2018 Draft Financial Plan](#)
[Stormwater Engagement Summary Report](#)

 **SURVEYS**

[Bicycle Master Plan Update](#)

I Want to...



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City of Victoria - Local Government
3.6 ★★★★★ (15 ratings)
8,577 likes · 152 talking about this · 3,758 were here

Government Organization
Proudly representing BC as the Capital City, the City of Victoria is a community of choice for its temperate climate, natural beauty, recreational sites & economic

Photos

8,577Likes

Events

Videos

Highlights ▾

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TWEETS
2,262

PHOTOS/VIDEOS
86

FOLLOWING
9,923

FOLLOWERS
13.4K

FAVORITES
318

More ▾

City of Victoria

@CityOfVictoria

The capital city of BC, Victoria is a community of choice for its temperate climate, natural beauty, recreational sites and economic opportunities.

Tweets

Tweets and replies



City of Victoria @CityOfVictoria · 2h

Markets and bikes- what a good pairing! Come visit our 'Time to Ride' table at Vic Public Market today from 11-3 victoria.ca/cycling



2



LinkedIn



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City of Victoria BC



The City of Victoria is located on the southern tip of Vancouver Island, one of 13 municipalities that make up Greater Victoria. The Capital City of British Columbia, Victoria is a community of choice for its temperate climate, natural beauty and recreation opportunities.

Victoria is a small urban city, with a resident population of approximately 83,000. That figure swells to 200,000 each day as the region's economic and employment hub. The region is known as a centre for technological innovation, and remains an international tourism destination. Other large industries include post-secondary education, marine use and government.

Located in a sub-Mediterranean zone, Victoria enjoys the mildest climate in Canada. This, combined with spectacular outdoor setting adorned with ocean views and mountain vistas, encourage year round recreational opportunities including hiking, golfing, cycling, gardening and kayaking.

Each day City employees work to provide the best services possible for our citizens. From the provision of clean water, garbage collection, and emergency services to recreation classes, transportation planning and land-use development, first-rate City services are the foundation for building a healthy, safe and sustainable community.

Facing new challenges each day, the City of Victoria is evolving to find innovative ways of providing the highest level of service possible.

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Type

Government Agency

Company Size

501-1000 employees



Progress on Customer Service Action Plan

We're listening

How did we
do today?

Tell us

We're
listening



At the City of Victoria, our focus is on providing great service. Please take a moment to let us know how we did today, and where we can improve.

Use the QR code above, or visit www.victoria.ca/survey1 to participate in a short online survey.

Thank you!

Public Service Centre

Please replace survey1 notepad.
www.victoria.ca/survey1



How did we
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At the City of Victoria, our focus is on providing great service. Please take a moment to let us know how we did today, and where we can improve.

Use the QR code above, or visit www.victoria.ca/survey3 to participate in a short online survey.

Thank you!

**Bylaw Enforcement and
Business Licensing**

Please replace survey3 notepad.
www.victoria.ca/survey3



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At the City of Victoria, our focus is on providing great service. Please take a moment to let us know how we did today, and where we can improve.

Use the QR code above, or visit www.victoria.ca/survey2 to participate in a short online survey.

Thank you!

**Development Services/
Permits and Inspections**

Please replace survey2 notepad.
www.victoria.ca/survey2



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Tell us

We're
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At the City of Victoria, our focus is on providing great service. Please take a moment to let us know how we did today, and where we can improve.

Use the QR code above, or visit www.victoria.ca/survey4 to participate in a short online survey.

Thank you!

Engineering

Please replace survey4 notepad.
www.victoria.ca/survey4



Maximize the Customer's Ability to Access Information and Services

- Online registration for recreation programs
- New one-stop, searchable document library for City website for quick access to reports, forms, and applications
- New Open Data Licence
- Select vendor for new pay by cell parking app
- Introduce new E-billing options for utilities and property taxes

Maximize the Customer's Ability to Access Information and Services

- Standardized communications for utility bill inserts to raise awareness of online services designed to save customers a trip.
- “Responsive design” so website automatically adjusts to customer’s device (phone, PC, tablet)
- Online emergency notification system
- Notification and searchable agendas, meetings and minutes being explored.

Maximize the Customer's Ability to Access Information and Services

- Further focus on maximizing the in-person experience at City Hall will occur.
- Free Public Wi-Fi in City Hall
- Customer Service Ambassador position
- Create free 15 minute customer parking in front of City Hall
- Renovations to the Public Service Centre
- Consolidated bylaws

Designing business processes with the customer in mind

- Survey mechanisms at other customer service points as well as online feedback forms for special events.
- Update Building Bylaw to better address roles and responsibilities of parties and processes to clarify outcomes and accountabilities.
- A new Zoning Bylaw updating language and regulations providing for greater customer understanding and certainty

Designing business processes with the customer in mind

- Explore opportunities for increased mobile access to information for “outside employees”
- Update Sidewalk Café Bylaw to refine process for customer benefit.
- Initiate pilot for online application tracking, starting with rezoning applications.
- Booking of inspections will be available online.
- Council workshop on delegation of minor development permit applications

Fostering a Customer Service Focused Culture

- Customer service training program will continue to be provided
- Training program in partnership with the DVBA to improve customer service in all areas of parking services
- New employee recognition program will be developed to recognize and celebrate achievement and “above and beyond” customer service

Fostering a Customer Service Focused Culture

- Customer service delivery standards for consistent customer response times
- New employee orientation program
- City job descriptions will be updated to highlight commitment to customer service.
- Parking services staff engaged in discussions around to improve the parking experience
- New intranet will be introduced to overcome physical and cultural silos

Recommendation

1. Council receive report for information.
2. Direct staff to provide update on customer feedback during 2015 strategic planning sessions.