

**TO: MAYOR J. LEHMAN AND MEMBERS OF COUNCIL**

**FROM: K. Fishpool, Supervisor of Customer Service**

**NOTED: M. Kovacs, Manager of Customer Service**

**R. James-Reid, Executive Director of Access Barrie**

**C. Ladd, Chief Administrative Officer**

**RE: CUSTOMER SERVICE CONTACT CENTRE LAUNCH**

**DATE: SEPTEMBER 26, 2016**

We are pleased to advise Council that phase one of the Customer Contact Centre is soon to be LIVE. Here are some relevant highlights:

- On November 28<sup>th</sup>, 2016 the Customer Contact Centre will be operational on the first floor of City Hall in the existing service area of the Finance department. This entails the amalgamation of the main switchboard, Roads Parks & Fleet customer service, and the Information Desk functions from Legislative & Court Services; as well as the service portion of the revenue branch of Finance. Residents will be able to pay taxes, get a recycling bin, inquire about a tree on their street and put in a service request (just to name a few); all without being directed elsewhere.
- Recruitment is complete – successfully filling all positions internally with existing skillsets from Finance, Recreation, Transit and Access Barrie. Training is happening over the next ten weeks, with no disruption in service levels to Residents and ensuring all team members are equipped with the tools and knowledge to be successful prior to going live.
- Not all departments are in phase one; but we are building an extensive knowledge base compiling all departments' frequently asked questions to assist in answering incoming questions from all channels (phone, email and counter) – adding to the "one stop shop" experience when possible.
- Phase two has an expected "Go Live" of Q2/Q3 2017 and will include Corporate Facilities, Recreation, Engineering and Environmental Services.

The Customer Contact Centre will enhance the quality and efficiency of interactions we have with the residents of Barrie and will provide a central place to obtain information or direction for city related concerns and comments. The direct contact phone line will be (705) 726-4242 and there is a plan in place for a central Access Barrie email; to be provided as we get closer to being operational.

This memo serves as an update and once operational we will provide a full presentation to Council in the New Year as directed in motion 15-G-213 from October 2015.

For any questions, please feel free to reach out to me directly at [Kristi.fishpool@barrie.ca](mailto:Kristi.fishpool@barrie.ca) or (705)-739-4220 ext. 5455.