

Legislation Text

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PRESENTATION REGARDING A SERVICE BARRIE CUSTOMER SERVICE UPDATE.

Rebecca James-Reid, Executive Director of Access Barrie and Monique Kovacs, Manager of Customer Service provided a presentation concerning a Service Barrie Update.

Ms. James-Reid and Ms. Kovacs discussed slides concerning the following topics:

- The centralized services that went live on November 28, 2016 as part of Phase One;
- A video highlighting services currently provided by Service Barrie;
- The first quarter statistics related to the number and types of customer interactions;
- The types of requests and inquiries received from residents;
- The benefits and efficiencies that Service Barrie provides,
- The learning curve associated with the initiation of Service Barrie;
- The timelines associated with implementing the remainder of Phase Two; and
- The services currently provided by Service Barrie.

In closing, Ms. Kovacs detailed the focus on the planned system improvements for Service Barrie to allow for future services.

Members of City Council asked several questions of Ms. James-Reid and Ms. Kovacs, and received responses.