

Customer Experience Survey

SURVEY RESPONSE REPORT

01 November 2022 - 01 December 2022

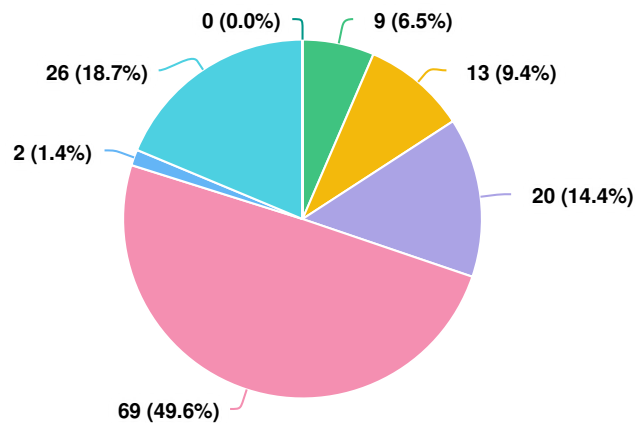
PROJECT NAME:

Customer Service Experience



SURVEY QUESTIONS

Q1 How often do you interact with the City of Kawartha Lakes?



Question options

● Daily
 ● Weekly
 ● Monthly
 ● A few times a year
 ● Annually
 ● Rarely
 ● Never

Optional question (139 response(s), 2 skipped)
Question type: Radio Button Question

Q2 Rank your preferred method of interacting with the City (from 1 being the most preferred, to 5 being the least preferred):

OPTIONS	AVG. RANK
On the phone	2.26
Email	2.26
In person at a Municipal Service Centre	3.14
Online	3.29
Web chat	4.05

Mandatory Question (141 response(s))
Question type: Ranking Question

Q3 Rank your preferred method of communicating with Revenue and Taxation (from 1 being the most preferred, to 4 being the least preferred):

OPTIONS	AVG. RANK
Phone	1.91
Email	2.21
In person	2.75
Online	2.98

Optional question (139 response(s), 2 skipped)
Question type: Ranking Question

Q4 Rank your preferred method of communicating with Parks and Recreation (from 1 being the most preferred, to 4 being the least preferred):

OPTIONS	AVG. RANK
Phone	2.12
Email	2.22
Online	2.57
In person	2.89

Optional question (137 response(s), 4 skipped)
Question type: Ranking Question

Q5 Rank your preferred method of communicating with our Clerk's Office (from 1 being the most preferred, to 4 being the least preferred):

OPTIONS	AVG. RANK
Phone	1.84
Email	2.24
In person	2.84
Online	2.92

Optional question (134 response(s), 7 skipped)
Question type: Ranking Question

Q6 Rank your preferred method of communicating with Development Services (from 1 being the most preferred, to 4 being the least preferred):

OPTIONS	AVG. RANK
Phone	2.01
Email	2.13
In person	2.69
Online	2.98

Optional question (135 response(s), 6 skipped)
Question type: Ranking Question

Q7 Rank your preferred method of communicating with Municipal Law Enforcement (from 1 being the most preferred, to 4 being the least preferred):

OPTIONS	AVG. RANK
Phone	1.74
Email	2.41
In person	2.66
Online	3.02

Optional question (134 response(s), 7 skipped)
Question type: Ranking Question

Q8 Rank your preferred method of communicating with Library Services (from 1 being the most preferred, to 4 being the least preferred):

OPTIONS	AVG. RANK
In person	2.05
Phone	2.49
Online	2.59
Email	2.70

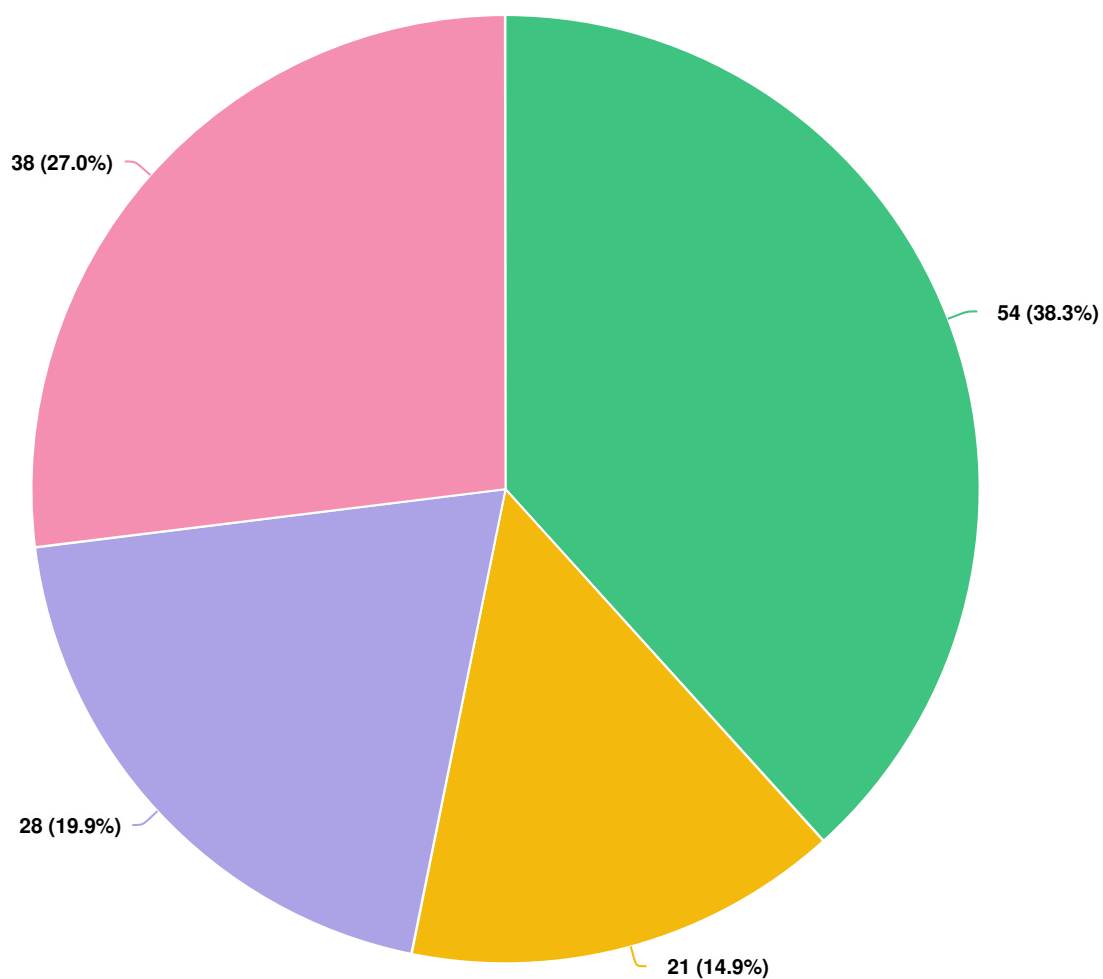
Optional question (133 response(s), 8 skipped)
Question type: Ranking Question

Q9 Rank your preferred method of communicating with our Public Works (from 1 being the most preferred, to 4 being the least preferred):

OPTIONS	AVG. RANK
Phone	1.79
Email	2.24
In person	2.90
Online	2.91

Optional question (135 response(s), 6 skipped)
Question type: Ranking Question

Q10 How did you interact with the City the last time you required service?



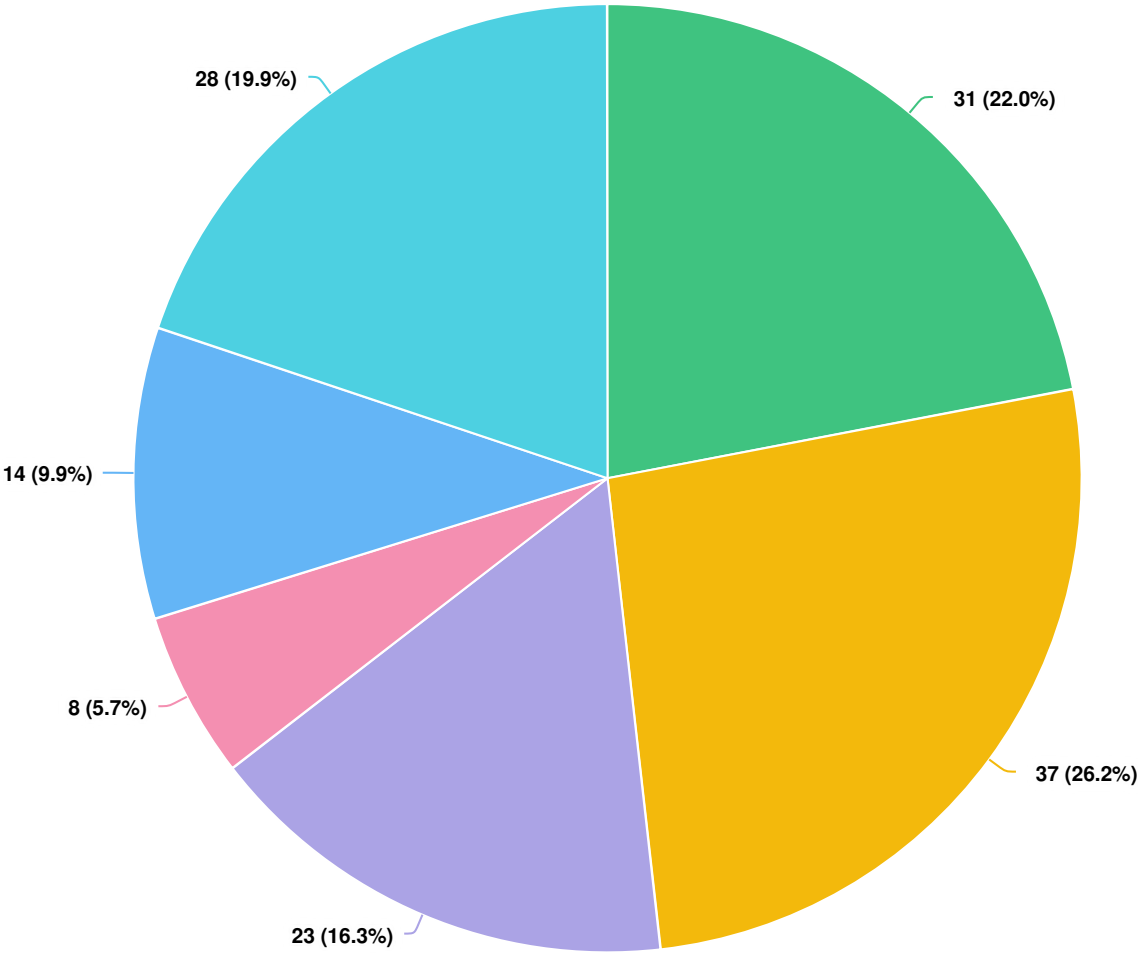
Question options

● Phone ● Online ● In person ● Email

Mandatory Question (141 response(s))

Question type: Radio Button Question

Q11 | How satisfied were you with the level of service you received the last time from the City?

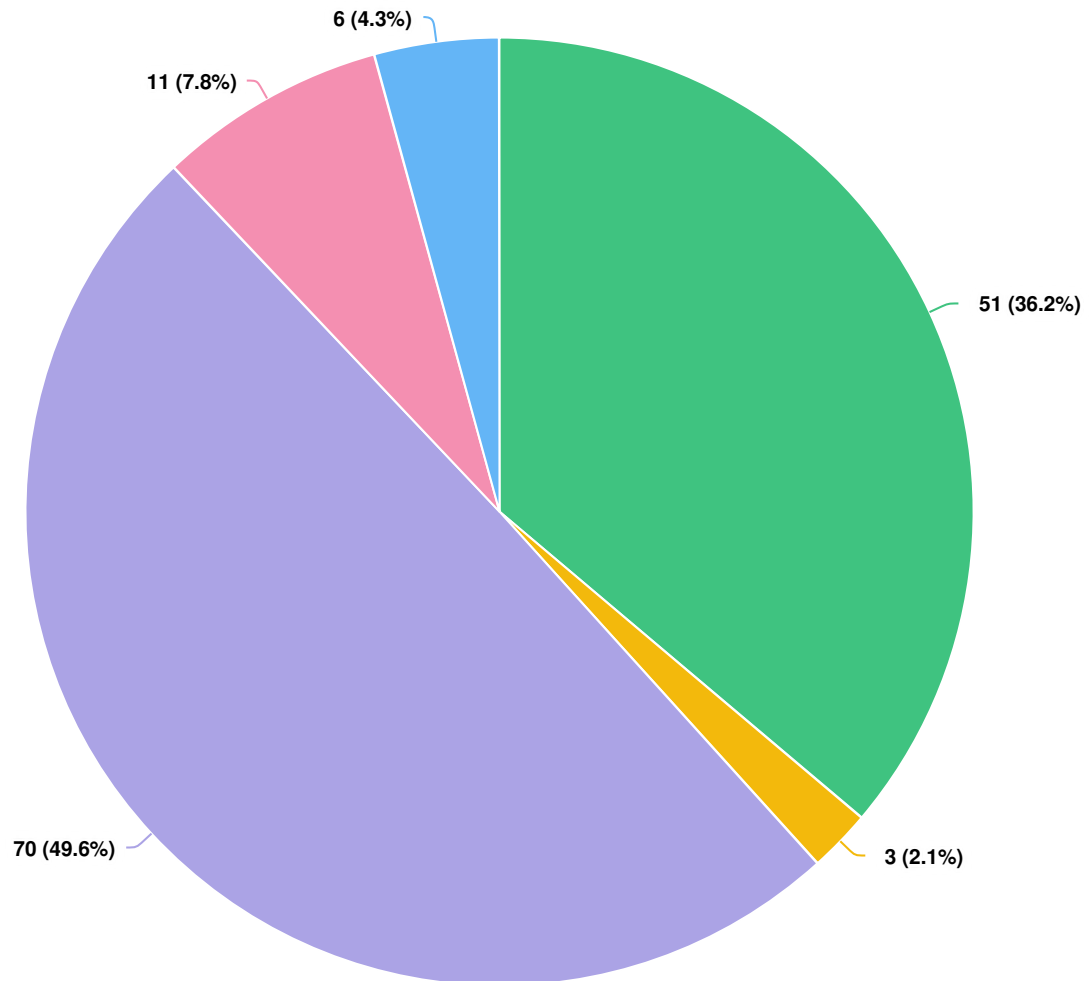


Question options

Very Satisfied Satisfied Moderately satisfied Moderately unsatisfied Unsatisfied Very unsatisfied

Mandatory Question (141 response(s))
Question type: Radio Button Question

Q12 What is your preferred method to make payments to the City?

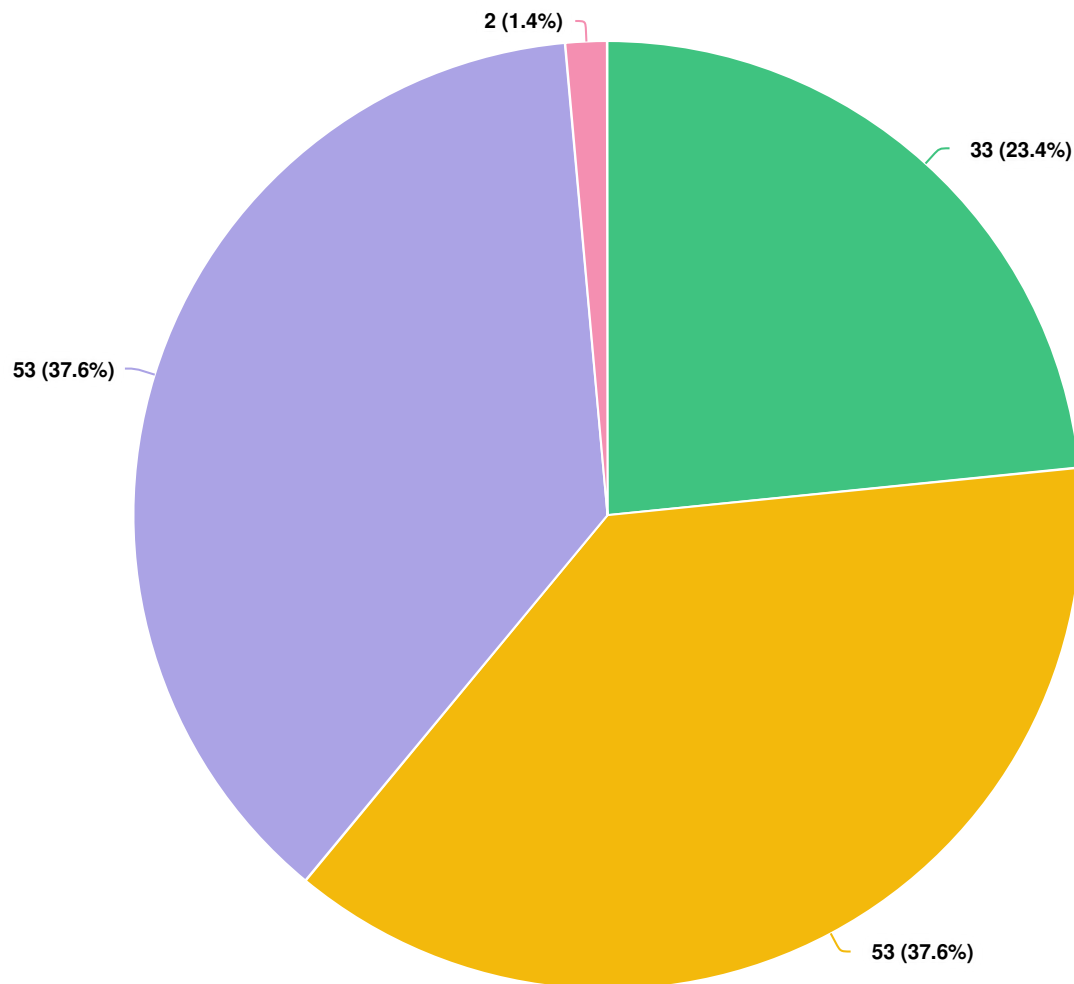


Question options

- Pre-authorized payment
- In person at the bank
- Online banking
- In person at a Service Centre
- Mail a cheque

Mandatory Question (141 response(s))
Question type: Radio Button Question

Q13 In general, how have your online habits changed over the last five years?

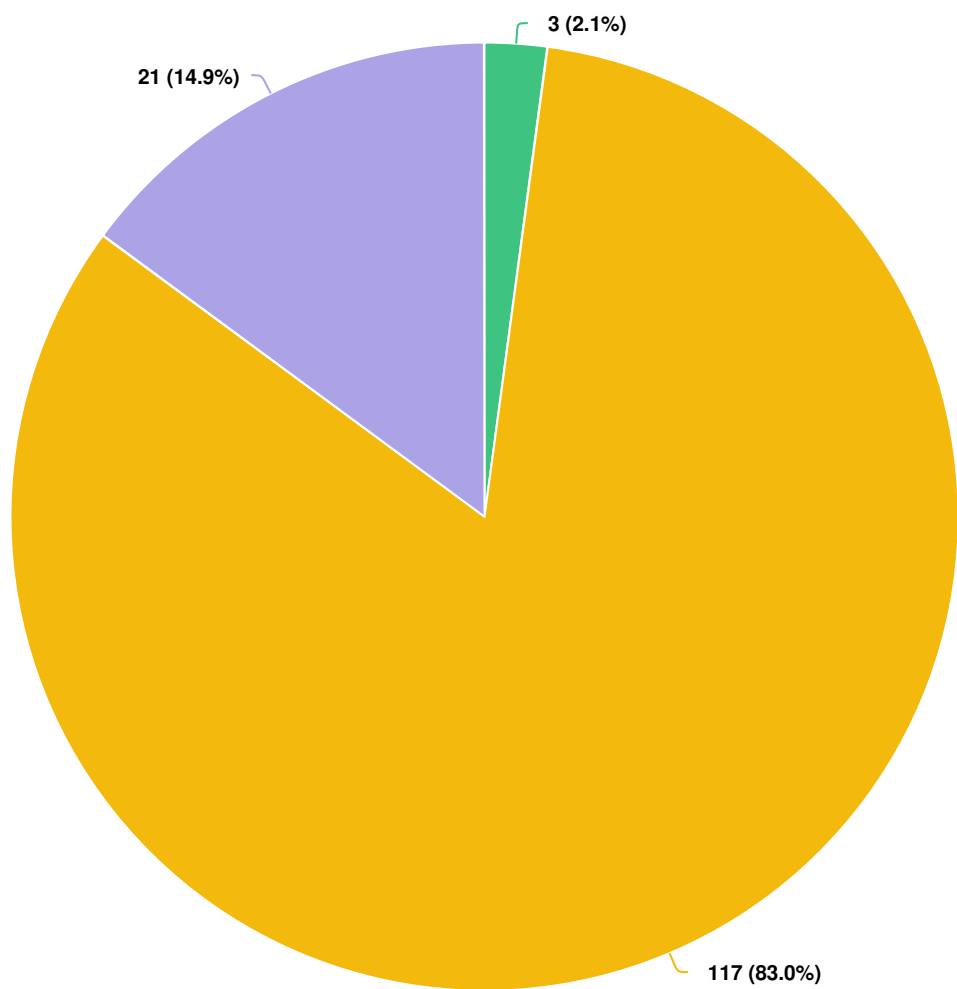


Question options

- I am more likely to go to a company's website for service now
- I was an avid online user pre-COVID, my habits haven't changed much
- I continue to prefer a personal approach
- Unsure

Mandatory Question (141 response(s))
Question type: Radio Button Question

Q14 What is a reasonable amount of time to wait to be served in person?

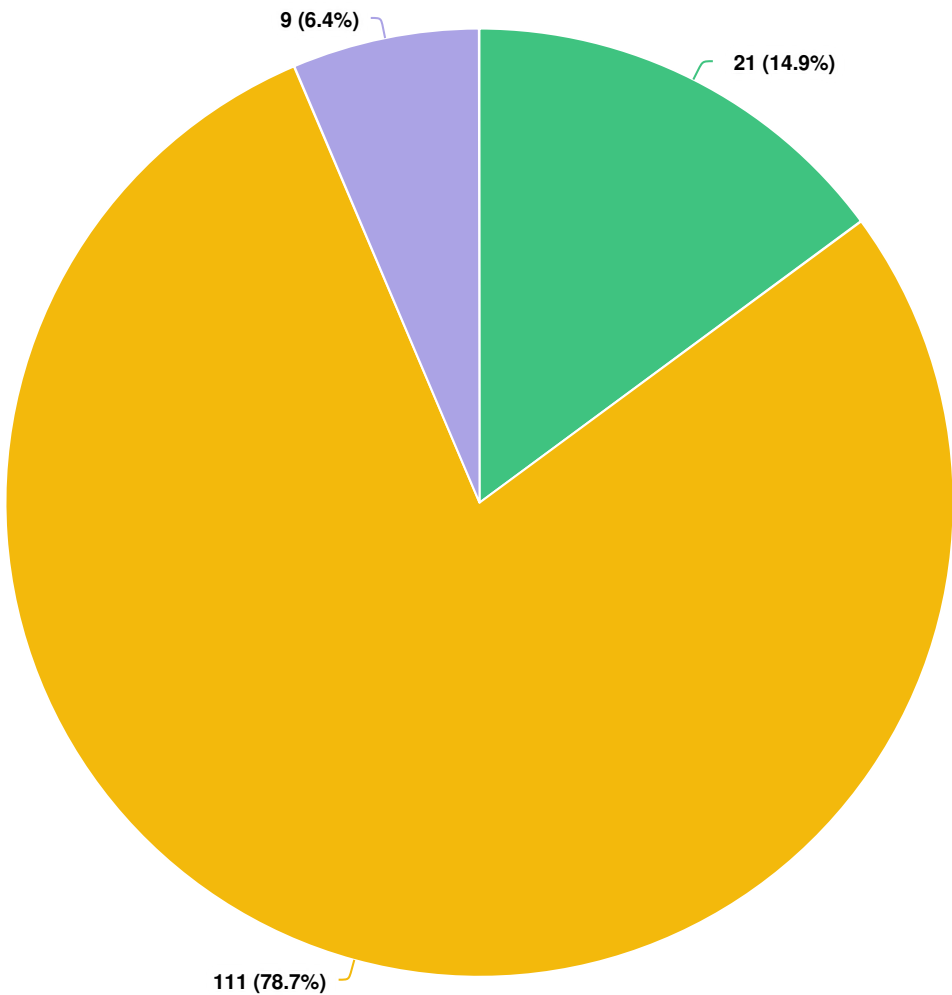


Question options

- I expect immediate service
- I expect to wait a few minutes if 1 or 2 people are in line in front of me
- I expect to wait at least 10 minutes

Mandatory Question (141 response(s))
Question type: Radio Button Question

Q15 What is a reasonable amount of time to wait to be served on the phone?

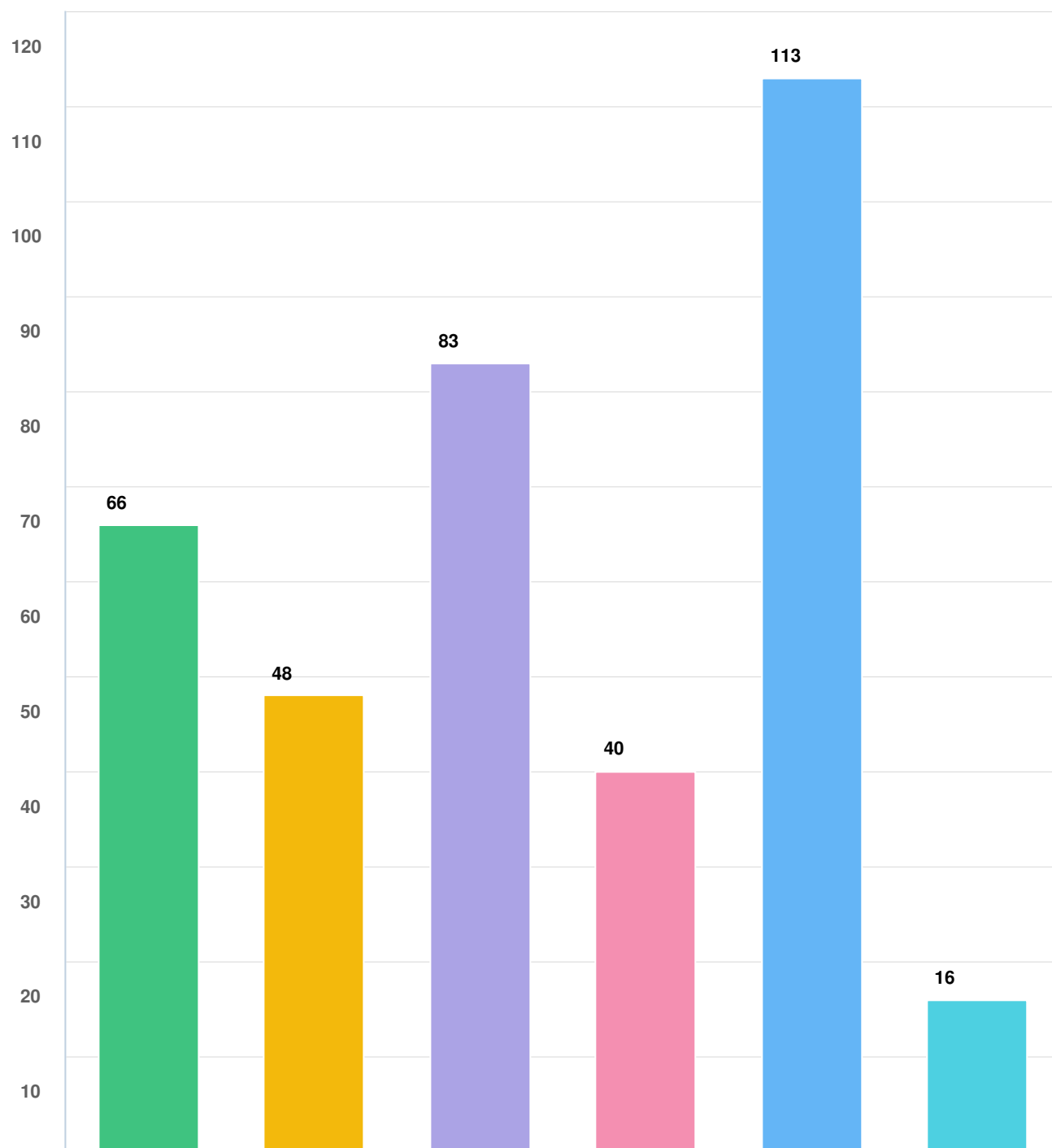


Question options

- I expect immediate service
- I expect to wait a few minutes if 1 or 2 people are in line in front of me
- I expect to wait at least 10 minutes

Mandatory Question (141 response(s))
Question type: Radio Button Question

Q16 What do you value most when interacting with City of Kawartha Lakes (pick up to 3)?



Question options

- ☐ Convenience ☐ Accessibility ☐ Friendly Service ☐ Transparency ☐ Knowledgeable staff
☐ Other (please specify)

Mandatory Question (141 response(s))

Question type: Checkbox Question

Q17 | We like to learn from other best practices. Please take a moment to describe the best customer experience you've had:

Anonymous

11/04/2022 12:11 PM

The staff in the local office have always been wonderful and helpful.
Not something that can be said for bylaw which seems to do whatever it wants with no oversight

Anonymous

11/04/2022 12:12 PM

Still waiting to have it.

Anonymous

11/04/2022 12:14 PM

Not sure i can describe the best... but the worst is when it is unclear on how to do something. Even if its not clear online to submit something, it should be clear where to go to complete what you need to go. And once you are there it should be clear where to go once your there. Not wandering up and down halls, waiting in the wrong lines to do what you need etc.

Anonymous

11/04/2022 12:16 PM

Set service level agreements and aim to beat them. Actually respond to peoples emails and phone calls. Answer the phone. The current customer service practices of the city are totally unacceptable, and would not fly in the private sector. Put the taxpayer at the centre of everything you do, don't charge a fee to pay with a credit card, that's a cost of doing business.

Anonymous

11/04/2022 12:19 PM

Don't have a best, only bad examples 1) Municipal law enforcement... have reported various issues over the past three years. In one case, I never did receive a response. In another case, I was asked to take pictures or call the police... despite it being an issue with municipal property, and a municipal bylaw. I have learned that bylaws in CKL mean very little, as there is limited to zero enforcement in the rural areas. ATV's, dirtbikes, bonfires... all have bylaws that aren't enforced. So, residents do whatever they want, whenever they want.

Anonymous

11/04/2022 12:29 PM

Overall, I find the "Jump In" site very good! Lots of great information to stay informed. The problem I find speaking with my demographic is there is no educational component about what "Jump In" really is and how people can use it and sign up for things.

Anonymous

11/04/2022 12:44 PM

Diane from tax department is knowledgeable and friendly.

Anonymous

11/04/2022 01:19 PM

Phone call from recreation staff to check in on my unexpected absence and my situation

Anonymous

11/04/2022 01:52 PM

Prompt responses to emails always wins me over.

Anonymous

11/04/2022 01:53 PM

Staff has not been accessible for years. No decisions are made. Everyone is working from home, and no one cares. No one follows through with concerns and there are no results when interacting with the City.

Anonymous

11/04/2022 02:02 PM

There was a time not so long ago were you could go to the building department and planning department and someone was actually treating you with respect, advising you correctly, explaining things and solving problems. Not anymore. At best you are getting an e-mail after three days, but only if you are lucky. Its absolutely unacceptable.


11/04/2022 02:35 PM

Calling Miller waste for a second visit to pick up my bag of garbage that pickup refused based on a couple small scraps of drywall.


11/04/2022 03:10 PM

Building permits and follow up by municipal employees are terrible. Staff should be mandated to provide support and best service. The mayor (and elected council) need to have power than the Chief Administrative Officer and the reporting staff.


11/04/2022 03:50 PM

I've had few interactions in the past 2 years we've been living in Kawartha Lakes, and most times I had to follow up because I received no updates even if I opened tickets online. There isn't also an online way to follow up on a ticket as the email address is no-reply, forcing me to call, which is very inconvenient. Kawartha lakes needs a better ticketing system, with way of communicating with all departments easily


11/04/2022 04:24 PM

When phoning a real person answers the phone and is willing and able to assist.


11/04/2022 04:30 PM

In person when requesting a receipt for taxes paid to support my annual income tax return.

██████████
11/04/2022 04:33 PM

nil

██████████
11/04/2022 04:46 PM

It is really important to recognize that many Seniors do not have a cell phone for on-line transaction and communication, nor the skills. Ultimately, it can take longer to resolve issues through technology than in-person exchanges.

██████████
11/04/2022 04:53 PM

Interaction with both parks and building inspector has been excellent. Interaction with planning has been less than desirable. Different answer from two different planning staff two days apart. Also no clear answers to questions.

██████
11/04/2022 05:59 PM

I can't think of one but my worst was the lack of timely service from the building inspector responsible for my area and the lack of communication from the same.

██████
11/04/2022 06:45 PM

It would be if the city employee cross referenced concerns with bylaws and actioned bylaw officers and police to actually enforce. ORVs are a problem in the city and should not be allowed to ruin the environment with erosion and noise pollution. There is a young individual who drives back and forth over our driveway and alongside our property, not on the shoulder of the road as bylaw states, eroding it and creating endless noise and no one does anything about it despite complaints.

██████████
11/04/2022 07:49 PM

The best customer service experience is one in which the staff listen to what you want before they try to serve you.

██████
11/04/2022 07:57 PM

Still hoping to have it.

██████
11/05/2022 08:53 AM

Never had one. Need to return calls in a TIMELY fashion. Taking a week to return calls is unacceptable.

██████████
11/05/2022 11:54 AM

I find when I do phone into the CoKL I am brought to an answering machine instead of reaching someone leaving me to feel like the call is screened before a returned call happens. I have sent emails that have received no response at all either which can be frustrating too.



11/05/2022 09:00 PM

This is a suggestion to have water sampling collection bottles throughout Kawartha Lakes. Perhaps at libraries and clinics? And it would be great if we could drop off water samples at those locations as well on specific days.



11/06/2022 09:14 PM

I feel it is very important to maintain personal service (a warm body to talk to or phone). There is a portion of the population without computer skills and the tendency is to go on-line more and more and ignore these people. Please keep a person in the office to deal with the public and field concerns.



11/07/2022 08:17 AM

Best practice is expensive. You should aim for reasonable service...a contact centre that delivers a phone and live chat service level of 70% of calls answered in 45 seconds, and responds to emails within 24 hours...first contact resolution should be 85% or better



11/07/2022 09:29 AM

I called your customer service line. Waited 2 minutes. Person was pleasant and most importantly knew the answer to my question.



11/08/2022 11:14 AM

email reply from mayor and councillor from my area



11/08/2022 11:28 AM

The private sector cares much more about customer service, since there is healthy competition for profit. The public sector has no customer service because there is no profit or competition, and everything is decided by risk. If I hear one more city manager regurgitate regulations as the reason the city won't help me, I'll assume they are all just heartless robots. This poorly written survey, is just another example of regulatory required public input pandering. Tell the city managers to get off their chairs and go door to door to find out how people feel.



11/09/2022 01:12 PM

Whether I am paying taxes or picking up a library book, the staff are very efficient, friendly and helpful.



11/11/2022 03:55 PM

Prompt service whether it is someone picking up the phone at the other end, answering an email promptly, no matter the method of delivery, promptness is valuable. Even if the person isn't able to help and says, " I am not sure of the answer to that, let me find out and get back to you," I feel like I have received good service.

██████
11/11/2022 03:56 PM

Being able to see people in person during these times.

██████
11/11/2022 04:09 PM

question #16 all is my choice. What do you mean by transparency?
How could you not choose all? Questions are difficult to answer when you say online do you mean Website? I always check the website first for answers to my questions then in person or phone. If I want to communicate I would choose in person or on the phone I am not able to communicate on a webpage.

██████████
11/11/2022 05:11 PM

Building inspector at Omemee hall is good to work with.

██████
11/11/2022 05:20 PM

I really can't say anything different except it always has been professional and prompt based on number of customers in line.
Thanks

██████████
11/11/2022 05:44 PM

Prompt replies; honest responses; follow-up on my behalf without reminders; assistance with the issue.

██████
11/11/2022 07:08 PM

Library and Service Centre in Coboconk

██████████
11/11/2022 07:33 PM

None. The streetlight in front of my home has been burned out for 3 years. Not replaced, a safety issue. My reminders to city get no action, no staff to do it.. Now they want to pick up stray cats. ??? .
They have staff for that????

██████
11/11/2022 07:58 PM

A time when the individual took the time to explain the process, the reasons for it and was helpful with the learning interchange for both.

██████████
11/11/2022 09:00 PM

Friendly service

██████████
11/11/2022 09:47 PM

Removal of trees fallen from city property onto our property. The team worked quickly to clear the area over our septic system.

██████████
11/12/2022 09:05 AM

I've never had a good experience with the city. Long wait times for replies from every department. Very long wait times for resolutions of issues. The city does not value their constituents time at all and they

don't seem to care to resolve issues at hand


11/12/2022 11:58 AM

Library telephone contact has been excellent when needing technical service help with CloudLibrary. The person was friendly, apologetic for the issue, and I trusted that the follow up she indicated would be done.


11/12/2022 01:05 PM

I don't want to be in Kawartha Lakes. I'm closer to Port Perry or Bowmanville and rarely come to Lindsay.


11/13/2022 10:36 AM

A land planning permit question I had was answered quickly and thoroughly


11/14/2022 08:48 AM

A staff directory for public contact would be helpful. I often need to speak with a specific official and their extension number or email address is not made publicly available so I call and wait on hold at the switchboard


11/14/2022 09:26 AM

We need prompt return of phone calls and to be able to easily access the people we need to talk to/get information from


11/15/2022 07:30 AM

over the last year i have had an absolutely terrible experience interacting with city staff on almost every level. rude, incompetent, zero accountability, and respect for their constituents


11/16/2022 10:22 AM

The resurfacing of Fish Hawk road west of Elm Tree road wasn't in the plans until 2023. It happened in October. That's service!


11/16/2022 12:34 PM

I have another property in another city. I had a bylaw issue. I contacted them. I kept my confidentiality. They gave the offender a ticket the same day. It was wonderful. Our bylaws people here in CKL rely on complaints where other locales as the bylaws officers are driving by, they proactively notice bylaw infractions and jump out of car and give ticket. In CKL people are parked in lawns, overnight in winter, traffic gets slowed down trying to get around parked cars for example. People having backyard fires without proper footage from fences, other properties, etc. No complaints = do what they want. It's a free-for-all here. Nobody worried about getting caught. Everyone just does what they want. The wild west. I've lived here 3 generations. We used to have rules and if we didn't follow them, we got a ticket or

notice. Employees too lazy to look around while they are driving by anyway. I see city pickups drive by at same time people shovelling snow onto road. Truck employee does not stop to tell person they can't do that. So now I shovel snow onto road too. Why not? Doesn't pay to follow CKL rules when nobody else is.

[REDACTED]
11/17/2022 09:18 AM

I would like to be able to get more municipal services at Libraries. I would also like to see libraries have more regular hours.

[REDACTED]
11/17/2022 09:27 AM

Customer Service Rep who actually listened to what was said to them; went above and beyond to help provide information to solve a problem - not just flip you off to the website-btw which the caller previously researched without success before reaching out. Customer service is a challenging job- no doubt about it-

[REDACTED]
11/18/2022 08:42 PM

Prior ward 3 councillor listening to and understanding the impact of one of the options of the master trail study - using an unopened road allowance for atv users instead of using the rail trail from the beach to Northline Rd.

[REDACTED]
11/23/2022 11:22 AM

If someone doesn't have the answer they seek out someone else to help. They are courteous. They greet you with a smile and ask how they can help. Staff are not carrying on personal conversations with other staff in earshot of customers. Staff do not complain or make negative comments about the organization they work for. They don't share their personal opinions or beliefs.

[REDACTED]
11/23/2022 04:12 PM

Called that my road needed grading before winter and they came two weeks later and done a poor job. The road is still full of pot holes especially where the gravel meets pavement and it has been that way for years. Some of the holes are 3 - 4 inches deep. Is there not a road super that goes around to check the roads.

[REDACTED]
11/23/2022 04:12 PM

Quick turnaround with polite and friendly service providing all information required. Web sites that are complete in that they don't refer to some document that is supposed to be available online but there is no link to it and it cannot be found.

[REDACTED]
11/23/2022 08:34 PM

Still waiting for the tickets I opened

<div></div> <div>11/24/2022 10:12 AM</div>	Speaking with a person in the office in person. Blonde lady. Maybe in 40's
<div></div> <div>11/25/2022 05:33 PM</div>	Most of my interactions are by phone, and by golly I've never received a call back the next day... normally 3 days to a week... you really need to sort that out!!
<div></div> <div>11/25/2022 05:39 PM</div>	When our township office open from being close from Covid, I went in to play my bill, There where so happy so see someone, We all were so happy, Though i was there first thing, Beside that they are always friendly and helpful In the Coboconk Office
<div></div> <div>11/25/2022 05:43 PM</div>	Only the library has good customer experience
<div></div> <div>11/25/2022 05:49 PM</div>	I reached out via email to bylaw enforcement because someone was using black garbage bags. We didn't know whom on our little rural road was doing it. Without a doubt your agency would be better equipped to locate and educate the responsible party. They made contact with all 'new' parties on our road right away and communicated how the process works. New people moving into the region could possibly benefit from a "welcome" package from CKL (ie if a deed changes hands).
<div></div> <div>11/25/2022 06:06 PM</div>	A well operating online portal with knowledgeable back office support when online chat or calls are needed.
<div></div> <div>11/25/2022 06:12 PM</div>	Downtown Lindsay office is easily accessible and handy when it is downtown. I just heard that may change to City Hall where there is no parking. This will not benefit seniors as it is those folks that most need to attend to a service center to talk to someone in person. Very unacceptable as this move will further hinder those needing help or making payments.
<div></div> <div>11/25/2022 07:38 PM</div>	Staff that are engaged and are willing and able to hear the concern and take the time to provide a response or refer you to someone who can. A willingness to dig deeper if required takes time....
<div></div> <div>11/25/2022 08:32 PM</div>	I use the Norland Library weekly. Great friendly and knowledgeable help. Excellent hub for free wifi. Not everyone has internet access. Great for the kids. The librarian is personable and efficient.

[REDACTED]

11/25/2022 09:32 PM

Home Hardware - worker not only assisted me in locating an item, described the benefits and drawbacks of various types of item, and their applicability for use in my application. City can use this example - workers should be able to identify the issue being brought forward, offer suggestions and alternatives, and advise or engage the most appropriate solution

[REDACTED]

11/26/2022 05:39 AM

A prompt response to my inquiry (either in person or on the phone). It is nice to talk to someone who will admit they may not have an answer, but will look up the information and get back to me with the correct response in a timely manner, rather than pretend they are more knowledgeable than they are.

[REDACTED]

11/26/2022 07:56 AM

Friendly, in person, customer experience at municipal service centers. We no longer have one in our community - Bethany.

[REDACTED]

11/26/2022 08:43 AM

Wonderful woman at your reception, knows exactly who to direct my calls to. Former Bylaw officer was understanding and fair. Helpful woman, in person at Kent St centre. I'm still concerned about mobile cannabis retailers operating in our community, unregulated and untaxed.

[REDACTED]

11/26/2022 08:53 AM

Always friendly, helpful service on the phone or in person.

[REDACTED]

11/26/2022 12:36 PM

not sure but I do remember going there and finding out it was not open during covid when other things have been opened up already - I can't believe how long you were not open to the public for in person for housing, ontario works etc it has been terrible to deal with I work with mental health and it has not been a good experience for my clients

[REDACTED]

11/26/2022 07:30 PM

I was served quickly in the local office and staff was knowledgeable

[REDACTED]

11/27/2022 09:34 PM

Always have had my questions answered, friendly people, willing to help. Fast response whenever I have left phone messages or emails.

[REDACTED]

Message indicating expected time for response to email and voice

11/28/2022 04:22 PM

message.



11/29/2022 08:21 PM

I haven't yet had my best customer experience with City of Kawartha Lakes.



11/30/2022 03:19 PM

Unfortunately most of my experiences has been with parks & Rec. Narrow minded not open for suggestions or improvements to that departments service to residents. I don't feel tax payers are getting value from the director of community services. Sorry for being to the point just my experiences to date.

Optional question (79 response(s), 62 skipped)

Question type: Essay Question