



INFORMATION ONLY COUNCIL REPORT

To: Paul Gipps, CAO

Date: September 29, 2020

From: Mark Koch, Director of Development Services

File No: N/A

Subject: **Development Services Feedback Survey – Initial Results**

STRATEGIC AREA(S) OF FOCUS

Economic Growth and Prosperity - Advancing opportunities to expand our economy, increase employment, and develop the community in ways that contribute towards prosperity for all. (Council's 2020-2022 Strategic Priorities).

BACKGROUND

The Development Services team strongly values customer service and always strives to improve the ways in which the department helps and communicates with customers. In government, a delicate balance must be met between being a regulator and providing excellent customer service.

The purpose of this report is to advise Council of a new initiative that the Development Services team has implemented in order further connect with their customers. In May of this year, a new initiative was launched to directly ask customers how the department is doing when it comes to assisting clients, keeping communications open, and explaining the policies and regulations which guide the development processes.

DO YOU HAVE A MINUTE? WE WANT TO HEAR FROM YOU! PLEASE COMPLETE THE [DEVELOPMENT FEEDBACK SURVEY](#).



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Figure 1 - Email Signature with link to Development Feedback Survey

Initial results indicate that customers feel they are receiving a high quality of customer service from the Development Services Department (*Attachment 1*). The Development Services Feedback Survey seeks targeted feedback from active customers, and is shared through links within staff email signatures from the Building, Development Engineering and Planning Departments. (*Figure 1*).

To date over 30 responses have been submitted from Development Services customers, with 94% of responses indicating high levels of customer service.

This initiative will continue for the foreseeable future and staff will provide Council with updates moving forward.

APPROVED FOR THE AGENDA BY

Paul Gipps, CAO

Powerpoint: Yes ☒ No ☐

Attachments:

1. Development Feedback Survey Results – to September 11, 2020