



To: Council
From: Loriann Harbers, Director of Corporate Services/Clerk
Date of Meeting: July 13, 2022
Subject: 2021-2022 Requests/Complaints Statistics

Background:

In 2017, AccessE11, a software for complaint / request tracking, was introduced to further support the objectives of the Township’s Customer Feedback Policy (attached). The software provides mobile access for staff, generates an acknowledgement email for the resident and assigned staff, and provides a complete database of requests received.

This report provides an overview of complaints / requests received up to June 30, 2022, compared to past reports.

Of note, the website provides a form for residents to submit their complaints / requests online into the AccessE11 system. This has increased efficiency for reception staff and a more accessible service for residents.

Discussion:

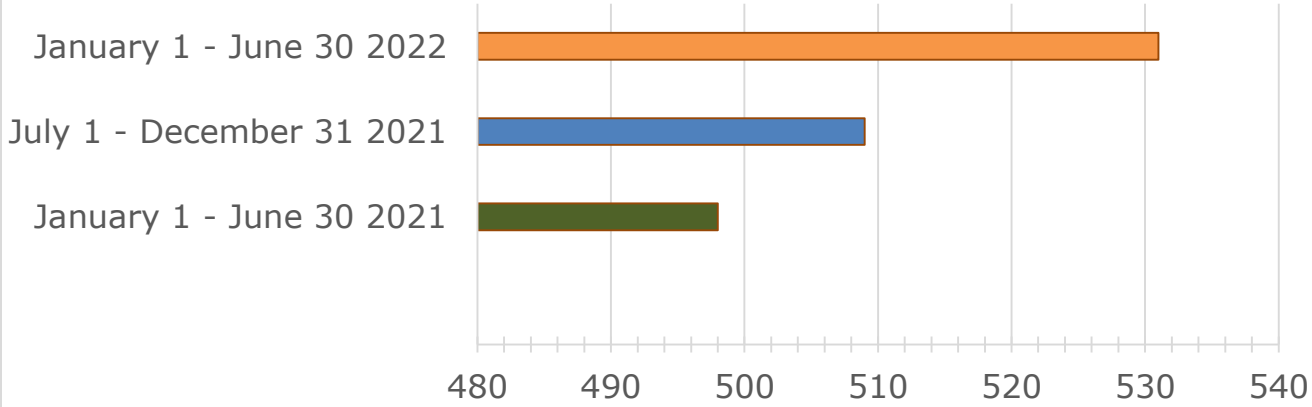
In the coming pages, we have provided a summary by way of charts to provide a basic overview of numbers and types of requests received as compared to the previous year. Where applicable, years have been split to semi-annual charts for accuracy.

Total Requests Overview:

In the period between January 1 and June 30, 2022, 531 cases have been logged in AccessE11 by Township staff. There were a total of 1007 cases logged in 2021 and a total of 811 cases logged in 2020.

A semi-annual comparison chart for 2021 and 2022 is shown below.

Semi-Annual Number of AccessE11 Cases

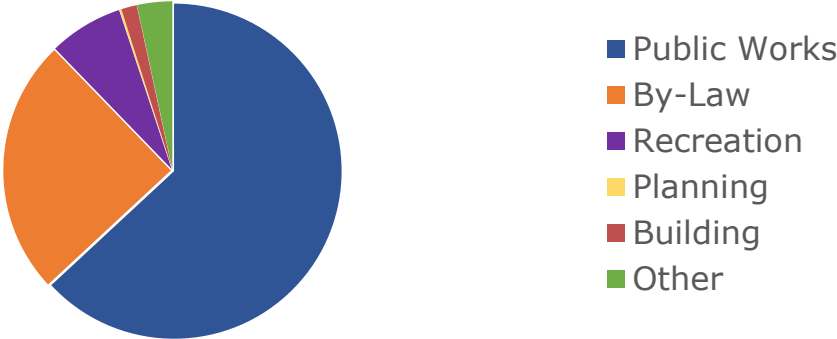


Requests by Department:

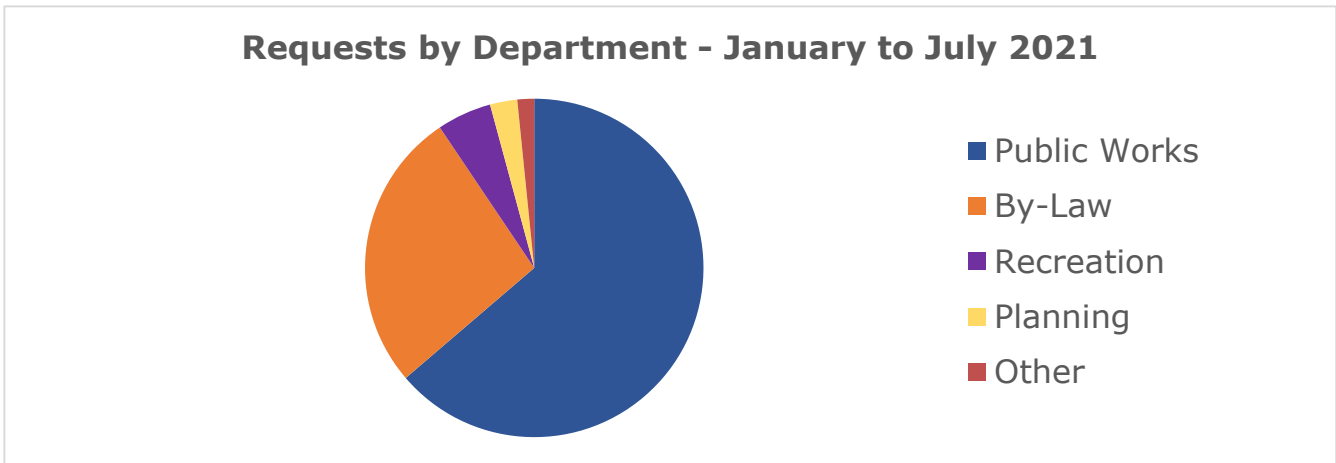
The two departments that use the AccessE11 software most frequently are Public Works and By-Law Enforcement. This is mainly due to the nature and frequency of requests from the public directed to both departments.

From January 1 to June 30, 2022, 335 cases have been assigned to the Public Works department, 131 cases have been assigned to "By-Law Issues", 38 have been assigned to "Recreation", 1 has been assigned to "Planning", 8 have been assigned to "Building" and the remaining 18 cases have been assigned to various other Township departments.

Requests by Department - January to July 2022

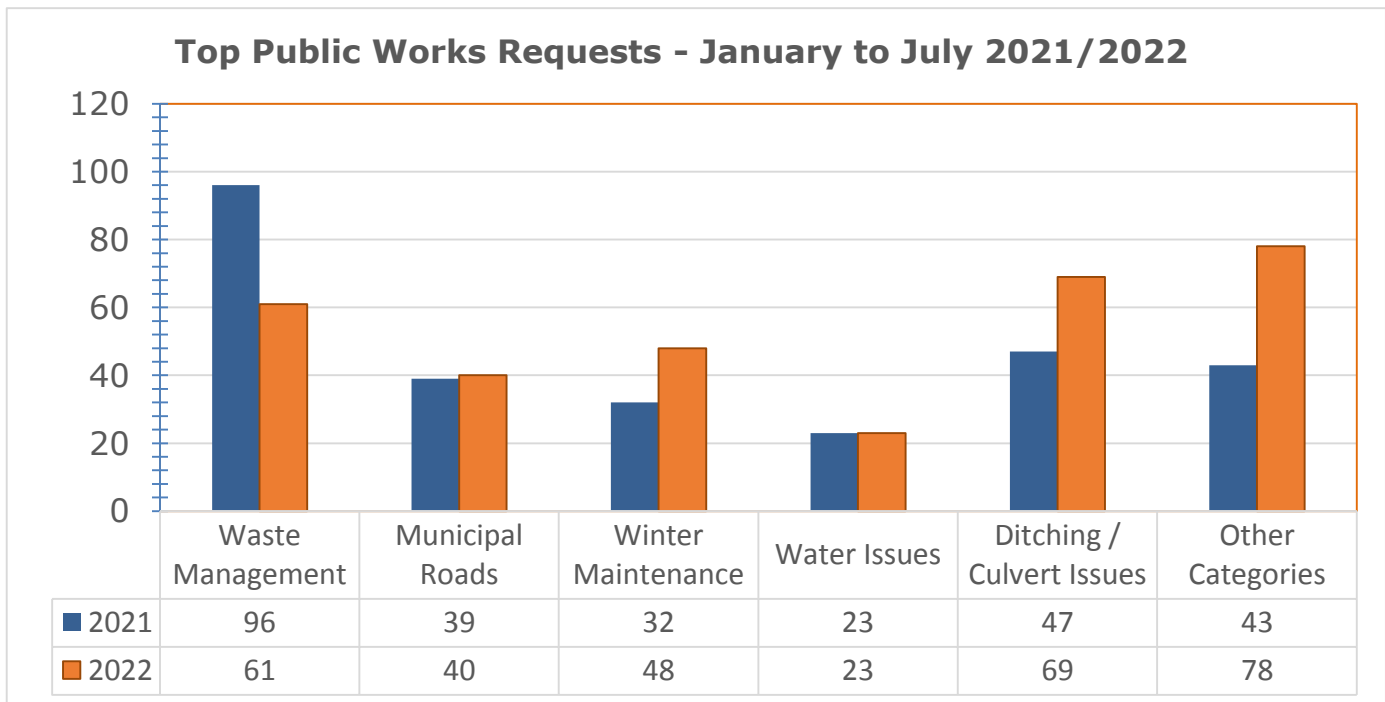


As compared to the requests made during the same period in 2021:



Top Requests – Public Works:

The graph below shows the most common case categories for Public Works from January 1 to June 30, 2022, as compared to the most common case categories from the same time period of 2021:

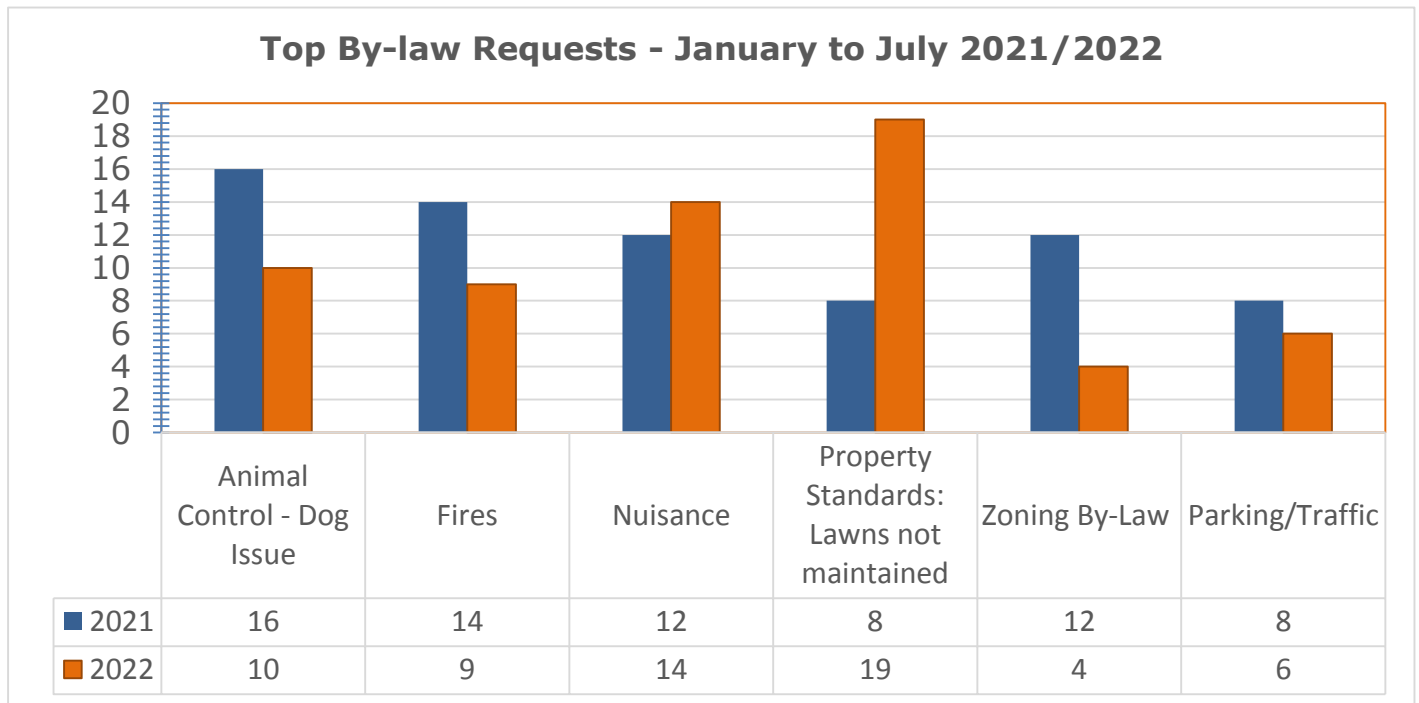


“Waste Management” continues to be one of the more common categories for Public Works. This category includes missed garbage/recycling pickup.

“Other Categories” include, but are not limited to flooding, municipal drainage, sewer, streetlights, tree maintenance, and sidewalk issues.

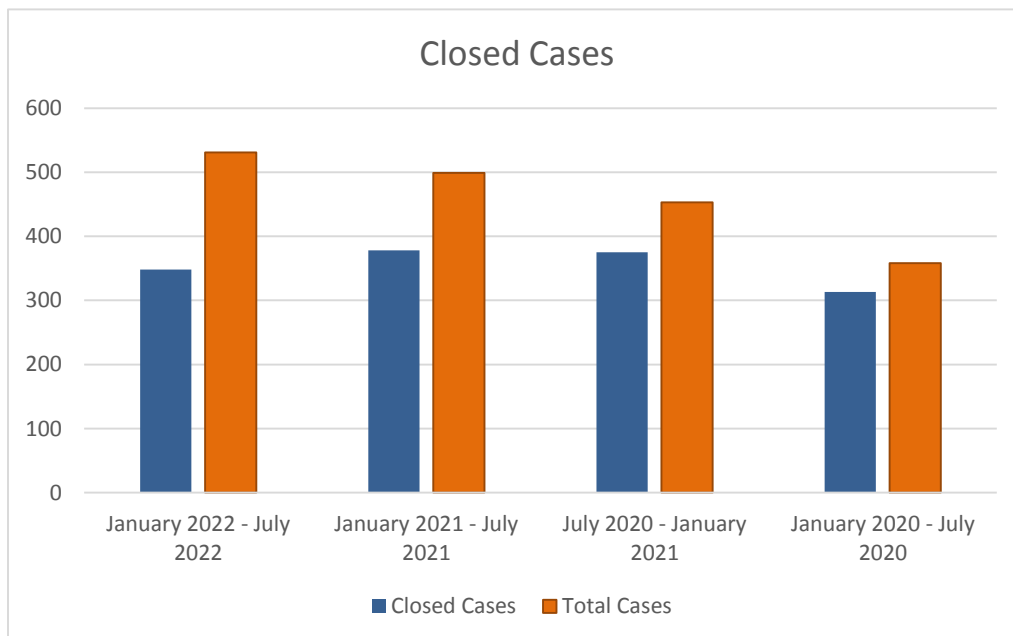
Top Requests: By-Law Enforcement:

The graph below shows the most common case categories for By-law Enforcement from January 1 to June 30, 2022, compared to the most common case categories from the same time period in 2021:



Closed Cases

The following graph shows the number of AccessE11 cases reported semi-annually compared to the number of cases closed. As of June 30, 2022, the Township has closed 348 cases and 183 remain open. 81 cases have been closed by the By-Law department, and 234 have been closed by Public Works.



Of the 531 total cases logged so far in 2022, nearly 47 cases were entered directly by the public using the "Report a Concern" feature on the website, representing approximately 9% of cases entered. Reporting concerns directly through the website not only creates staff efficiencies but the public has access to the user-friendly interface 24/7 and can enter requests without the need to call the office and/or speak to staff during business hours. As a result, staff continue to advertise the availability of the feature and encourage its use.

Of note, staff are in the process of implementing a new work order system, Asset Essentials, through the Modernization funding program. It is intended that this system will be replaced by a more robust and integrated system later 2022 or January 2023.

Prepared by:

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