Township of South Stormont
KEY INFORMATION REPORT
Administration and Corporate Services

To:	Council
From:	Loriann Harbers, Director of Corporate Services/Clerk
Date of Meeting:	January 27, 2021
Subject:	2020 AccessE11 Update (Requests/Complaints Tracking)

Background:

The Township of South Stormont adopted a customer feedback policy in December of 2015. Objectives of the policy are identified below:

- **Customer-focus**: We are committed to continuous improvement in service delivery.
- **Accountability**: Complaints are handled in a fair, respectful and transparent manner, as quickly as possible.
- **Responsiveness**: Feedback is tracked, and the Complainant is informed of each step.
- **Accessibility**: Information on how to submit a complaint is easily found on southstormont.ca and through other Township outreach mechanisms.
- **Simplicity**: The process must be simple to understand and easy to use. Complainants are guided on what to include in the complaint.
- **Confidentiality**: Complaints will be dealt with in a confidential manner in accordance with Municipal Freedom of Information and Protection of Privacy Act (MFIPPA).

In 2017, AccessE11, a software for complaint / request tracking, was introduced. 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 in 2020. In total, staff recorded 811 requests last year.

Of note, the new website now provides a form for residents to submit their complaints / requests online into the AccessE11 system. This will increase efficiency for reception staff and increase service to residents.

Access E11 generates email reminders for staff based on the type of request, ensuring that the appropriate staff members follow up on an open case, track its progress, and successfully close the case once completed.

In addition, Access E11 continues to issue updates to their software to make logging and completing cases more efficient for staff. Access E11 also continues to provide Township staff with training opportunities to highlight system feature enhancements.

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.
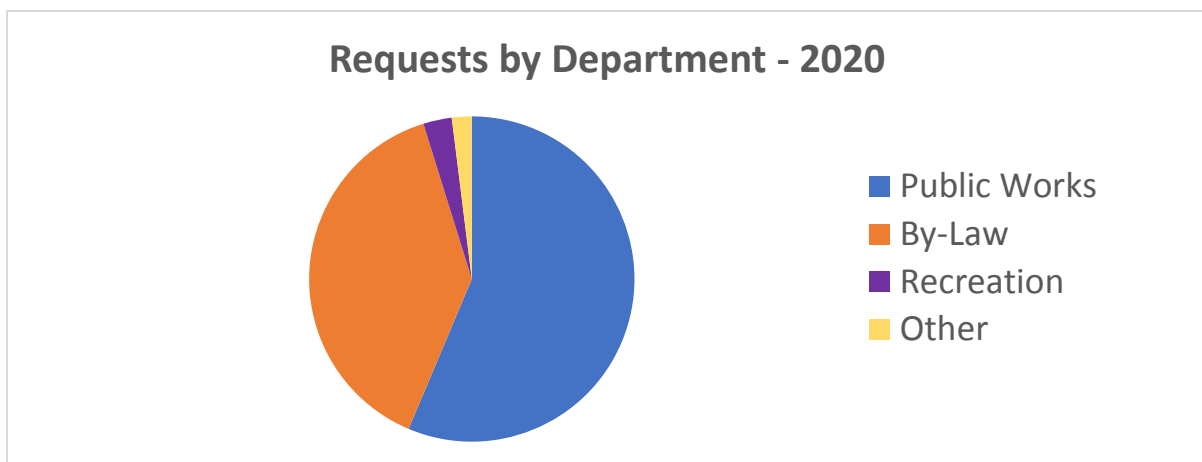
Total Requests Overview:
In 2020, 811 cases were logged in Access E11 by Township staff. The annual number of cases logged reduced this year (see graph below). This was likely due to reception staff working from home unexpectedly in March (at the beginning of the COVID-19 pandemic) where some requests were missed, and some were completed but not recorded in Access E11.

Total Number of Access E11 Requests Per Year
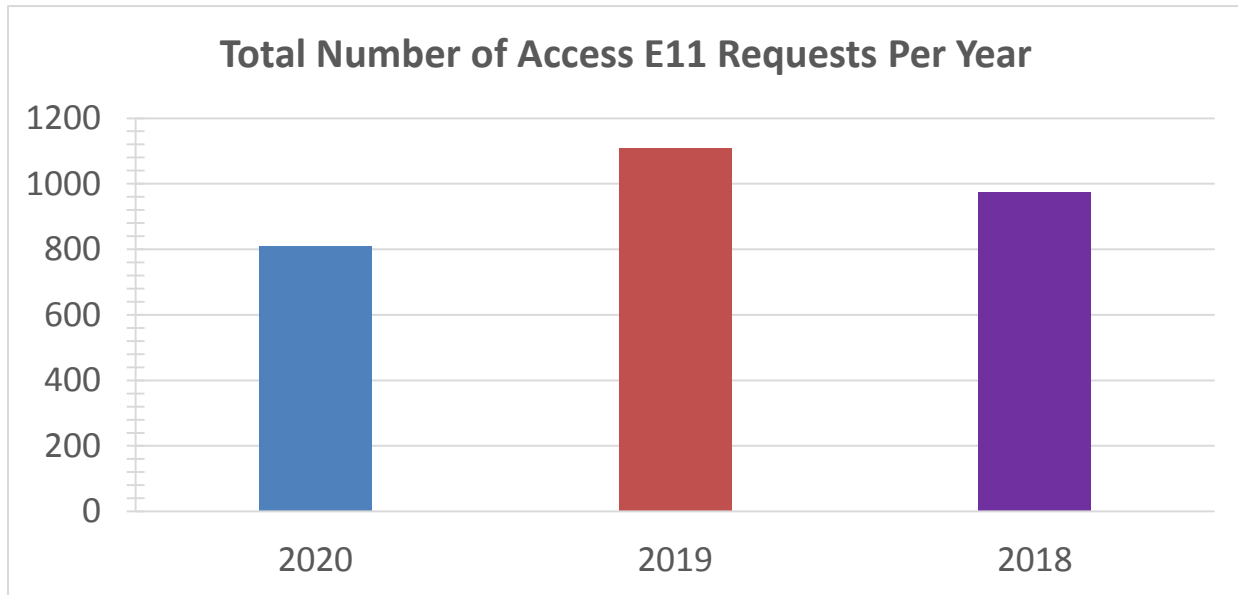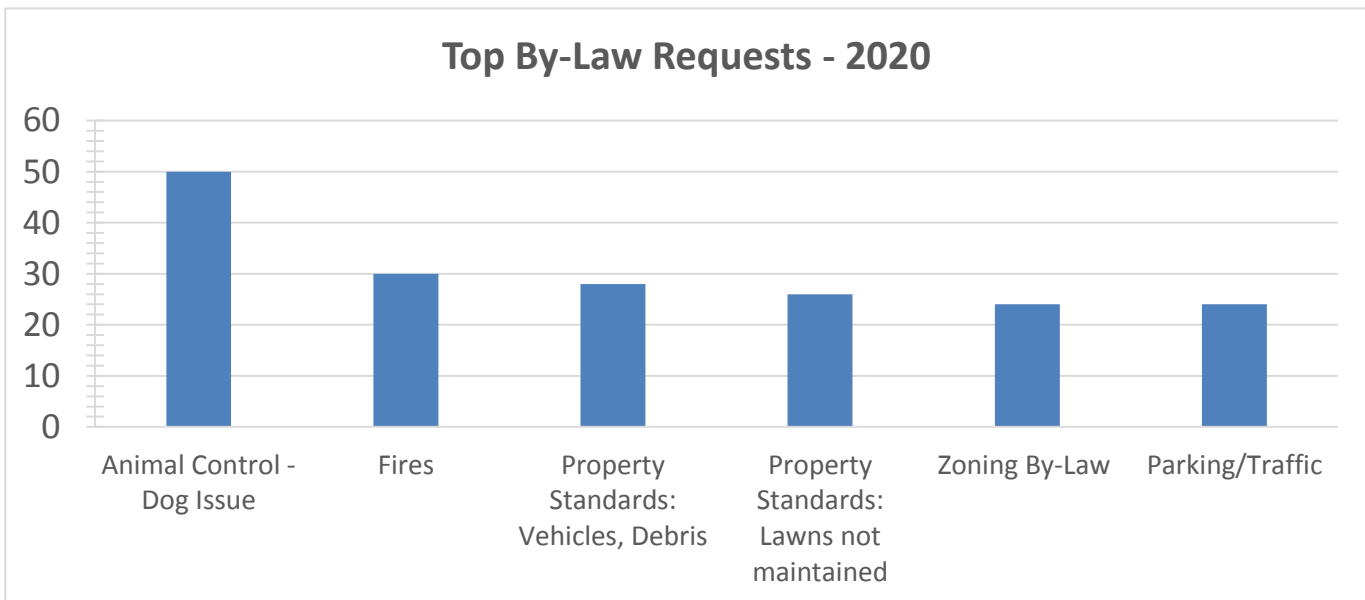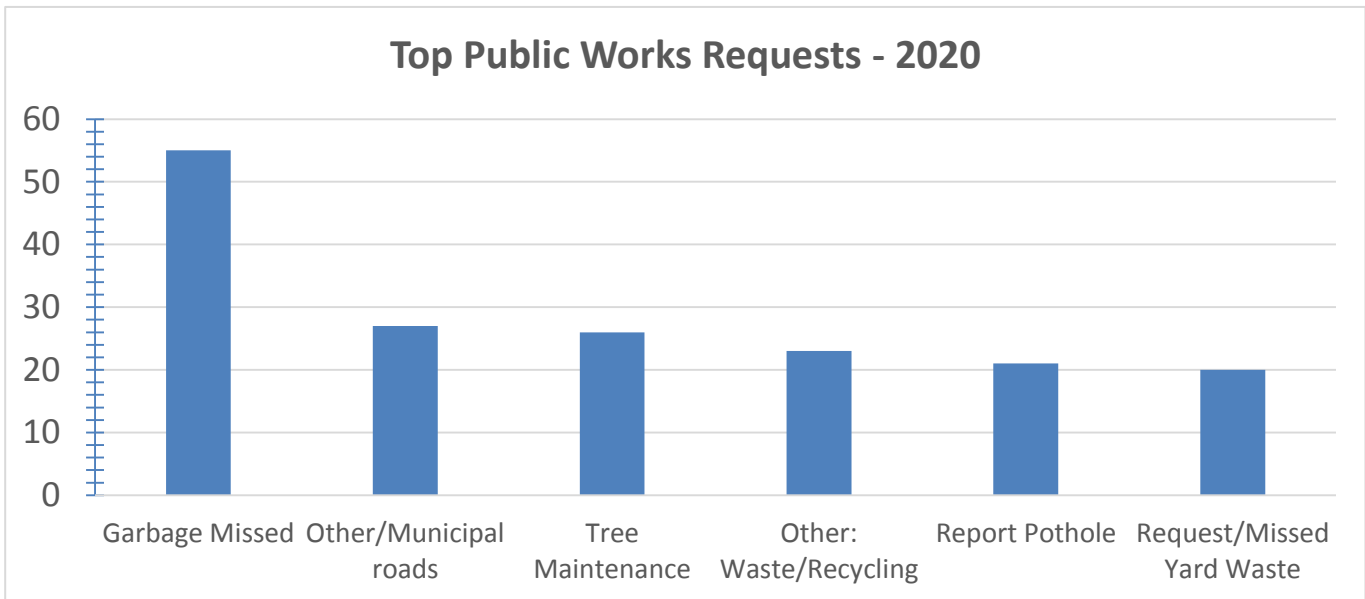

Requests by Department:
The two departments that use the Access E11 software most frequently are the Public Works and By-Law Enforcement departments. This is mainly due to the nature and frequency of requests from the public directed to both departments. Parks & Recreation, along with other Township departments, intend to use Access E11 more regularly in 2021.

In total, 457 cases were assigned to the Public Works department, 315 cases were assigned as "By-Law Issues", 23 were assigned as "Recreation", and the remaining 16 cases were assigned to various other Township departments.

Requests by Department - 2020

The graphs below show the most popular case categories by department.

Top Public Works Requests - 2020

A bar chart showing the following approximate values:
- Garbage Missed: 55
- Other/Municipal roads: 27
- Tree Maintenance: 26
- Other: Waste/Recycling: 23
- Report Pothole: 21
- Request/Missed Yard Waste: 20

Top By-Law Requests - 2020

A bar chart showing the following approximate values:
- Animal Control - Dog Issue: 50
- Fires: 30
- Property Standards: Vehicles, Debris: 28
- Property Standards: Lawns not maintained: 26
- Zoning By-Law: 24
- Parking/Traffic: 24

As you can see in the graphs above, requests are made for the #1 most popular case categories for each department ("Missed Garbage" for Public Works and "Animal Control – Dog Issue" for By-Law Enforcement) much more frequently than any other category. Below are graphs visualizing annual case totals for each of these categories.

"Garbage Missed" Requests
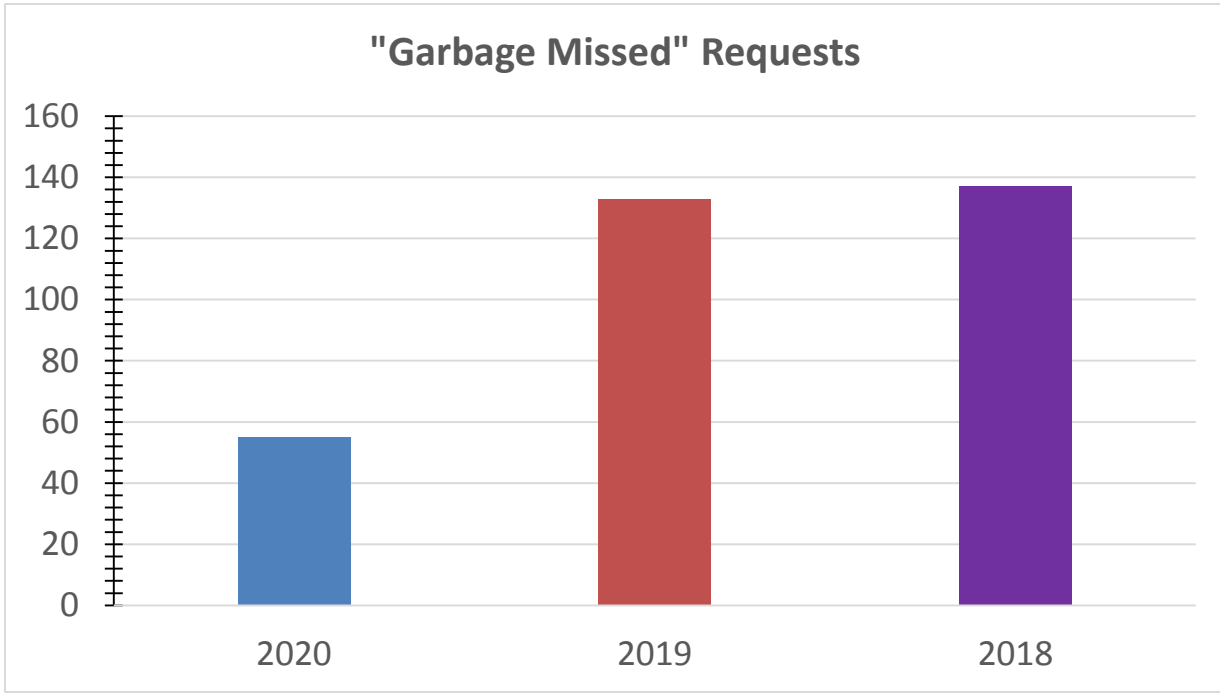
Although it was the most popular case category for the Township in 2020, the number of "Garbage Missed" requests have reduced by more than 50% compared to 2019.

"Animal Control - Dog Issue" Requests
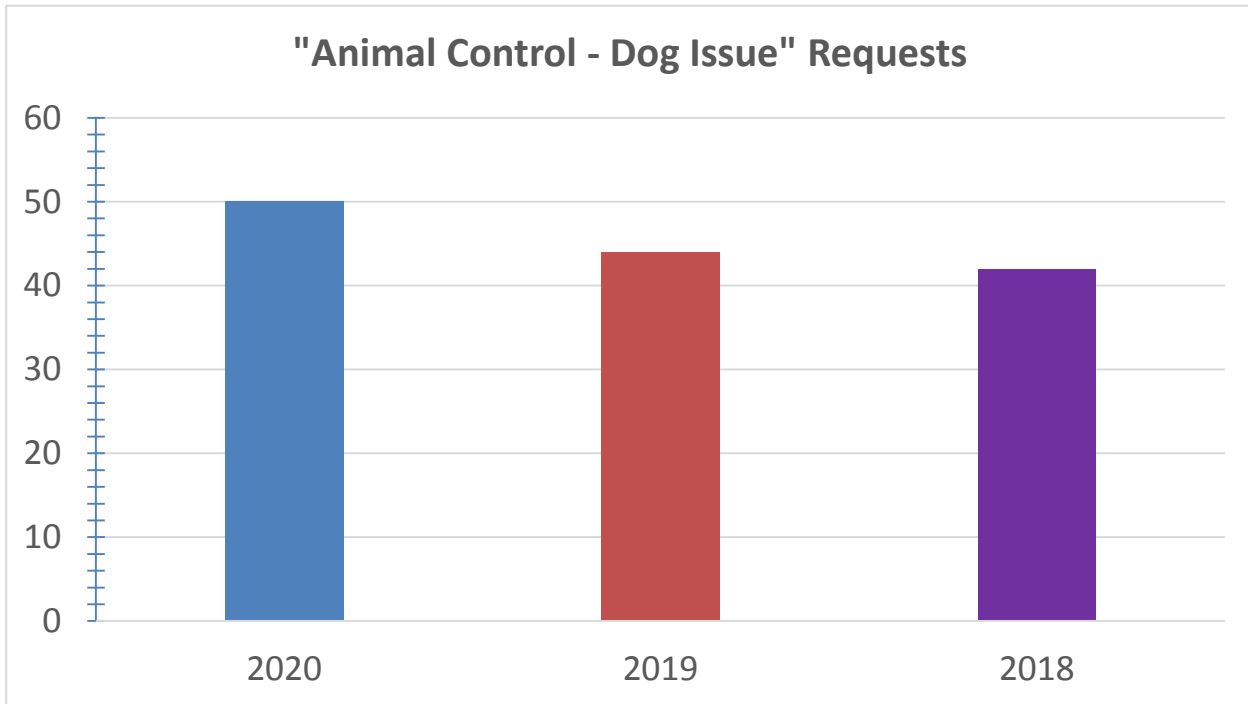
Requests categorized as "Animal Control – Dog Issue" have only increased slightly year over year since 2018.

Prepared by:
Alex MacIsaac, Corporate Services Student