

EXTRACT OF DRAFT MINUTES 31  
FINANCE AND ECONOMIC  
DEVELOPMENT COMMITTEE  
3 OCTOBER 2017

EXTRAIT DE L'ÉBAUCHE DU  
PROCÈS-VERBAL 31  
COMITÉ DES FINANCE ET DU  
DÉVELOPPEMENT ÉCONOMIQUE  
LE 3 OCTOBRE 2017

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2016 SERVICEOTTAWA PERFORMANCE MEASUREMENT

ACS2017-SIP-SO-0006

CITY WIDE

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**That Finance and Economic Development Committee recommend Council approve the Service Level Standards for phone and email service provided by ServiceOttawa, as described in this report.**

Nancy Greenfield, Director of ServiceOttawa provided a slide presentation, a copy of which is held on file with the City Clerk and Solicitor. Councillor McKenney was in attendance for this item and asked questions to the delegation and staff.

The Committee heard from the following public delegation:

- \*Ms. Miranda Gray, resident, spoke to a presentation which is held on file. Ms. Gray listed the missing Key Performance Indicators that would be beneficial to residents.

*[\* Individuals / groups marked with an asterisk above provided written comments; all submissions are held on file with the City Clerk.]*

Staff responded to questions with respect to email service levels, follow up with departments after requests are forwarded to them, and the overall process. Staff agreed to look into providing councillors with a monthly summary of requests from their ward.

Having concluded discussions, the Committee CARRIED the report as presented.