

**Municipality Of Chatham-Kent**  
**Corporate Services – Customer Services Division**  
**Information Report**

**To:** Mayor and Members of Council

**From:** Leanne Segeren-Swayze  
Director, Customer Services

**Date:** June 12, 2018

**Subject:** Recognition – Top Private Office Performance 2017/2018

---

This report is for the information of Council.

**Background**

The Dresden Municipal Centre has been an official service provider to operate a private ServiceOntario centre since 2003, following successful bids in the Ministry of Government and Consumer Services procurement process.

The Municipality of Chatham-Kent entered into an Issuing Services Agreement with the Ministry with the strategy to offer both municipal and provincial services in one municipal facility for customer-focused efficiency. This particular location is unique in terms of offering the combined services. Prior to the Municipality's consideration to enter into an agreement for these services in 2003, the previous service provider elected to not renew the contract as a private issuer. At that time, there was low interest within the community to procure the provincial services and the ongoing delivery of these services within the community as at risk. As an official service provider for ServiceOntario, our municipal customer service representatives receive ongoing extensive provincial training to perform issuing services such as: Driver and Vehicle Licensing, Health Cards and Provincial Photo Identification. The complexity of each issuing service is significant in addition to continuous multi-faceted training.

As a ServiceOntario service provider, the principal commissions include (but not limited to):

- Management of operations and performance of the Issuing Services
- Operational Directives
- Collection of Provincial Revenue
- Ministry of Government and Consumer Services (MGCS) equipment and MGCS stock

- Security and Screening
- Privacy and Confidentiality
- Accounting and Financial Reports
- Operations/Service Audits

### **Comments**

From a customer service perspective, the one-stop access to both municipal and provincial services is highly effective for the community of Dresden and surrounding area.

In 2017, our customer service team supported 9,000 customers by way of providing efficient and effectual Issuer Services, over and above the equivalence of municipal counter services (not including virtual call centre services). Our volume of Issuing Services continues to increase annually. Customers appreciate the convenience of the multiple service options as well as the quality of our services and overall customer care.

Pursuant to the Service Issuer Agreement, we ensure compliance of all terms while striving for service delivery excellence. As stated in the municipal customer service standards, “working together to achieve the common goal of serving our customers”, we are pleased to share these same values and goals with MGCS.

The Municipality (ServiceOntario – Dresden) received recognition of Top Private Office Performance for 2017/18 from the Ministry of Government and Consumer Services on May 31, 2018 (see attached).

The MGCS extends their “congratulations on the outstanding achievement of the 2017-2018 Quality Assurance results at Office 232 – Dresden”. We are acknowledged for our dedication to providing high quality, effective services and security of sensitive information.

We are honoured to receive this recognition and commend our customer service team (Donna Kilbride, Ginny Steptoe and Lidia Ritchie) for achieving admirable levels of service quality and customer care.

### **Financial Implications**

N/A

Prepared by:

---

Leanne Segeren-Swayze,  
Director, Customer Services

Reviewed by:

---

Cathy Hoffman  
General Manager, Corporate Services

Attachment: Appendix 1

P:\RTC\Customer Services\RTC ServiceOntario Recognition 2017 2018.docx

## Appendix "1"



Thu 2018-05-31 1:14 PM

Issuer Services Office (MGCS) &lt;issuer.services@ontario.ca&gt;

Recognition - Top Private Office Performance 2018

To Leanne Segeren-Swayze

Cc Issuer Services Office (MGCS)

You replied to this message on 2018-05-31 1:45 PM.

Rectangular Snip

Dear Leanne Segeren-Swayze:

Jacqueline Spencer, Director of the Private Service Providers Branch, and Helga Iliadis, Assistant Deputy Minister, Customer Care Division are pleased to offer their congratulations on the outstanding achievement of your 2017-2018 Quality Assurance results at Office 232 - Dresden.

Excellence in service delivery depends as much on quality as it does a friendly, positive customer experience. Your dedication to quality is evident in these outstanding scores, which you've achieved across multiple lines of business.

Our customers count on you to *do things right the first time*. Your care and attention to detail ensures their request is fulfilled promptly and efficiently, while their sensitive information is accurate and secure in our databases.

Your commitment to quality reinforces the confidence in ServiceOntario as a world class service delivery organization, recognized by our OPS Ministry partners, our government and all Ontario residents.

Thank you for living our Ministry value of 'Achieve Excellence' - you are truly making a positive difference in the lives of Ontarians!

**Issuer Services Office, Private Service Providers Branch**

ServiceOntario

Ministry of Government and Consumer Services

20 Dundas St. West, 4<sup>th</sup> Flr., Toronto, ON M5G 2C2T: 416-212-4603 | F: 416-326-3229 | E: [issuer.servicesoffice@ontario.ca](mailto:issuer.servicesoffice@ontario.ca)