Agenda – Executive Policy Committee – February 17, 2016

REPORTS

Item No. 1 Review of Customer Service Training

EXECUTIVE POLICY COMMITTEE RECOMMENDATION:

On November 18, 2015, the Executive Policy Committee requested the Winnipeg Public Service to conduct a review of all training services conducted with, or on behalf of, all members of the public service who make decisions regarding service-delivery or those who interact with residents or the business community and report back within 60 days.

DECISION MAKING HISTORY:

EXECUTIVE POLICY COMMITTEE RECOMMENDATION:

On January 6, 2016, the Executive Policy Committee granted an extension of time of 30 days for the Winnipeg Public Service to report back on the matter.

On November 18, 2015, the Executive Policy Committee passed the following motion:

WHEREAS the City of Winnipeg strives to be a vibrant and healthy city placing its highest priority on quality of life for all its citizens;

AND WHEREAS the City of Winnipeg is the primary provider of a significant volume of important front line public services for Winnipeggers as residents and businesses alike;

AND WHEREAS the City of Winnipeg is actively developing further opportunities to make civic information more accessible than ever before;

AND WHEREAS the overall customer service experience for citizens and businesses interacting with the City of Winnipeg is important to the overall success of the organization as well as for the community as a whole;

AND WHEREAS a full inventory of customer service training opportunities received by city employees will serve to identify areas where activities are effective for citizens and businesses and where opportunities exist to improve;

THEREFORE BE IT RESOLVED that the Public Service be requested to conduct a review of all training services conducted with, or on behalf of, all members of the public service who make decisions regarding service-delivery or those who interact with residents or the business community and report back within 60 days.