March 16, 2022 – EPC Meeting
Report 3. 311 Call Centre Call Times
Delegate – Kelly Ryback

On the Agenda
But . . .
As of 8:00 am, March 15, 2022
4 hours prior to delegation request and written submission deadline

- No 150-Day Report from Public Service on Agenda
(originally a 90-day report due in January

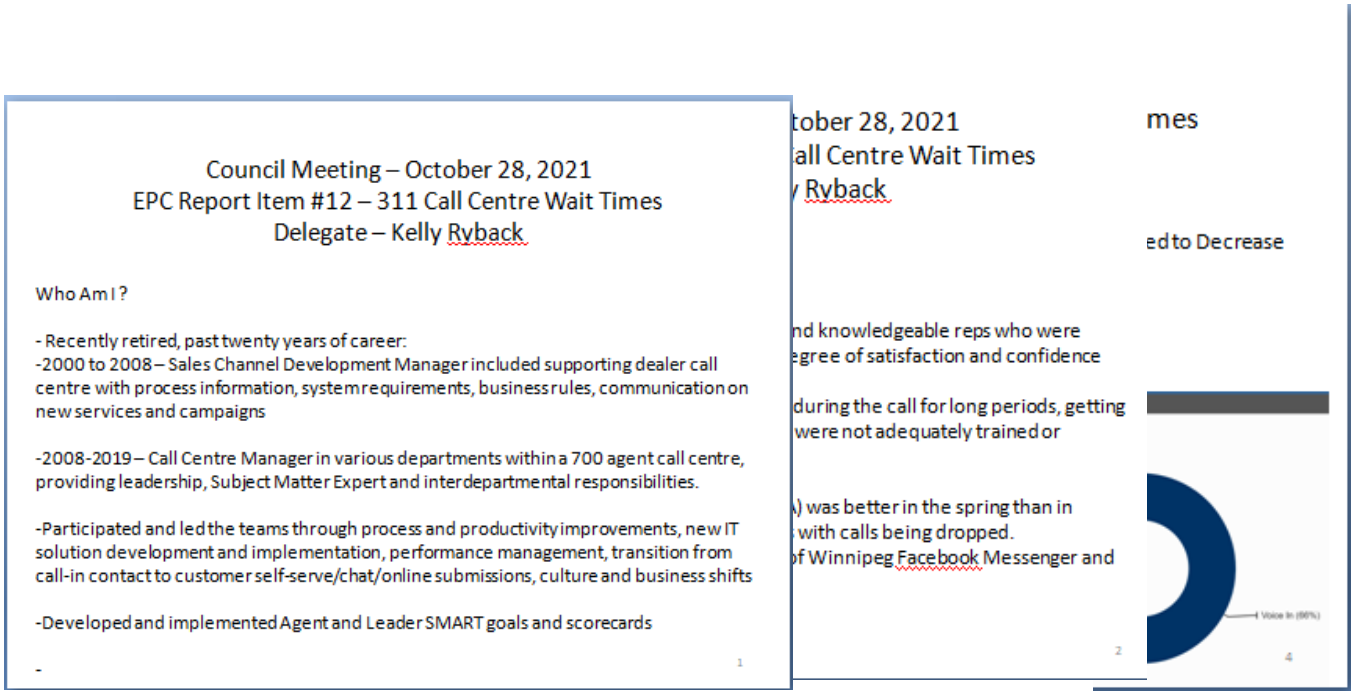
-Agenda information states outcome from January 27, 2022 Council Meeting approving 60-day extension

Is there a report or is the Public Service requesting an extension or is it just a pending item coming up at next Council Meeting or next EPC meeting?

Nonetheless . . .

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Oct 28,2021 – City Council Mtg
I offer my services



Council Meeting – October 28, 2021
EPC Report Item #12 – 311 Call Centre Wait Times
Delegate – Kelly Ryback

Who Am I ?

- Recently retired, past twenty years of career:
-2000 to 2008 – Sales Channel Development Manager included supporting dealer call centre with process information, system requirements, business rules, communication on new services and campaigns

-2008-2019 – Call Centre Manager in various departments within a 700 agent call centre, providing leadership, Subject Matter Expert and interdepartmental responsibilities.

-Participated and led the teams through process and productivity improvements, new IT solution development and implementation, performance management, transition from call-in contact to customer self-serve/chat/online submissions, culture and business shifts

-Developed and implemented Agent and Leader SMART goals and scorecards

-

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tober 28, 2021
all Centre Wait Times
Ryback

mes

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nd knowledgeable reps who were
egree of satisfaction and confidence

during the call for long periods, getting
were not adequately trained or

) was better in the spring than in
with calls being dropped.
f Winnipeg Facebook Messenger and

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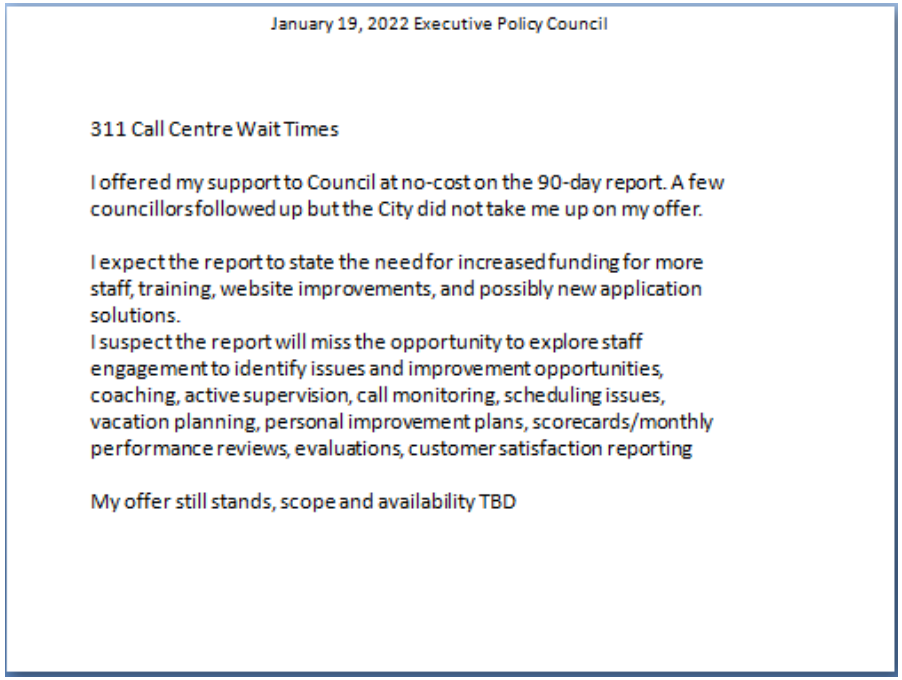
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Three Councillors Follow Up with Me
But I Don't Hear From Mayor Office, CAO, or Director

So I Come Back to January 19, 2022 EPC where a 60-day extension is requested

I State What I Think You're Going to Get and Not Get



January 19, 2022 Executive Policy Council

311 Call Centre Wait Times

I offered my support to Council at no-cost on the 90-day report. A few councillors followed up but the City did not take me up on my offer.

I expect the report to state the need for increased funding for more staff, training, website improvements, and possibly new application solutions.
I suspect the report will miss the opportunity to explore staff engagement to identify issues and improvement opportunities, coaching, active supervision, call monitoring, scheduling issues, vacation planning, personal improvement plans, scorecards/monthly performance reviews, evaluations, customer satisfaction reporting

My offer still stands, scope and availability TBD

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And I Hear Nothing – Here's the Answers

Review and Improve Processes
Coach
Improve Scheduling and Coverage
Increase Performance and Strengthen the Team
Set Goals – Incorporate Active Management
Hold Frontline /Supervisors/Management Accountable
Improve Customer Communication, Utilize More Tools
Bring the Critical Messages to the Forefront
Application Enhancements

Own It and Deliver It !

Here you are today, possibly without a report and nothing has been done.
Quick hits could have been made and service improved

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My Recent 311 Email Experiences

Abandoned Vehicle and Snow Clearing Complaint 3



Sidewalk Snow Clearing Complaint 1



Sidewalk Snow Clearing Complaint 2



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Issues Resolved from My 311 Calls







All within one block on Corydon Avenue

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Issues Resolved from My 311 Calls



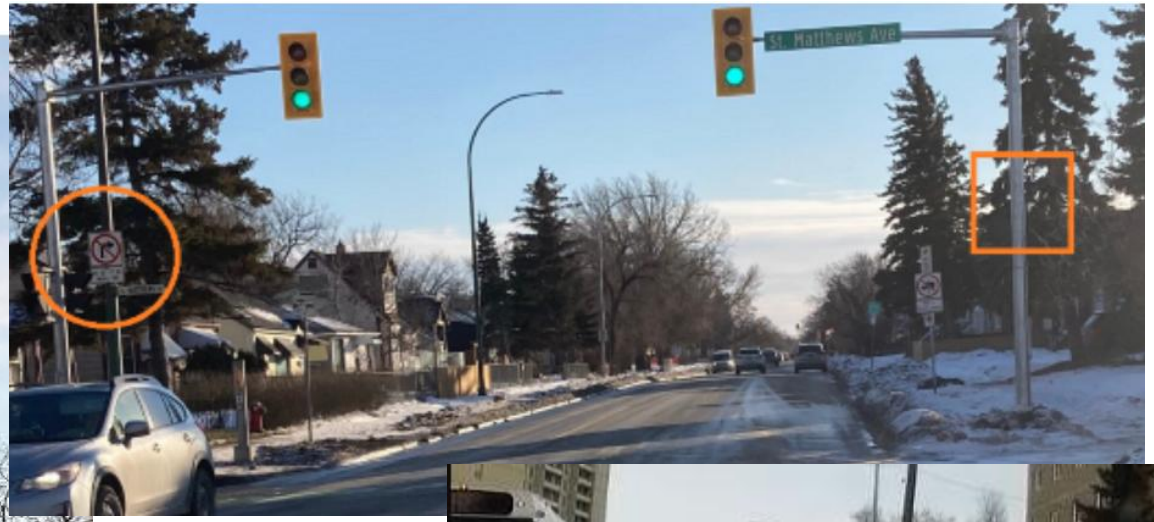




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Issues Resolved from My 311 Calls







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You Want to Improve 311 Service
Then Reduce the Call Quantity

Every one of my calls due to :

Installations were planned/completed wrong in the first place

-Human error/Bad attitude/Poor Training

-Lack of Attention/Awareness/Responsibility

-No Go-Getter Initiative

Frontline staff, planners, assignors, foremen, supervisors, managers, directors, executives, and elected officials

HAVE TO BE BETTER !

Each incident either could have been avoided OR reported internally earlier