

# **Service Innovation and Performance Department - ServiceOttawa 2018 Budget Briefing Note**

## **Description**

ServiceOttawa is the first stop for City information and services for residents, businesses, visitors and internal partners, through a choice of channels providing reliable and high-quality information and services. As the service responsible for the front end customer experience, a consistent and positive client experience is provided across multiple channels.

Improved services are achieved through continuous improvement, innovation and the use of new technologies to drive efficiency.

## **Programs/Services Offered**

City services are available through ottawa.ca, by calling 3-1-1, through email, or in person by visiting one of the seven Client Service Centres (CSC) or three Provincial Offences Act (POA) counter sites.

Information and services are provided on behalf of city departments and various levels of government. Additionally, ServiceOttawa plays a key role in liaising with, and dispatching critical services. ServiceOttawa supports departments through expertise in web tools and technology, processes and practices to support the on-line self-service channel, and the oversight and day-to-day operations of ottawa.ca. Additionally, ServiceOttawa works closely with partner departments to ensure that the right information and services are available to residents, businesses and visitors 24/7.

In 2016, ServiceOttawa supported over 10 million individual visits to ottawa.ca, 3-1-1 agents spoke to nearly half a million callers, over a quarter million transactions were completed through the CSC and POA offices, and over \$182 million in revenue was handled by ServiceOttawa.