ICCS

COMMON MEASUREMENTS TOOL

Benchmarking Report

**Prepared by the ICCS for the Town of Newmarket
Community Satisfaction Survey 2018**

September 2018

Contents

CMT

INTRODUCTION

1. CMT INTRODUCTION

The Common Measurements Tool (CMT) is an inter-jurisdictional tool for designing client satisfaction surveys in the public sector. By using the questions set out in the CMT, organizations can compare their results against peer organizations, identifying good practices and sharing lessons learned.

This benchmarking report is based on client satisfaction survey results that you submitted to the Institute for Citizen-Centred Service (ICCS), and compares these survey results with selected peer groups. It is hoped that this report will supplement your own analysis, providing you with valuable insights that you can use in your service improvement plan.

>>

The CMT Benchmarking report is divided into sections as follows:

- Benchmarking Summary;
- Question-by-Question Results and Benchmarking (including the benchmarking criteria identifying the criteria used to select the benchmark groups); and
- Priorities for Service Improvement (present only if important/satisfied paired questions were asked).

1.1   Benchmarking Summary

The Benchmarking Summary provides an overall average score for each CMT question selected for benchmarking, and compares the score of your organization to each benchmarking group selected. In

the Question-by-Question Results and Benchmarking section, these results will be expanded.

1.2   Question-by-Question Results and Benchmarking

1.2.1   Question-by-Question Results

For each CMT question you included in your client survey, the report provides basic summary information about how your clients responded. For example, the report provides the number of clients who answered the question, the average rating they gave your organization, and a graph illustrating the distribution of these ratings. This section of the report provides only information about your survey, and does not contain any comparison information.

1.2.2   Benchmarking

For each CMT question you included in your client survey, the report then provides benchmarking information against up to three selected peer groups. For example, the report shows you how your rating compares with the highest and lowest ratings in that peer group. A percentile score and ranking are also provided so that you can see how many other organizations received ratings both above and below your organization. An overall average score of all the organizations is calculated, which gives a general indication of that aspect of service delivery across all organizations.

>> Note: While the benchmarking exercise itself is designed to be anonymous, it may be possible to contact peer organizations through the ICCS.

BENCHMARKING

SUMMARY

2. BENCHMARKING SUMMARY

The following table summarizes the overall average for each question selected for benchmarking, and compares the score of your organization to each benchmarking group selected. In addition, your organization's current score is compared to those obtained previously. In the next section, these results will be expanded on a question-by-question basis. For details on each benchmarking group, see Section 3.

Questions	Your Org	Group 1*	Group 2**	Group 3***	Your Org 2010	Your Org 2014	Change 2014-2018
Timeliness	**4.22**	3.95	3.80	4.06	4.07	4.23	-0.01
Accessibility	**4.35**	4.09	4.15	4.38	4.15	4.27	+0.08
Overall satisfaction	**4.23**	4.04	3.90	4.21	4.04	4.19	+0.04
Satisfaction with staff	**4.35**	4.28	4.31	4.38	4.14	4.40	-0.05
Treated fairly	**4.52**	4.27	4.30	4.41	4.35	4.50	+0.02
Informed on what to do	**4.38**	4.19	4.23	4.29	4.18	4.39	-0.01
Staff went extra mile	**4.08**	3.96	3.97	4.03	3.94	3.98	+0.10
Staff good listeners	**4.43**	4.25	4.34	4.34	4.22	4.33	+0.10
Staff courteous	**4.63**	4.48	4.47	4.44	4.45	4.53	+0.10
Staff respectful	**4.62**	4.59	4.46	4.46	4.44	4.57	+0.05
Clear what to do	**4.24**	4.10	4.10	4.25	4.08	4.22	+0.02
Hours were convenient	**4.35**	4.07	4.04	4.31	4.10	4.11	+0.24
Knowledgeable staff	**4.41**	4.18	4.17	4.33	4.23	4.37	+0.04

* **Group 1** – All organizations in the database
** **Group 2** – Municipal level organizations (all)
*** **Group 3** – Municipal level organizations (Ontario)

>> **The following colour coding has been used throughout this report in order to illustrate your performance:**

Green   Your organization is performing very well against the background of your peers and/or is meeting client expectations.

In section 3.3 (Benchmarking), this colour indicates that your average ranks in the top third of all averages for the specified benchmarking group.

Yellow Your organization's performance may need to be examined.

In section 3.3 (Benchmarking), this colour indicates that your average ranks in the middle third of all averages for the specified benchmarking group.

Red   Satisfaction with your organization's performance is low in comparison to the results of your peers. Further examination should be made as to whether or not the expectations of your clients are being met.

In section 3.3 (Benchmarking), this colour indicates that your average ranks in the bottom third of all averages for the specified benchmarking group.

Please note that the above formula does not take into consideration specific factors affecting satisfaction with individual service areas. The colour coding is meant to provide a quick overview of how your organization is performing against its peers. However, each result should be placed in the context of the relevant service delivery environment.

QUESTION-BY-QUESTION RESULTS

& **BENCHMARKING**

3. QUESTION-BY-QUESTION RESULTS AND BENCHMARKING

3.1   Summary of Benchmarking Report Criteria

The following section outlines the parameters selected for each benchmarking group.

Group 1 – All Organizations in the Database

Sector

Public Sector

Level of Government

All levels of government

Client Group

All client groups

Scope

Not specific to any scope of service

Activity

Not specific to any activity

Industry

Not specific to any industry

Group 2 – Municipal Level Organizations (All)

Sector

Public Sector

Level of Government

Municipal

Client Group

All client groups

Scope

Not specific to any scope of service

Activity

Not specific to any activity

Industry

Not specific to any industry

Group 3 – Municipal Level Organizations (Ontario)

Sector

Public Sector

Level of Government

Municipal (Ontario)

Client Group

All client groups

Scope

Not specific to any scope of serivce

Activity

Not specific to any activity

Industry

Not specific to any industry

3.2   Question-by-Question Results

For every CMT question in your survey, this section provides summary information about how your clients responded. For each question, the report highlights the number of responses, displays the overall average, and illustrates the distribution of responses in graphical format.

3.3   Benchmarking

This section provides comparison data against selected peer organizations for every CMT question that was selected in your survey (where comparison data is available). The percentile score and ranking are provided so that you can see how many organizations scored above and below you. The Overall Average indicates how all the selected organizations are performing in this particular aspect of service delivery, and is another way for you to determine how your organization compares overall.

NOTE: The wording of questions as they appear in this report has been aligned with the way they were presented in the survey questionnaire. They do not necessarily correspond to the exact wording of questions in the current version of the CMT Question Bank.

Q:

Overall, how satisfied were you with the amount of time it took to get the service?

Average Score: 4.22

	Response	Count	Percent
5	Very satisfied	261	56 %
4		121	26 %
3		37	8 %
2		15	3 %
1	Very dissatisfied	30	6 %
	Total	**464**	
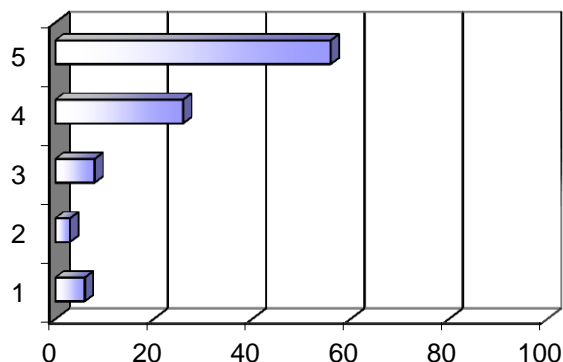
WHAT LEADERS ARE DOING . . .

- In order to ensure timely processing of treatment benefits, Veterans Affairs Canada has included revision and implementation of benefit grids as one of the priorities in its Integrated Business and Human Resources Plan. *Learn more…*

- ServiceOntario has greatly reduced wait times by establishing service guarantees for some of their services such as applying for a birth certificate. *Learn more…*
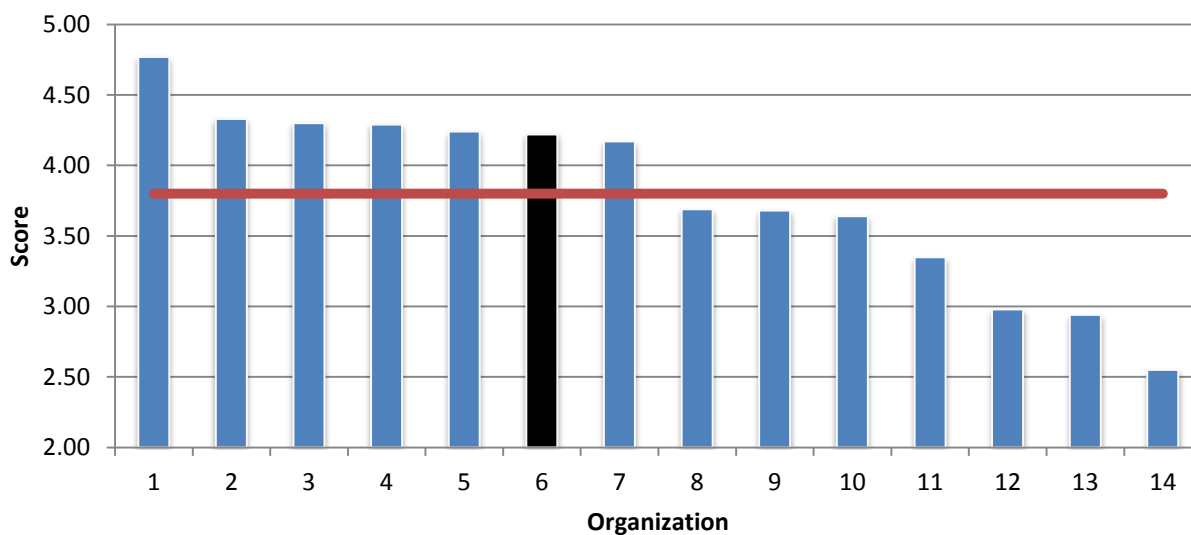
Benchmarking Group 1 – Timeliness
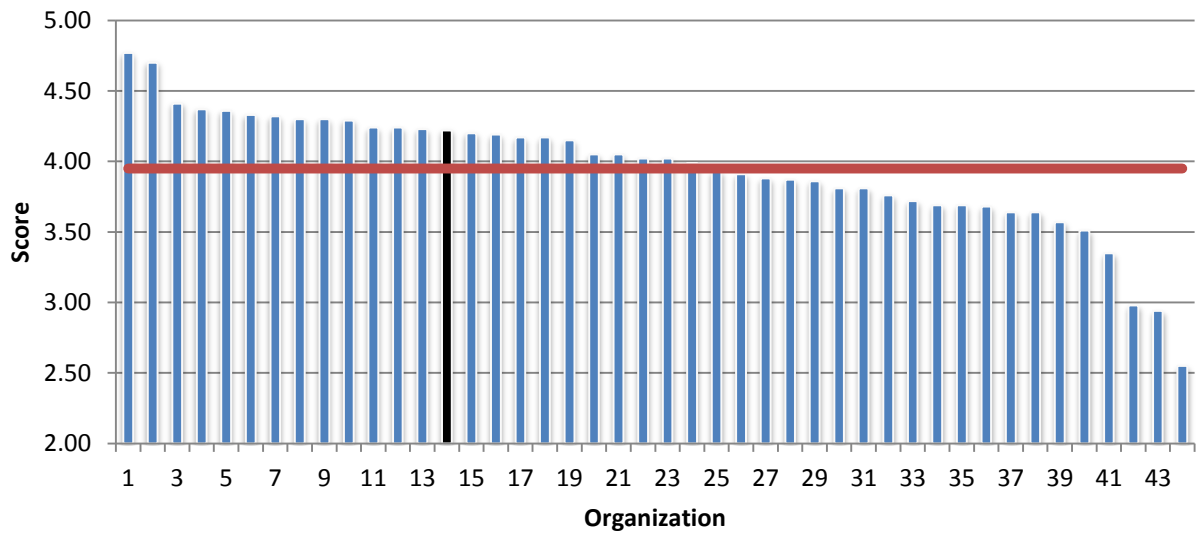
*Group 1	Survey ID	Average	Percent	Percentile	Rank		Overall Avg
Top Performers	1330201	4.77	94	100	1		3.95
	1220407	4.70	93	97	2		
	1450101	4.41	85	95	3		
Your Org	1240301	4.22	81	70	14		
Lowest	1230202	2.55	39	2	44		

*For a description of benchmarking group criteria, please see sub-section 3.1.

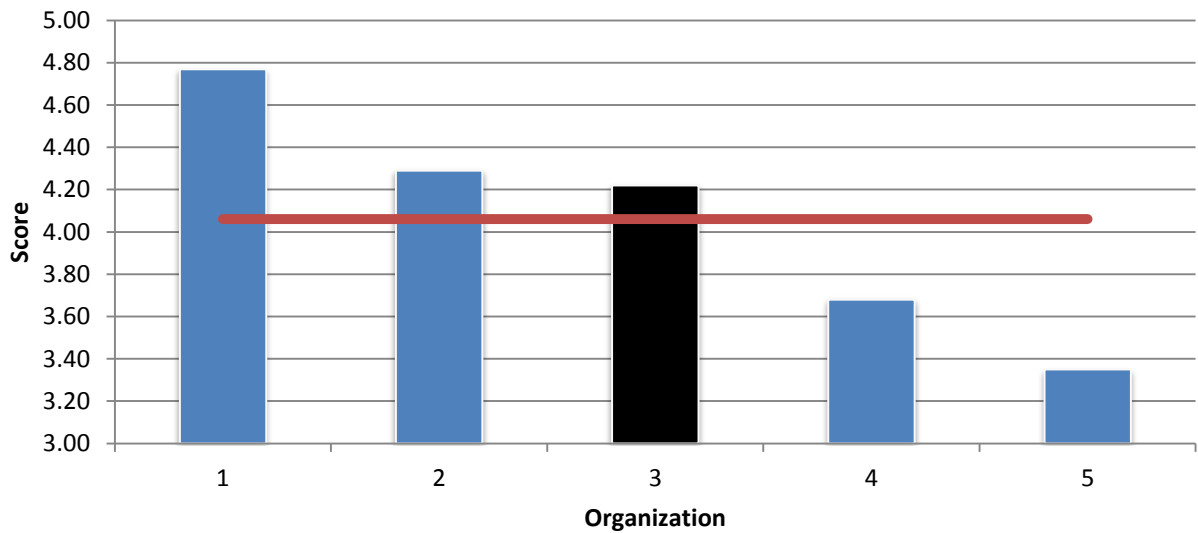# Benchmarking Group 2 – Timeliness

*Group 2	Survey ID	Average	Percent	Percentile	Rank		Overall Avg
Top Performers	1330201	4.77	94	100	1		3.80
	1230501	4.33	83	92	2		
	1230701	4.30	83	85	3		
Your Org	1240301	4.22	81	64	6		
Lowest	1230202	2.55	39	7	14		

*For a description of benchmarking group criteria, please see sub-section 3.1.

Benchmarking Group 3 – Timeliness

| *Group 3	Survey ID	Average	Percent	Percentile	Rank		Overall Avg
Top Performers	1330201	4.77	94	100	1		4.06
	1310101	4.29	82	80	2		
Your Org	1240301	4.22	81	60	3		
Lowest	1360101	3.35	59	20	5		

∗For a description of benchmarking group criteria, please see sub-section 3.1.

Q: Overall, how satisfied were you with the accessibility of the service/product?

Average Score: 4.35

	Response	Count	Percent
5	Very satisfied	280	60 %
4		119	25 %
3		37	8 %
2		13	3 %
1	Very dissatisfied	18	4 %
	Total	467	
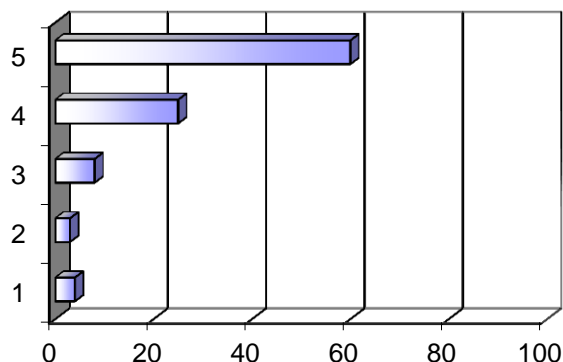
WHAT LEADERS ARE DOING . . .

- Veterans Affairs Canada has shifted from a program-centred to a client-centred approach by first identifying the needs of individual clients and then enabling easy access to the right services by coordinating departmental and community resources. **Learn more**…

- The Government of Ontario increased accessibility by making multiple services available over multiple channels. Many of them have extended hours of service. **Learn more**…

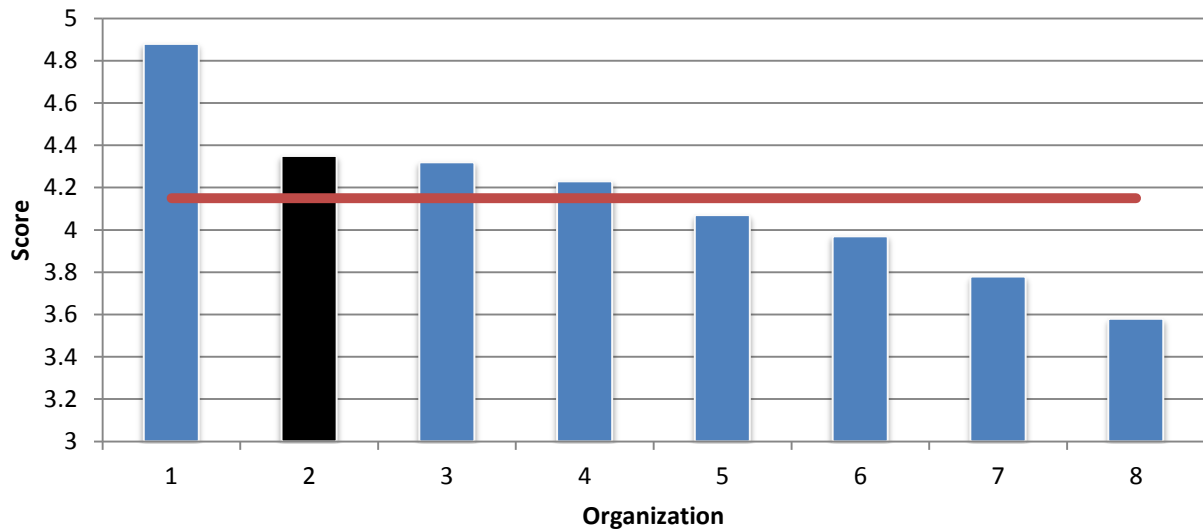# Benchmarking Group 1 – Accessibility
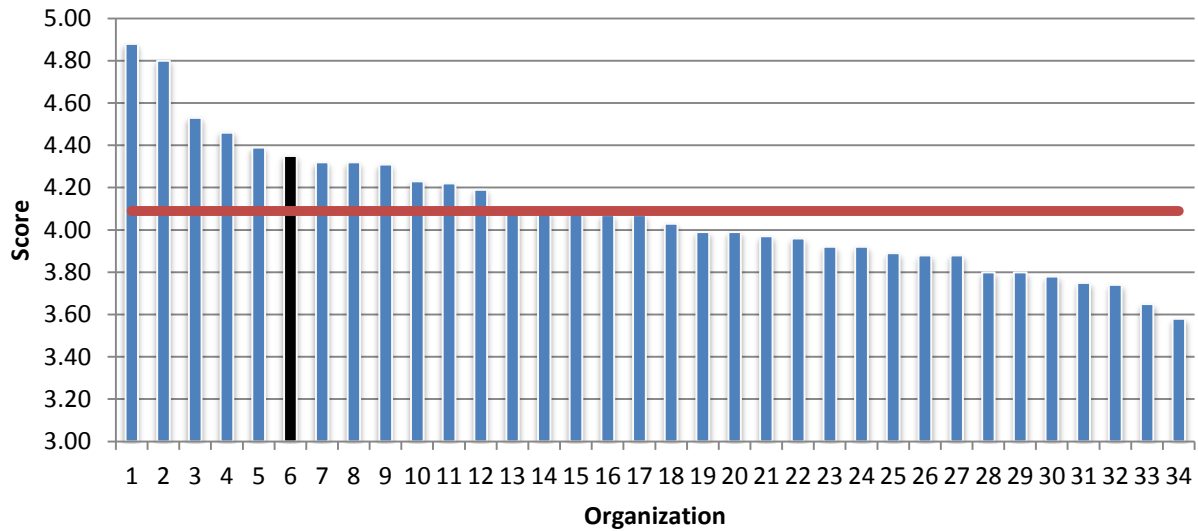
*Group 1	Survey ID	Average	Percent	Percentile	Rank		Overall Avg
	1330201	4.88	97	100	1		4.09
Top Performers	1220407	4.80	95	97	2		
	1450101	4.53	88	94	3		
Your Org	1240301	4.35	84	85	6		
Lowest	1401610	3.58	65	2	34		

∗For a description of benchmarking group criteria, please see sub-section 3.1.

Benchmarking Group 2 – Accessibility

*Group 2	Survey ID	Average	Percent	Percentile	Rank		Overall Avg
Top Performers	1330201	4.88	97	100	1		4.15
Your Org	1240301	4.35	84	87	2		
Top Performers	1310101	4.32	83	75	3		
Lowest	1401610	3.58	65	12	8		

∗For a description of benchmarking group criteria, please see sub-section 3.1.

Benchmarking Group 3 – Accessibility
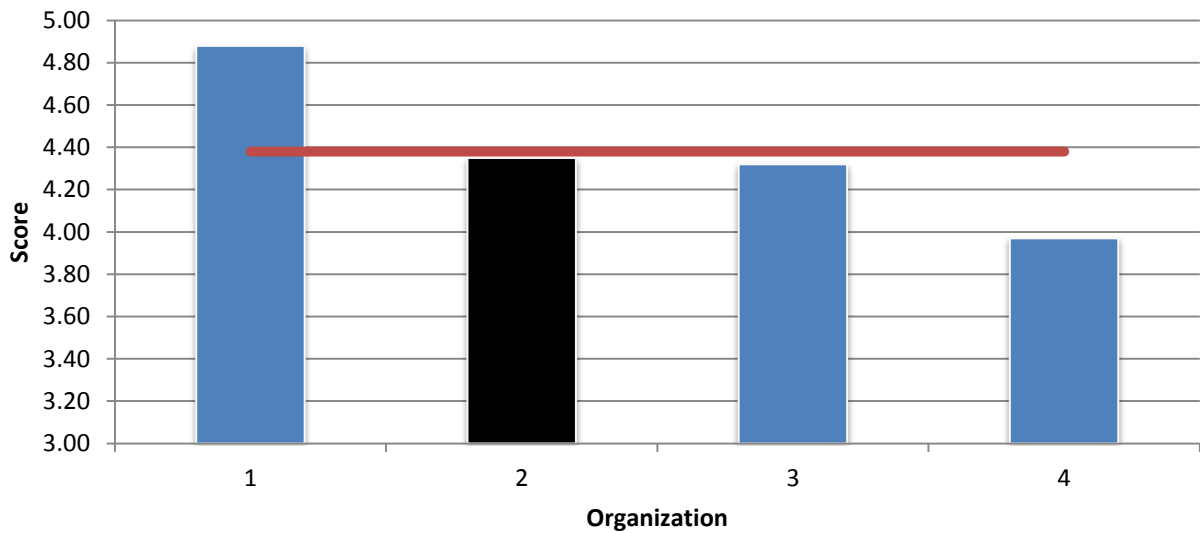
*Group 3	Survey ID	Average	Percent	Percentile	Rank		Overall Avg
Top Performers	1330201	4.88	97	100	1		4.38
Your Org	1240301	4.35	84	75	2		
Top Performers	1310101	4.32	83	50	3		
Lowest	1390101	3.97	74	25	4		

*For a description of benchmarking group criteria, please see sub-section 3.1.

Q: How satisfied were you with the overall quality of service delivery?

Average Score: 4.23

| Response		Count	Percent
5	Very satisfied	257	55 %
4		127	27 %
3		39	8 %
2		14	3 %
1	Very dissatisfied	27	6 %
	Total	**464**	
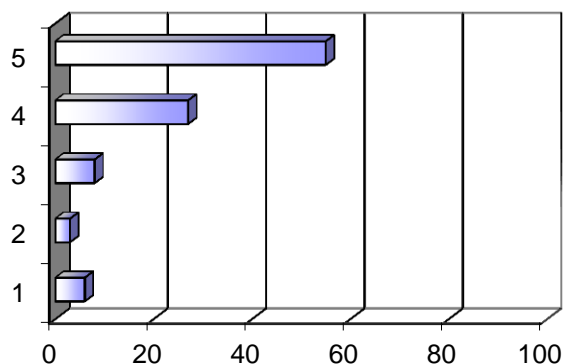
WHAT LEADERS ARE DOING . . .

- Veterans Affairs Canada has placed a particularly strong emphasis on such elements as developing an annual review, technology use and maintaining a cadre of trained employees. *Learn more…*

- ServiceOntario conducts quarterly customer satisfaction surveys to determine priorities for improvement and then implements actions designed to improve service delivery in the identified areas.
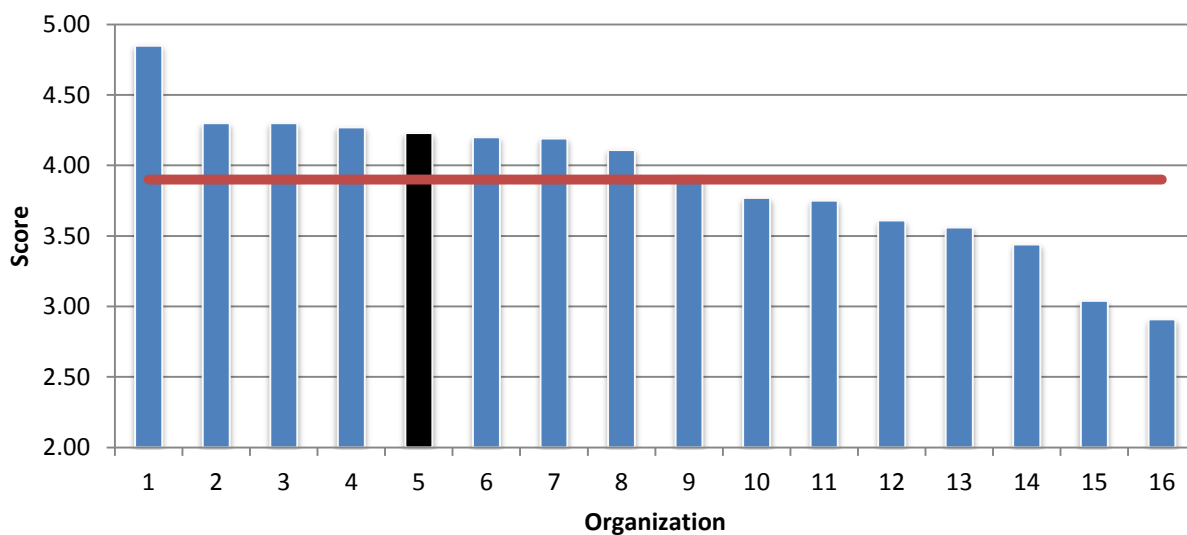
Benchmarking Group 1 – Overall satisfaction
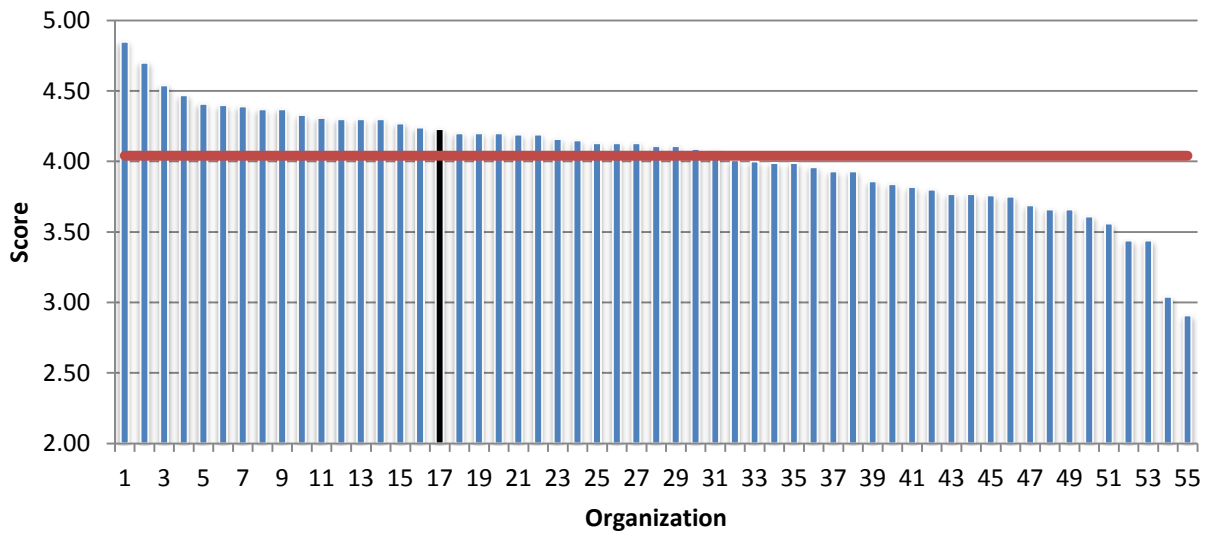
*Group 1	Survey ID	Average	Percent	Percentile	Rank		Overall Avg
Top Performers	1330201	4.85	96	100	1		4.04
	1220407	4.70	93	98	2		
	1220101	4.54	89	96	3		
Your Org	1240301	4.23	81	70	17		
Lowest	1230401	2.91	48	1	55		

∗For a description of benchmarking group criteria, please see sub-section 3.1.
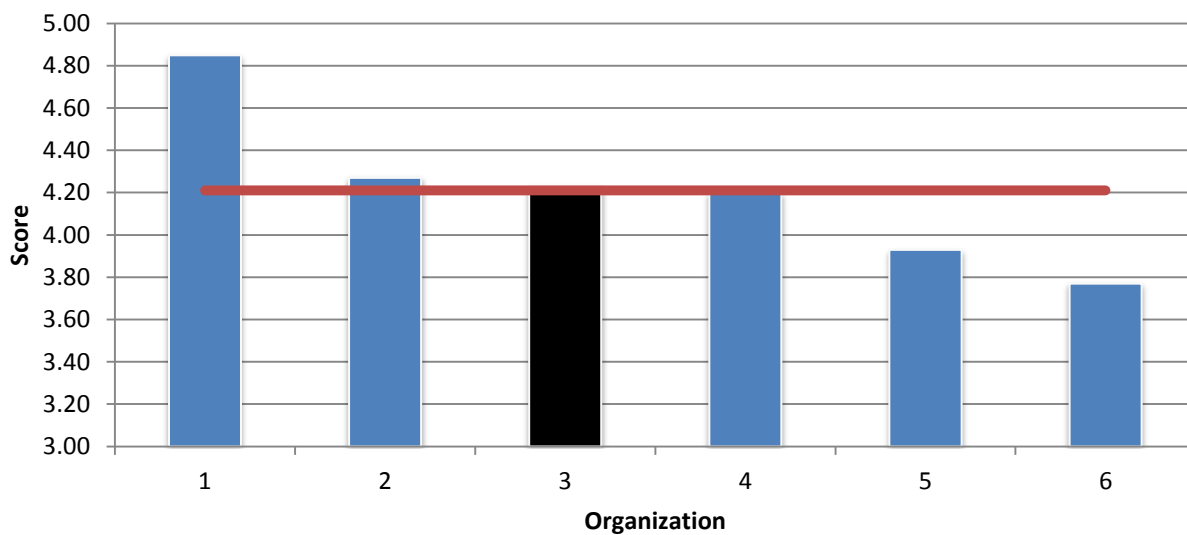
Benchmarking Group 2 – Overall satisfaction

*Group 2	Survey ID	Average	Percent	Percentile	Rank		Overall Avg
	1330201	4.85	96	100	1		3.90
Top Performers	1230302	4.30	83	93	2		
	1230501	4.30	83	87	3		
Your Org	1240301	4.23	81	75	5		
Lowest	1230401	2.91	48	6	16		

∗For a description of benchmarking group criteria, please see sub-section 3.1.

Benchmarking Group 3 – Overall satisfaction

*Group 3	Survey ID	Average	Percent	Percentile	Rank		Overall Avg
Top Performers	1330201	4.85	96	100	1		4.21
	1310101	4.27	82	83	2		
Your Org	1240301	4.23	81	66	3		
Lowest	1390101	3.77	69	16	6		

∗For a description of benchmarking group criteria, please see sub-section 3.1.

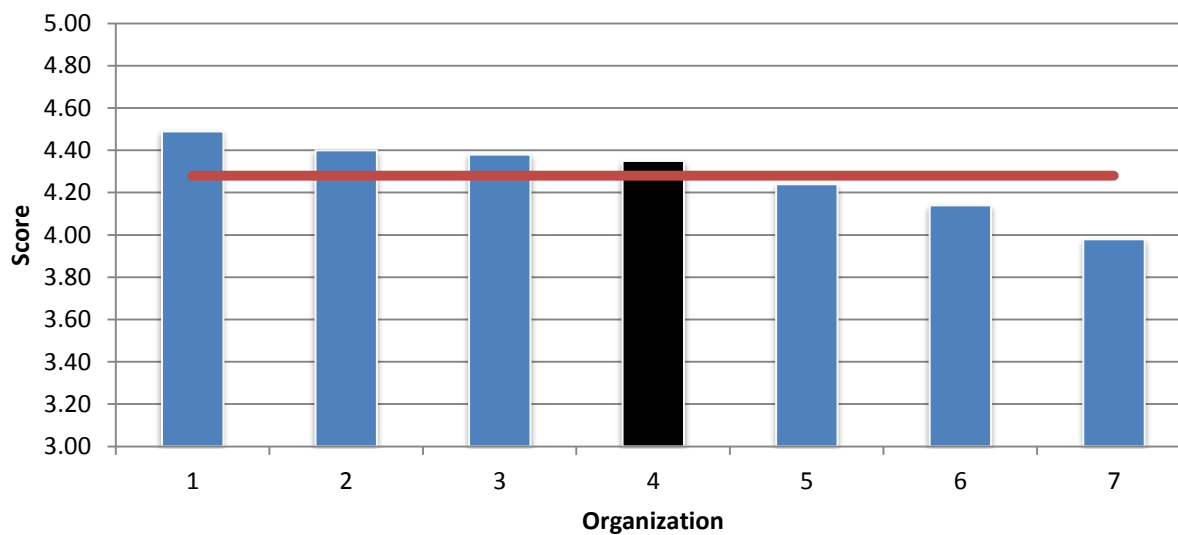# Q: Overall, how satisfied were you with the staff who provided the service?

Average Score: 4.35

	Response	Count	Percent
5	Very satisfied	293	64 %
4		97	21 %
3		30	7 %
2		16	3 %
1	Very dissatisfied	23	5 %
	Total	459	
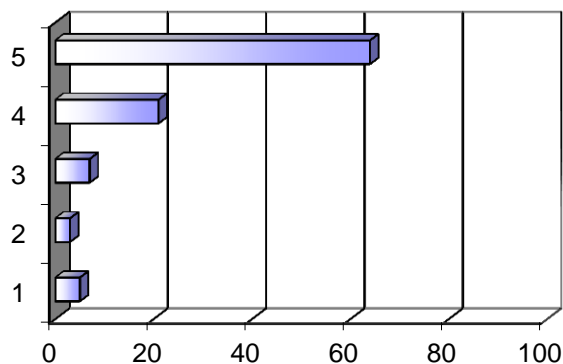
Benchmarking Group 1 – Satisfaction with staff

*Group 1	Survey ID	Average	Percent	Percentile	Rank		Overall Avg
	1230301	4.49	87	100	1		4.28
Top Performers	1310101	4.40	85	85	2		
	1460101	4.38	85	71	3		
Your Org	1240301	4.35	84	57	4		
Lowest	1230101	3.98	75	14	7		

∗For a description of benchmarking group criteria, please see sub-section 3.1.

Benchmarking Group 2 – Satisfaction with staff
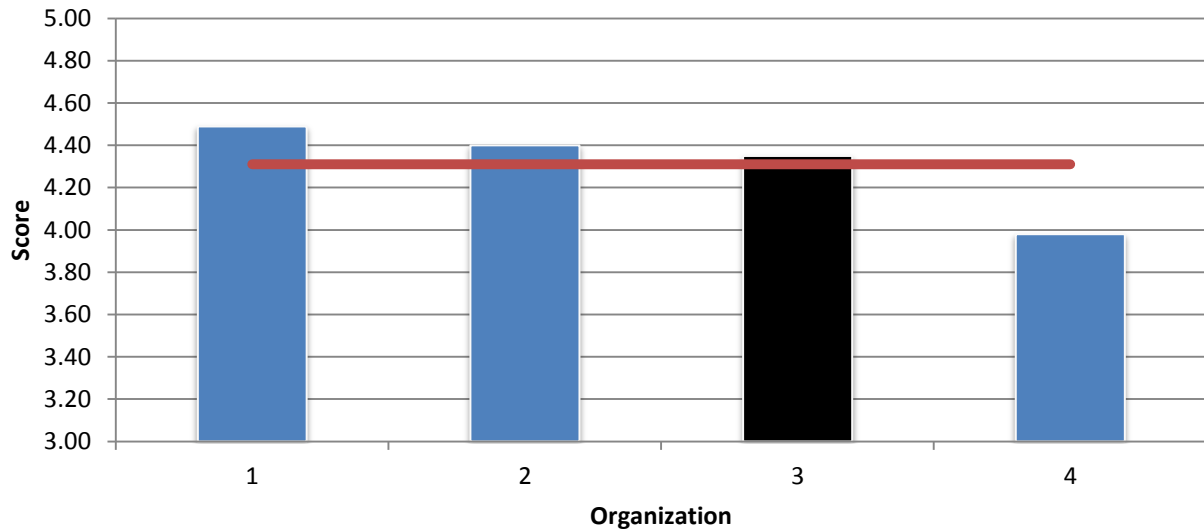
*Group 2	Survey ID	Average	Percent	Percentile	Rank		Overall Avg
Top Performers	1230301	4.49	87	100	1		4.31
	1310101	4.40	85	75	2		
Your Org	1240301	4.35	84	50	3		
Lowest	1230101	3.98	75	25	4		

∗For a description of benchmarking group criteria, please see sub-section 3.1.

Benchmarking Group 3 – Satisfaction with staff
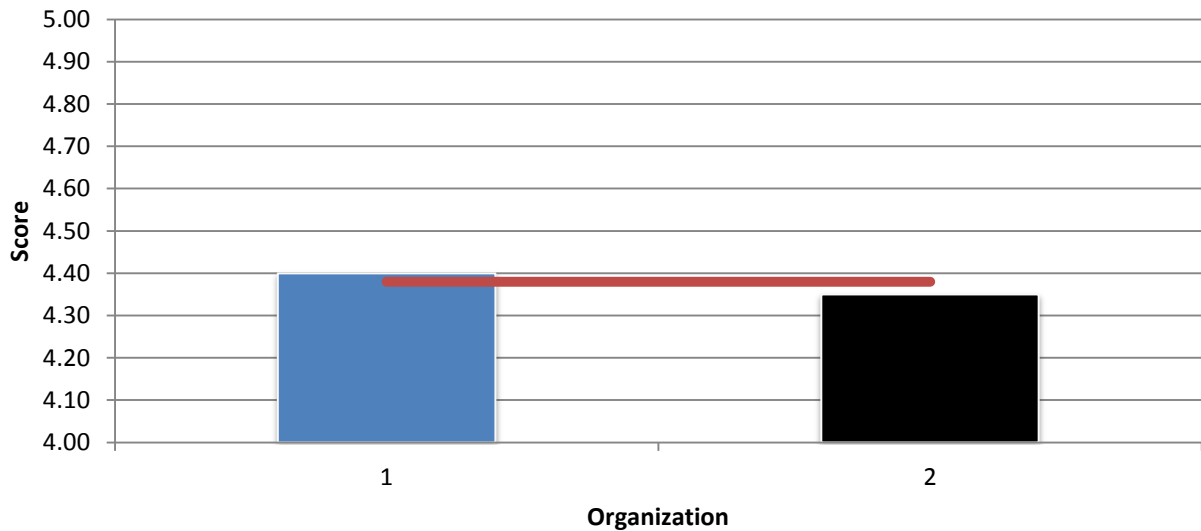
*Group 3	Survey ID	Average	Percent	Percentile	Rank		Overall Avg
Top Performers	1310101	4.40	85	100	1		4.38
Your Org	1240301	4.35	84	50	2		

∗For a description of benchmarking group criteria, please see sub-section 3.1.
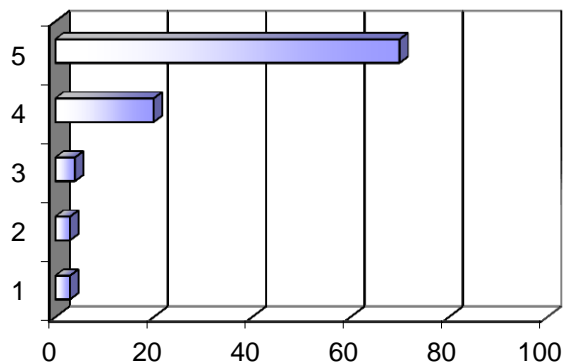
Q: I was treated fairly. How much do you agree with the statement?

Average Score: 4.52

|	Response	Count	Percent
5	Strongly agree	322	70 %
4		92	20 %
3		20	4 %
2		12	3 %
1	Strongly disagree	13	3 %
	Total	**459**	

WHAT LEADERS ARE DOING . . .

- Veterans Affairs Canada has developed the Veterans Bill of Rights to ensure that its clients are treated with respect, dignity and fairness. *Learn more…*
- Ontario Public Service has established a Diversity Strategy that ensures that all customers are served and treated fairly and with respect, regardless of their background, appearance, orientation, etc. *Learn more…*
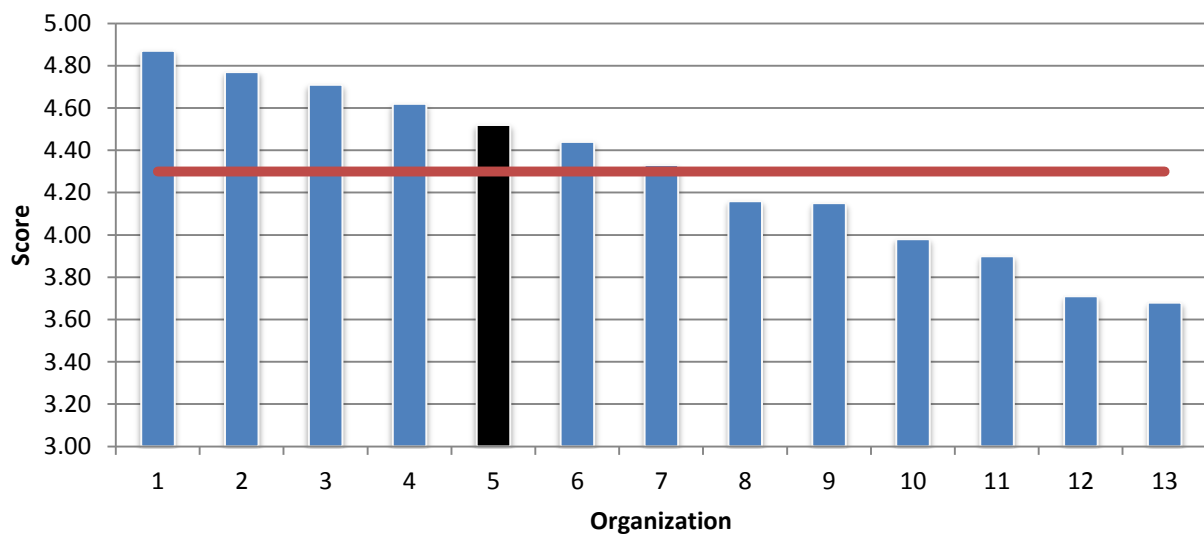
Benchmarking Group 1 – Treated fairly
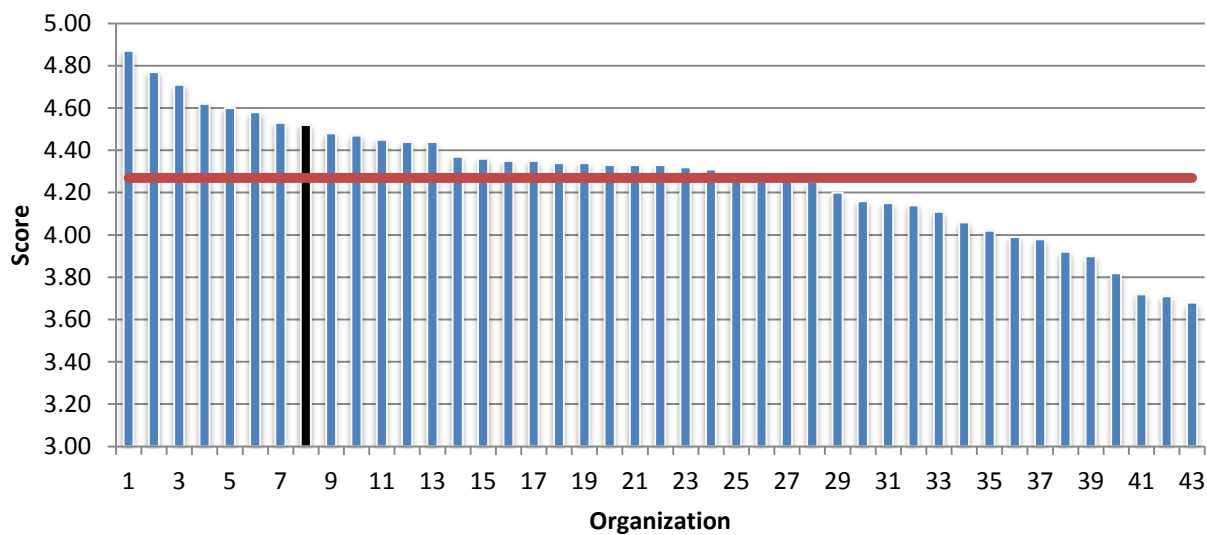
*Group 1	Survey ID	Average	Percent	Percentile	Rank		Overall Avg
	1330201	4.87	97	100	1		4.27
Top Performers	1230701	4.77	94	97	2		
	1230301	4.71	93	95	3		
Your Org	1240301	4.52	88	83	8		
Lowest	1401612	3.68	67	2	43		

∗For a description of benchmarking group criteria, please see sub-section 3.1.

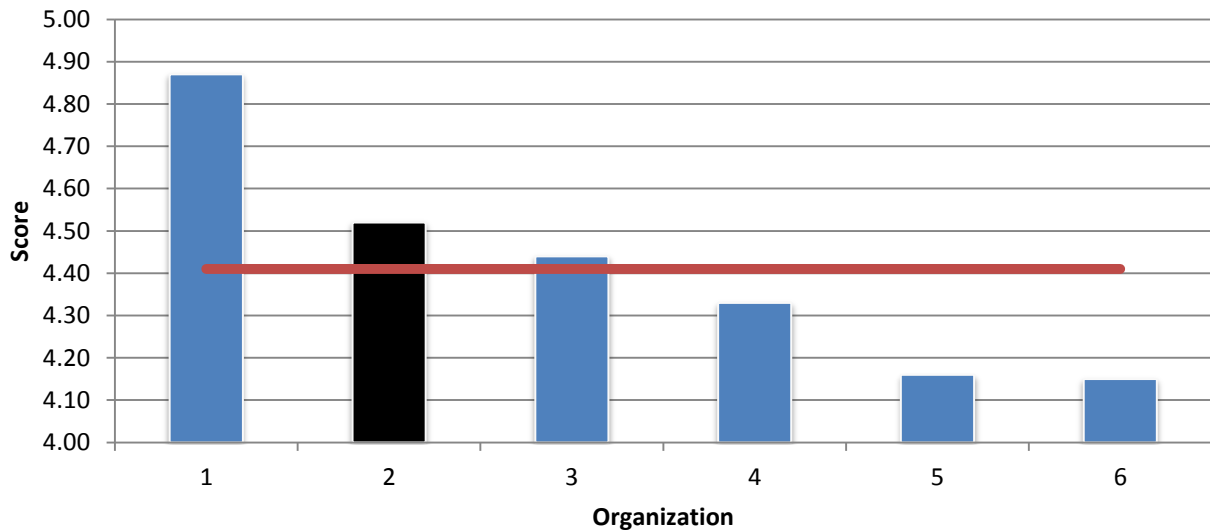# Benchmarking Group 2 – Treated fairly

*Group 2	Survey ID	Average	Percent	Percentile	Rank		Overall Avg
	1330201	4.87	97	100	1		4.30
Top Performers	1230701	4.77	94	92	2		
	1230301	4.71	93	84	3		
Your Org	1240301	4.52	88	69	5		
Lowest	1401612	3.68	67	7	13		

∗For a description of benchmarking group criteria, please see sub-section 3.1.

Benchmarking Group 3 – Treated fairly

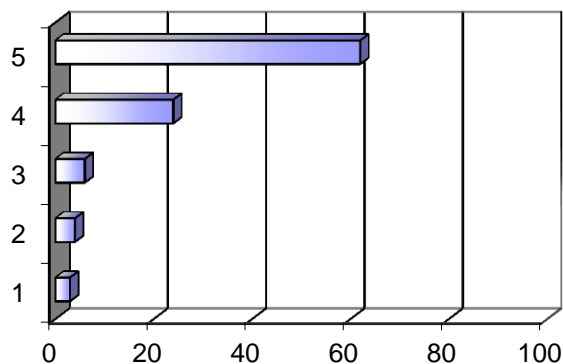| *Group 3	Survey ID	Average	Percent	Percentile	Rank		Overall Avg
Top Performers	1330201	4.87	97	100	1		4.41
Your Org	1240301	4.52	88	83	2		
Top Performers	1310101	4.44	86	66	3		
Lowest	1390101	4.15	79	16	6		

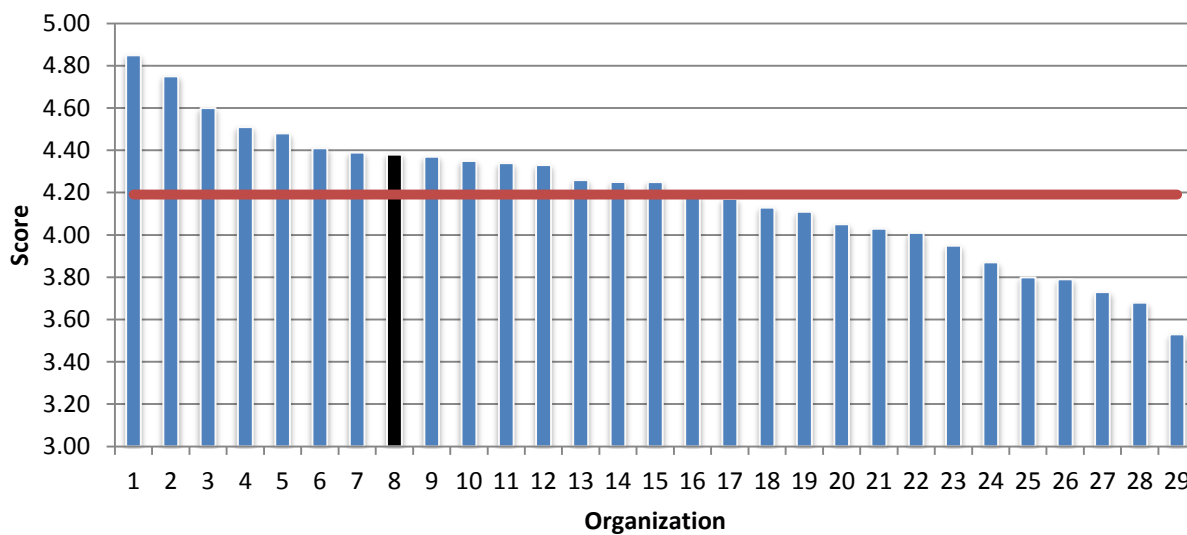∗For a description of benchmarking group criteria, please see sub-section 3.1.

Q: I was informed of everything I had to do in order to get the service/product. How much do you agree with the statement?

Average Score: 4.38

	Response	Count	Percent
5	Strongly agree	277	62 %
4		109	24 %
3		29	6 %
2		17	4 %
1	Strongly disagree	15	3 %

Total 447

Benchmarking Group 1 – Informed on what to do

*Group 1	Survey ID	Average	Percent	Percentile	Rank		Overall Avg
	1330201	4.85	96	100	1		4.19
Top Performers	1230701	4.75	94	96	2		
	1220101	4.60	90	93	3		
Your Org	1240301	4.38	85	75	8		
Lowest	1210101	3.53	63	3	29		

∗For a description of benchmarking group criteria, please see sub-section 3.1.

Benchmarking Group 2 – Informed on what to do
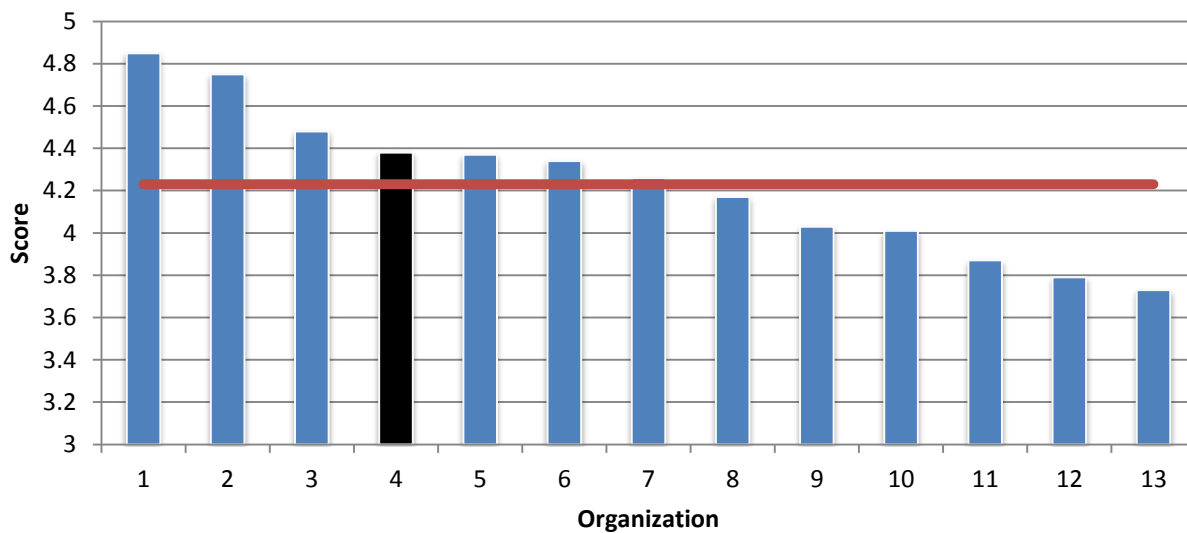
*Group 2	Survey ID	Average	Percent	Percentile	Rank		Overall Avg
	1330201	4.85	96	100	1		4.23
Top Performers	1230701	4.75	94	92	2		
	1230501	4.48	87	84	3		
Your Org	1240301	4.38	85	76	4		
Lowest	1401610	3.73	68	7	13		

∗For a description of benchmarking group criteria, please see sub-section 3.1.

Benchmarking Group 3 – Informed on what to do
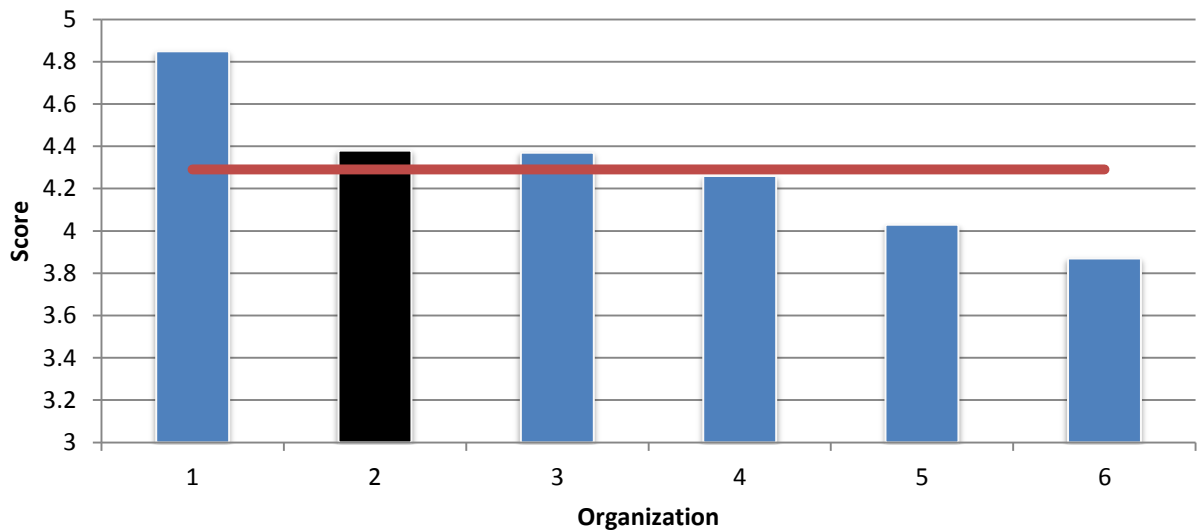
*Group 3	Survey ID	Average	Percent	Percentile	Rank		Overall Avg
Top Performers	1330201	4.85	96	100	1		4.29
Your Org	1240301	4.38	85	83	2		
Top Performers	1310101	4.37	84	66	3		
Lowest	1390101	3.87	72	16	6		

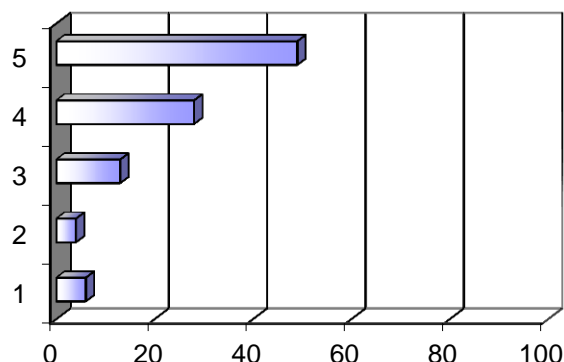∗For a description of benchmarking group criteria, please see sub-section 3.1.

Q: Staff went the extra mile to make sure I got what I needed. How much do you agree with the statement?

Average Score: 4.08

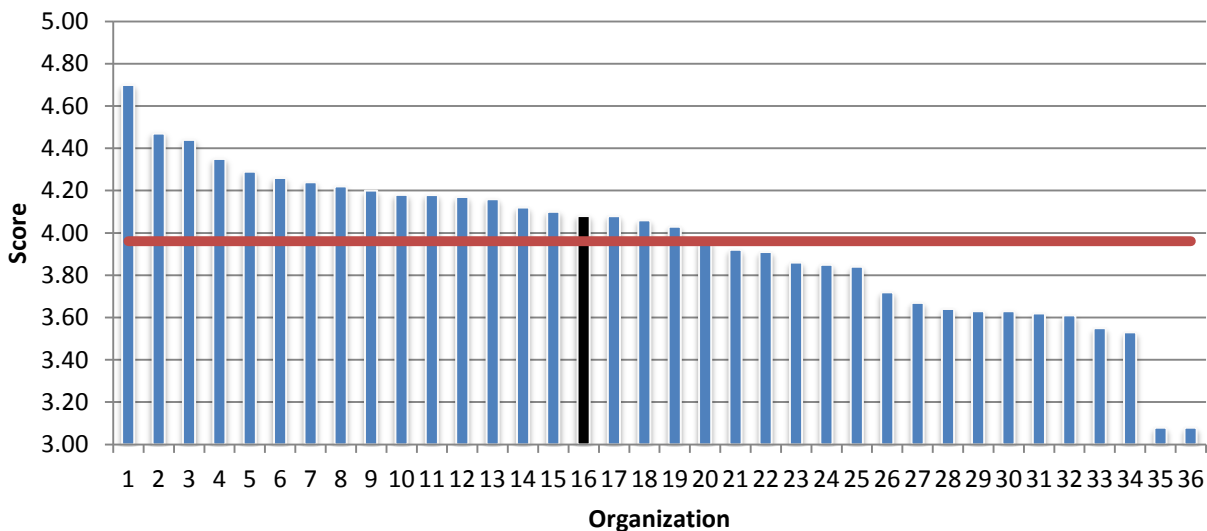|	Response	Count	Percent
5	Strongly agree	217	49 %
4		125	28 %
3		57	13 %
2		19	4 %
1	Strongly disagree	29	6 %
	Total	447	

WHAT LEADERS ARE DOING . . .

- Service Canada College has developed a training program for frontline staff focusing on the five drivers of service satisfaction including the extra mile. Learn more...

- In conjunction with the ICCS, the Public Sector Service Delivery Council has developed a short e-learning course entitled *An Introduction to Citizen-Centred Service*. For more information, please contact the ICCS.

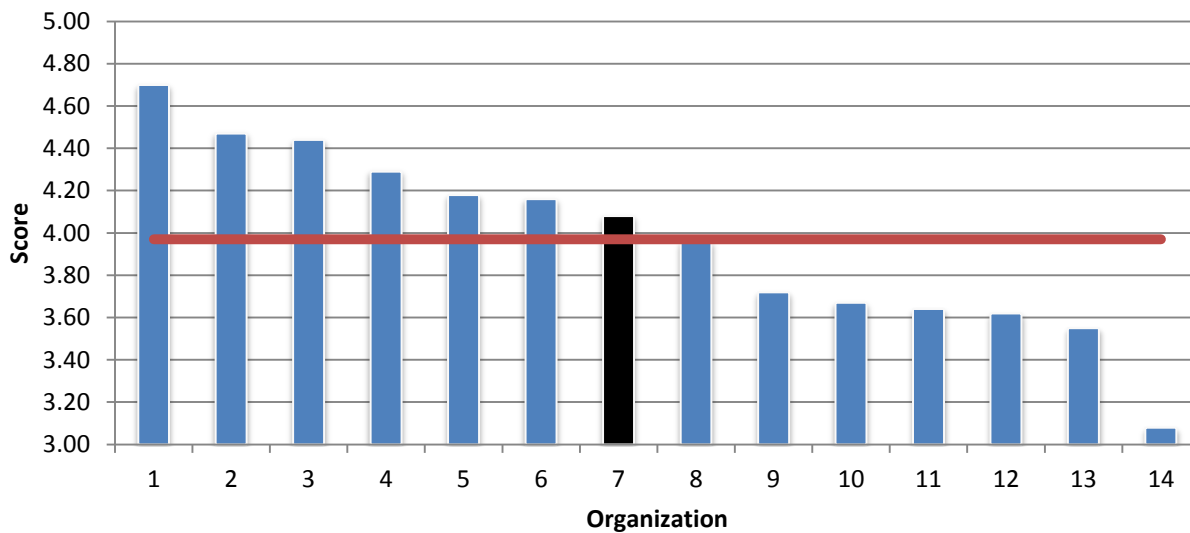## Benchmarking Group 1 – Staff went extra mile

*Group 1	Survey ID	Average	Percent	Percentile	Rank		Overall Avg
	1330201	4.70	93	100	1		3.96
Top Performers	1230301	4.47	87	97	2		
	1230701	4.44	86	94	3		
Your Org	1240301	4.08	77	58	16		
Lowest	1250101	3.08	52	2	36		

∗For a description of benchmarking group criteria, please see sub-section 3.1.
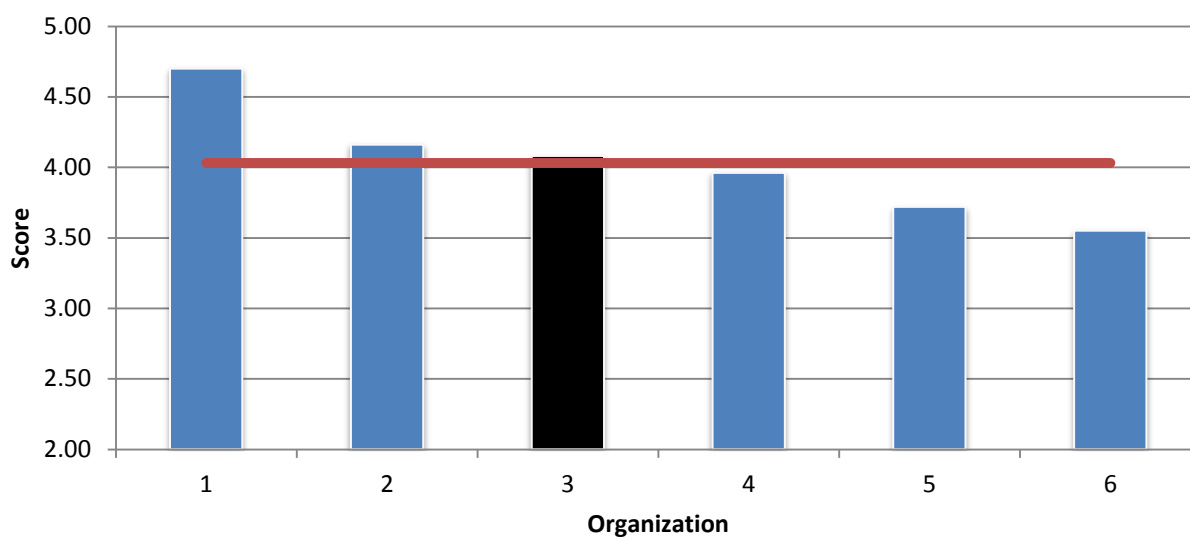
Benchmarking Group 2 – Staff went extra mile

*Group 2	Survey ID	Average	Percent	Percentile	Rank		Overall Avg
	1330201	4.70	93	100	1		3.97
Top Performers	1230301	4.47	87	92	2		
	1230701	4.44	86	85	3		
Your Org	1240301	4.08	77	57	7		
Lowest	1230201	3.08	52	7	14		

*For a description of benchmarking group criteria, please see sub-section 3.1.

Benchmarking Group 3 – Staff went extra mile

*Group 3	Survey ID	Average	Percent	Percentile	Rank		Overall Avg
Top Performers	1330201	4.70	93	100	1		4.03
	1310101	4.16	79	83	2		
Your Org	1240301	4.08	77	66	3		
Lowest	1390101	3.55	64	16	6		

∗For a description of benchmarking group criteria, please see sub-section 3.1.

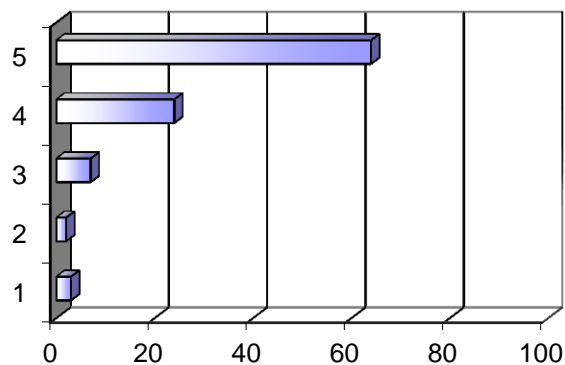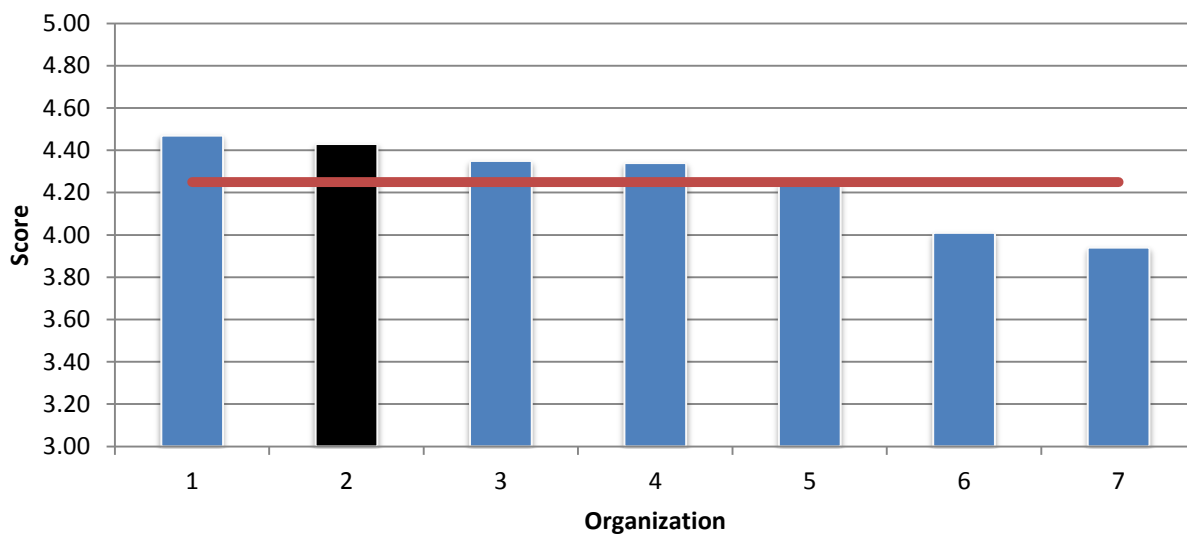# Q: Staff were good listeners. How much do you agree with the statement?

Average Score: 4.43

Response		Count	Percent
5	Strongly agree	289	64 %
4		111	24 %
3		31	7 %
2		11	2 %
1	Strongly disagree	13	3 %
	Total	455	

Benchmarking Group 1 – Staff good listeners

*Group 1	Survey ID	Average	Percent	Percentile	Rank		Overall Avg
Top Performers	1460101	4.47	87	100	1		4.25
Your Org	1240301	4.43	86	85	2		
Top Performers	1460102	4.35	84	71	3		
Lowest	1271601	3.94	74	14	7		

*For a description of benchmarking group criteria, please see sub-section 3.1.

Benchmarking Group 2 – Staff good listeners
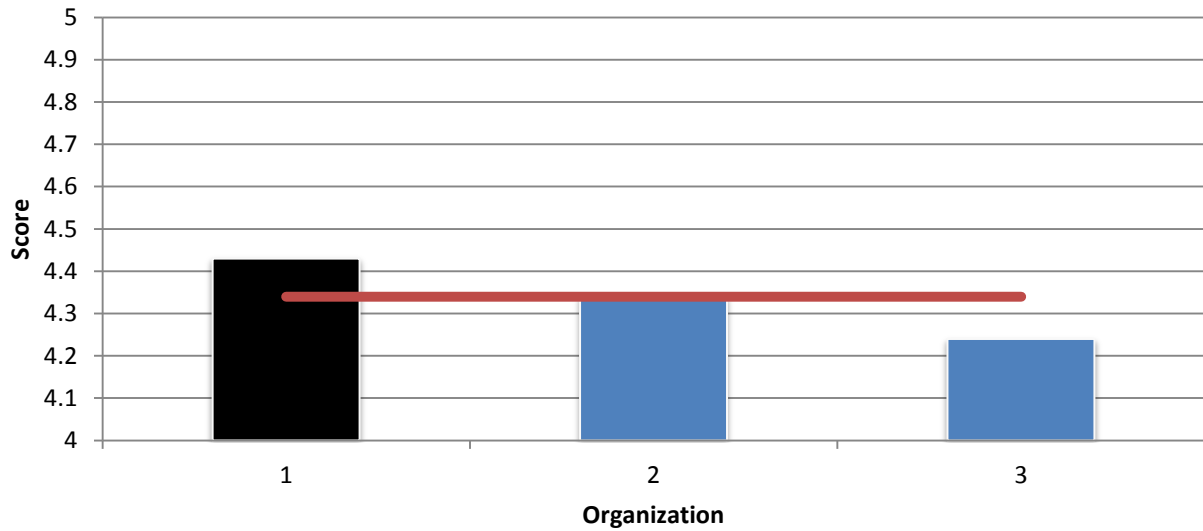
*Group 2	Survey ID	Average	Percent	Percentile	Rank		Overall Avg
Your Org	1240301	4.43	86	100	1		4.34
Top Performers	1310101	4.34	84	66	2		
Lowest	1290101	4.24	81	33	3		

∗For a description of benchmarking group criteria, please see sub-section 3.1.

Benchmarking Group 3 – Staff good listeners
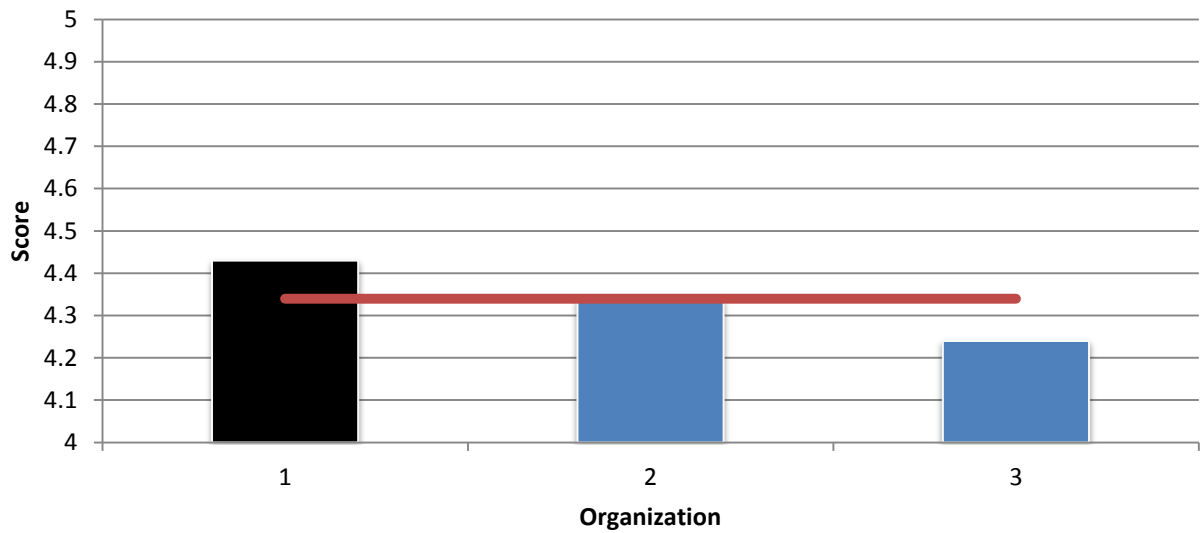
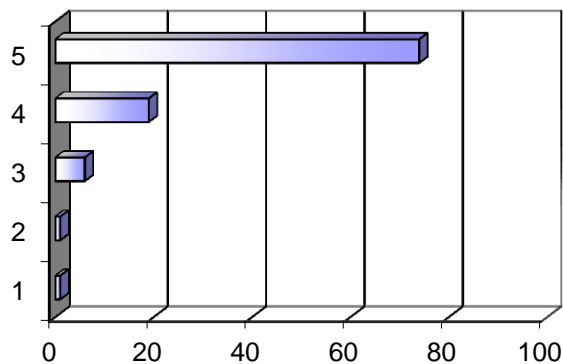| *Group 3	Survey ID	Average	Percent	Percentile	Rank		Overall Avg
Your Org	1240301	4.43	86	100	1		4.34
Top Performers	1310101	4.34	84	66	2		
Lowest	1290101	4.24	81	33	3		

∗For a description of benchmarking group criteria, please see sub-section 3.1.

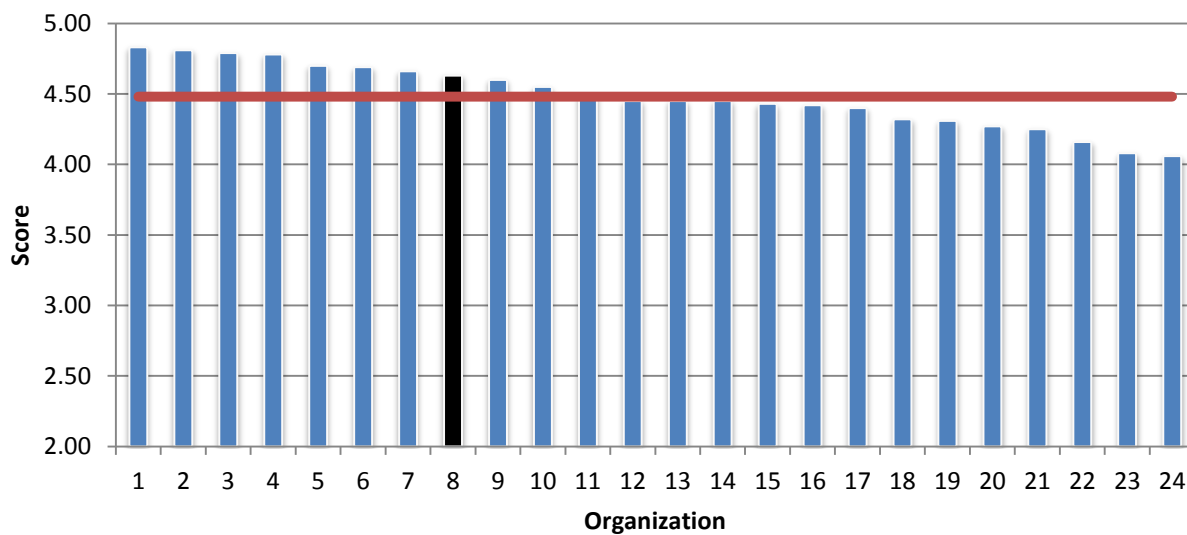## Q: Staff were courteous. How much do you agree with the statement?

Average Score: 4.63

	Response	Count	Percent
5	Strongly agree	339	74 %
4		85	19 %
3		27	6 %
2		3	1 %
1	Strongly disagree	5	1 %
	Total	459	

Benchmarking Group 1 – Staff courteous

*Group 1	Survey ID	Average	Percent	Percentile	Rank		Overall Avg
	1230701	4.83	96	100	1		4.48
Top Performers	1230601	4.81	95	95	2		
	1351102	4.79	95	91	3		
Your Org	1240301	4.63	91	70	8		
Lowest	1220401	4.06	77	4	24		

∗For a description of benchmarking group criteria, please see sub-section 3.1.
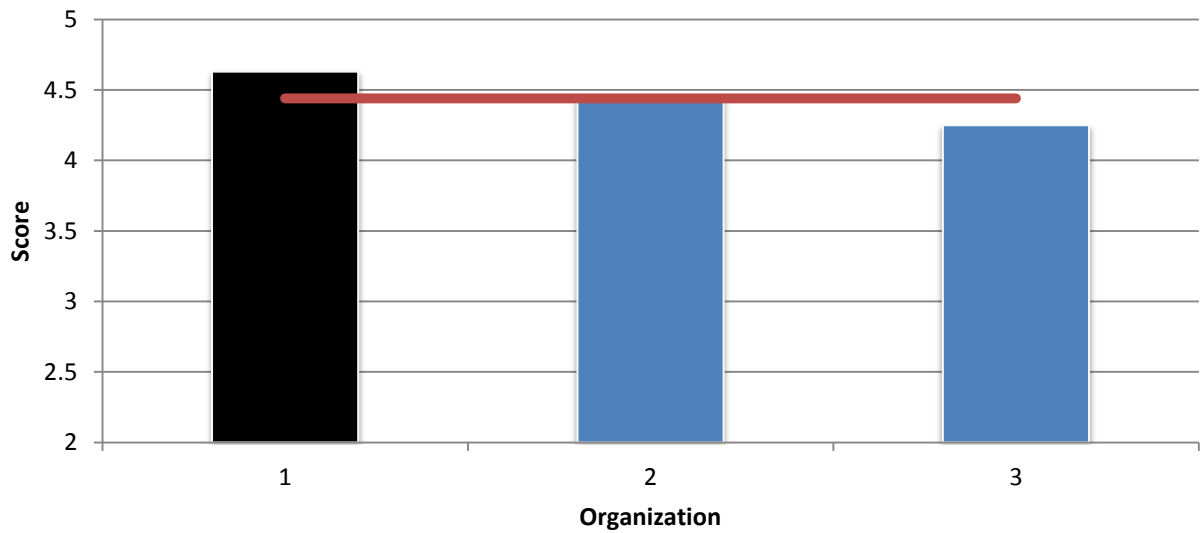
Benchmarking Group 2 – Staff courteous
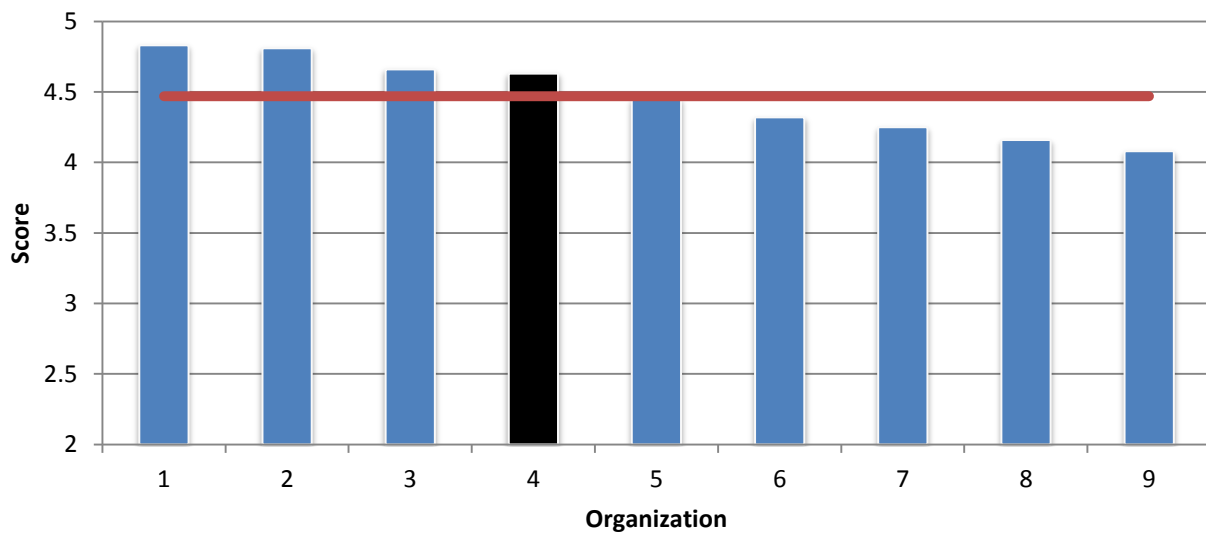
*Group 2	Survey ID	Average	Percent	Percentile	Rank		Overall Avg
	1230701	4.83	96	100	1		4.47
Top Performers	1230601	4.81	95	88	2		
	1230301	4.66	92	77	3		
Your Org	1240301	4.63	91	66	4		
Lowest	1230401	4.08	77	11	9		

∗For a description of benchmarking group criteria, please see sub-section 3.1.

Benchmarking Group 3 – Staff courteous

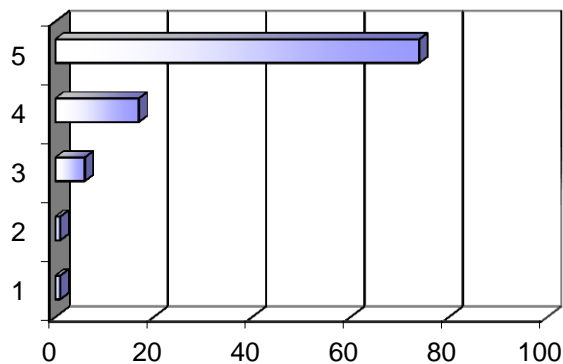| *Group 3	Survey ID	Average	Percent	Percentile	Rank		Overall Avg
Your Org	1240301	4.63	91	100	1		4.44
Top Performers	1310101	4.45	86	88	2		
Lowest	1360101	4.25	81	77	3		

∗For a description of benchmarking group criteria, please see sub-section 3.1.

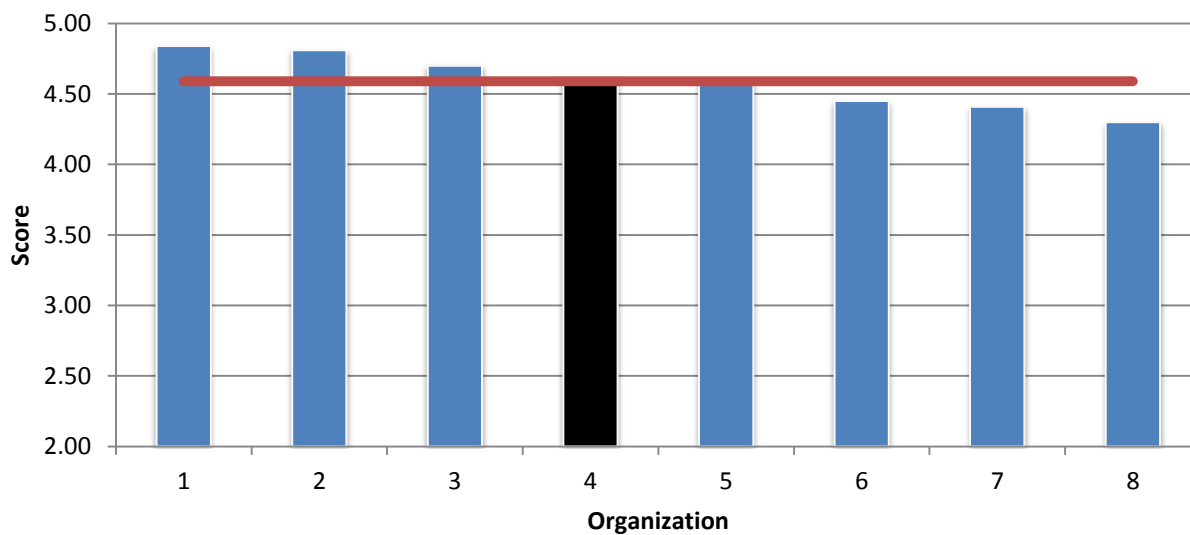# Q: Staff were respectful. How much do you agree with the statement?

Average Score: 4.62

	Response	Count	Percent
5	Strongly agree	341	74 %
4		79	17 %
3		26	6 %
2		6	1 %
1	Strongly disagree	6	1 %
	Total	**458**	

Benchmarking Group 1 – Staff respectful

*Group 1	Survey ID	Average	Percent	Percentile	Rank		Overall Avg
	1351101	4.84	96	100	1		4.59
Top Performers	1351102	4.81	95	87	2		
	1351201	4.70	93	75	3		
Your Org	1240301	4.62	91	62	4		
Lowest	1290101	4.30	83	12	8		

∗For a description of benchmarking group criteria, please see sub-section 3.1.

Benchmarking Group 2 – Staff respectful
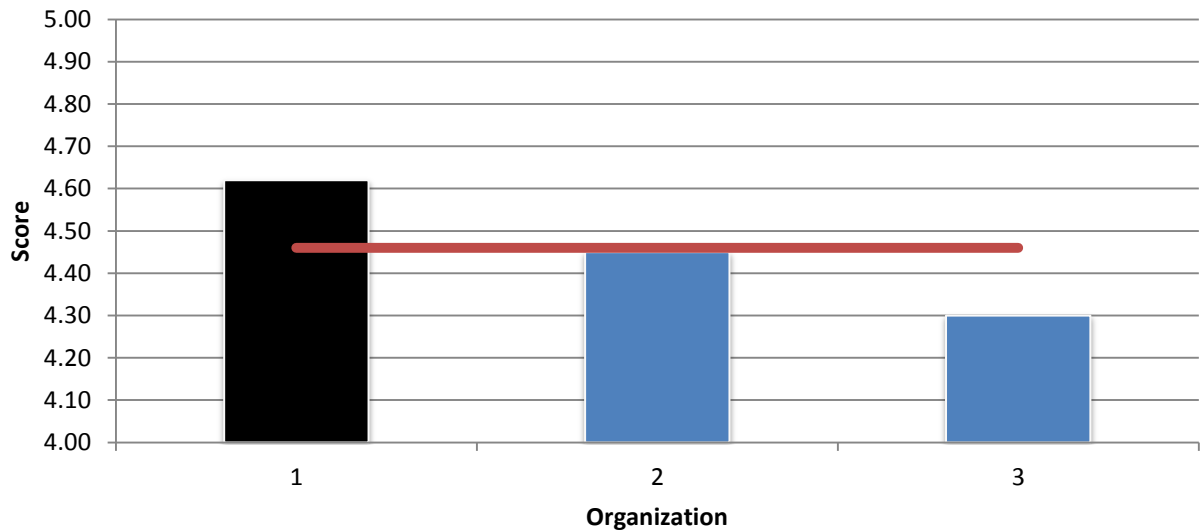
*Group 2	Survey ID	Average	Percent	Percentile	Rank		Overall Avg
Your Org	1240301	4.62	91	100	1		4.46
Top Performers	1310101	4.45	86	66	2		
Lowest	1290101	4.30	83	33	3		

∗For a description of benchmarking group criteria, please see sub-section 3.1.

Benchmarking Group 3 – Staff respectful
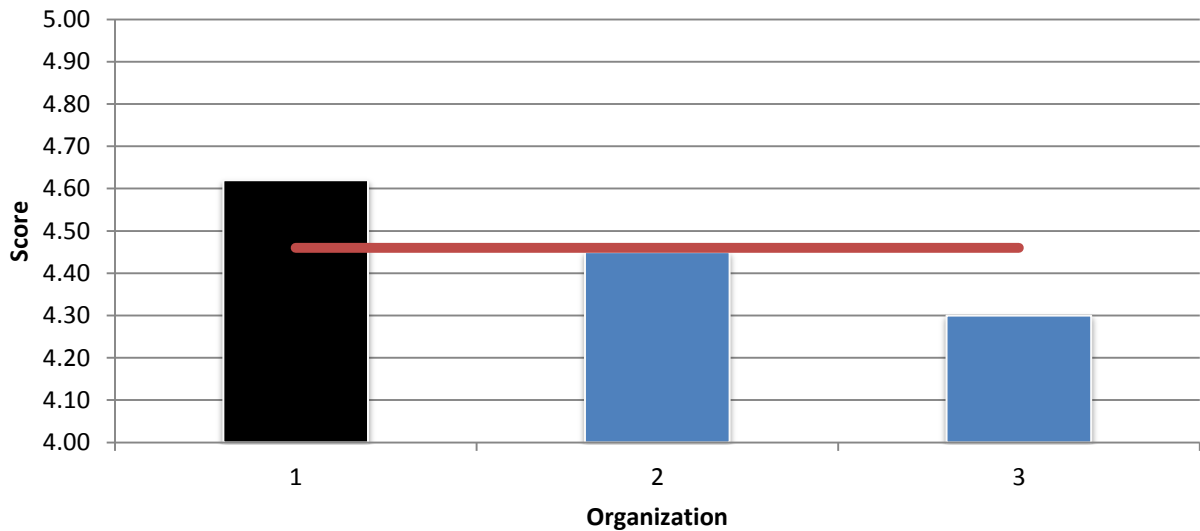
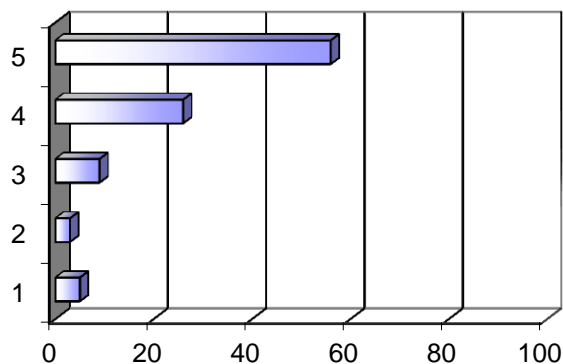| *Group 3	Survey ID	Average	Percent	Percentile	Rank		Overall Avg
Your Org	1240301	4.62	91	100	1		4.46
Top Performers	1310101	4.45	86	66	2		
Lowest	1290101	4.30	83	33	3		

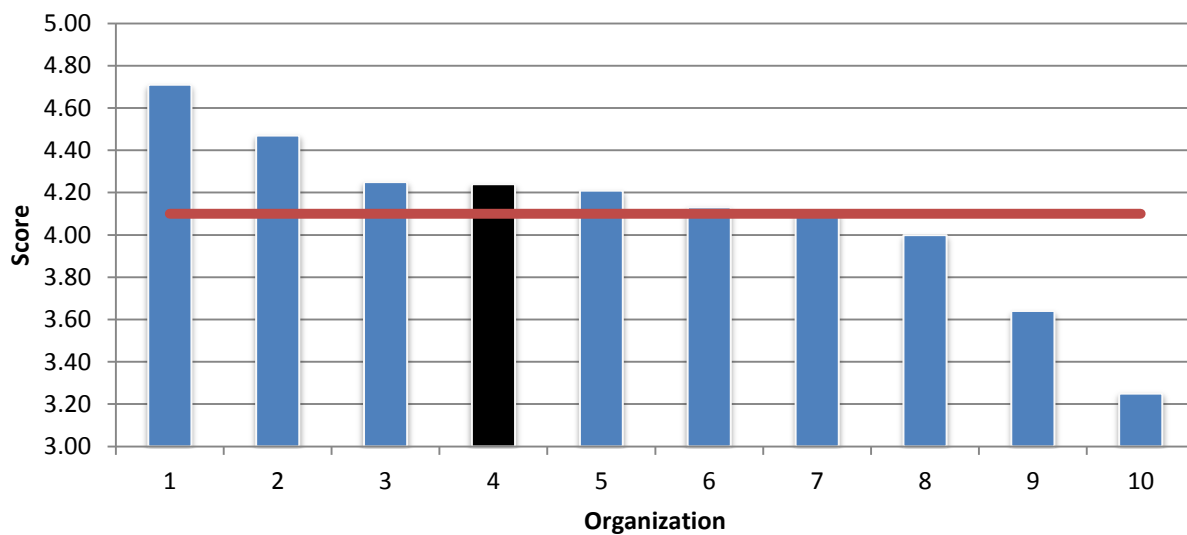∗For a description of benchmarking group criteria, please see sub-section 3.1.

Q: It was clear what to do if I had a problem. How much do you agree with the statement?

Average Score: 4.24

	Response	Count	Percent
5	Strongly agree	248	56 %
4		117	26 %
3		41	9 %
2		15	3 %
1	Strongly disagree	24	5 %
	Total	**445**	

Benchmarking Group 1 – Clear what to do

*Group 1	Survey ID	Average	Percent	Percentile	Rank		Overall Avg
	1230701	4.71	93	100	1		4.10
Top Performers	1230601	4.47	87	90	2		
	1310101	4.25	81	80	3		
Your Org	1240301	4.24	81	70	4		
Lowest	1230201	3.25	56	10	10		

∗For a description of benchmarking group criteria, please see sub-section 3.1.

Benchmarking Group 2 – Clear what to do
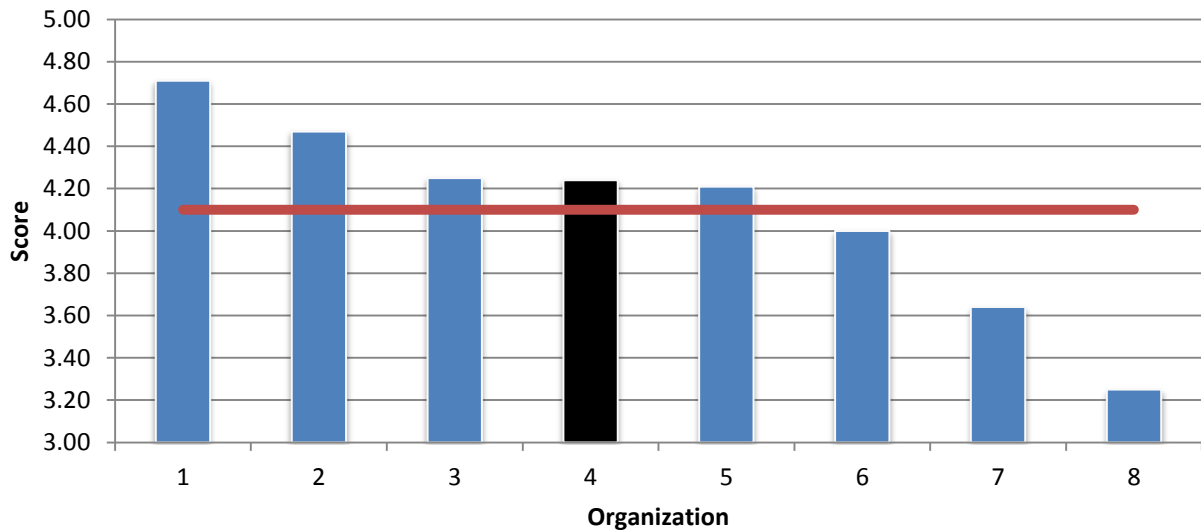
*Group 2	Survey ID	Average	Percent	Percentile	Rank		Overall Avg
	1230701	4.71	93	100	1		4.10
Top Performers	1230601	4.47	87	87	2		
	1310101	4.25	81	75	3		
Your Org	1240301	4.24	81	62	4		
Lowest	1230201	3.25	56	12	8		

∗For a description of benchmarking group criteria, please see sub-section 3.1.

Benchmarking Group 3 – Clear what to do

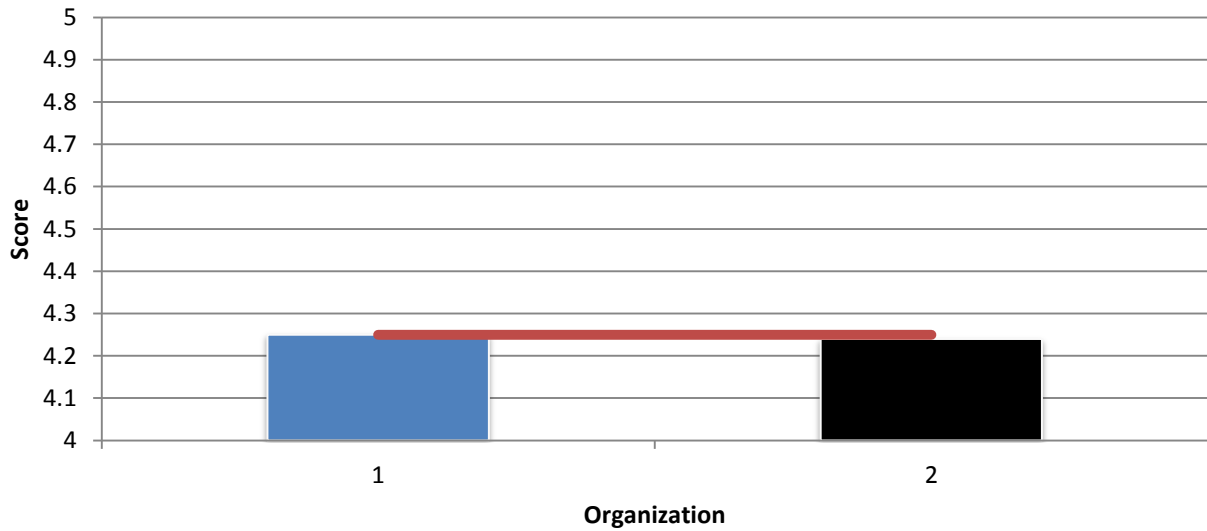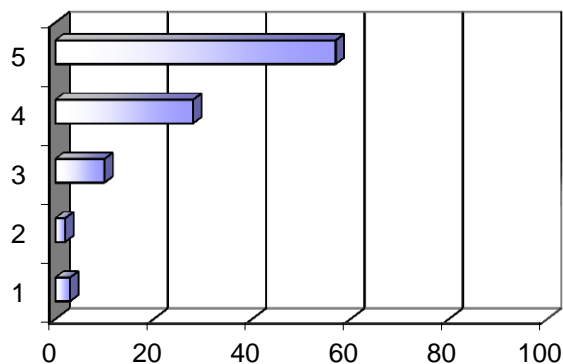| *Group 3	Survey ID	Average	Percent	Percentile	Rank		Overall Avg
Top Performers	1310101	4.25	81	100	1		4.25
Your Org	1240301	4.24	81	50	2		

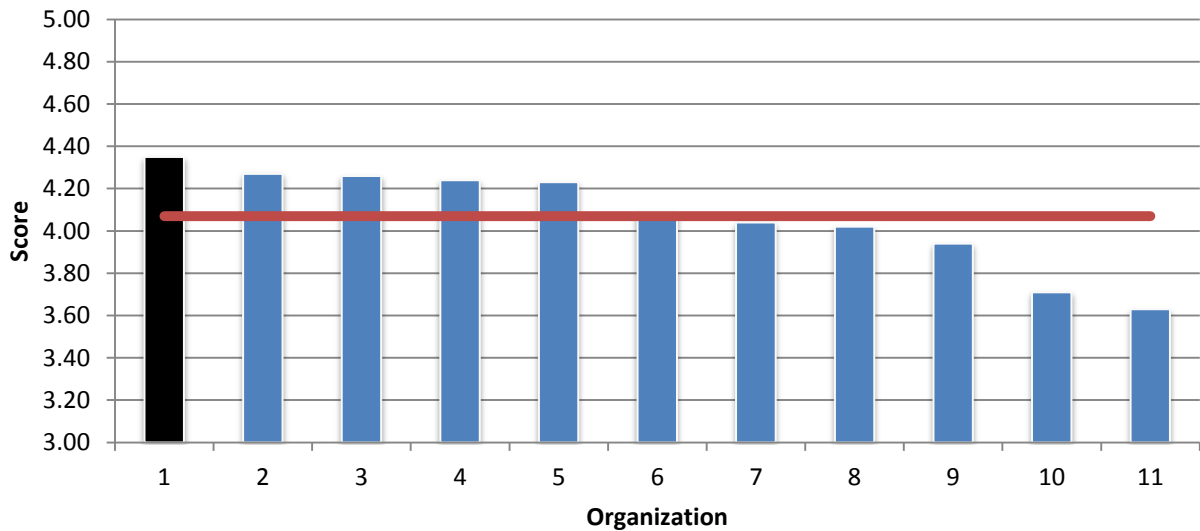∗For a description of benchmarking group criteria, please see sub-section 3.1.

Q: The hours of service were convenient. How much do you agree with the statement?

Average Score: 4.35

	Response	Count	Percent
5	Strongly agree	264	57 %
4		129	28 %
3		48	10 %
2		7	2 %
1	Strongly disagree	14	3 %
	Total	462	

Benchmarking Group 1 – Hours were convenient

*Group 1	Survey ID	Average	Percent	Percentile	Rank		Overall Avg
Your Org	1240301	4.35	84	100	1		4.07
Top Performers	1271401	4.27	82	90	2		
	1310101	4.26	82	81	3		
Lowest	1401610	3.63	66	9	11		

∗For a description of benchmarking group criteria, please see sub-section 3.1.

Benchmarking Group 2 – Hours were convenient
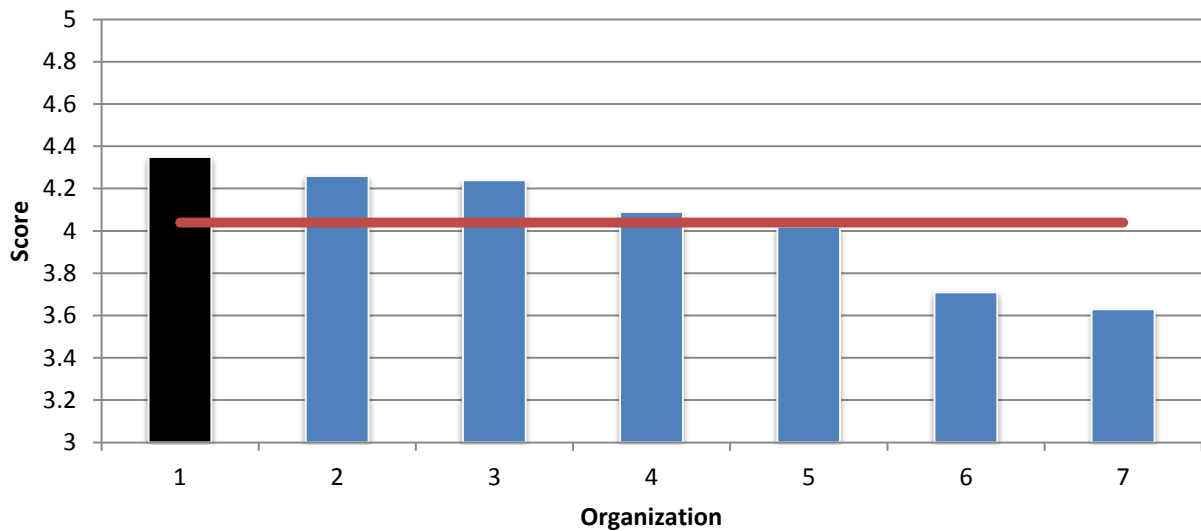
*Group 2	Survey ID	Average	Percent	Percentile	Rank		Overall Avg
Your Org	1240301	4.35	84	100	1		4.04
Top Performers	1310101	4.26	82	85	2		
	1401611	4.24	81	71	3		
Lowest	1401610	3.63	66	14	7		

∗For a description of benchmarking group criteria, please see sub-section 3.1.

Benchmarking Group 3 – Hours were convenient
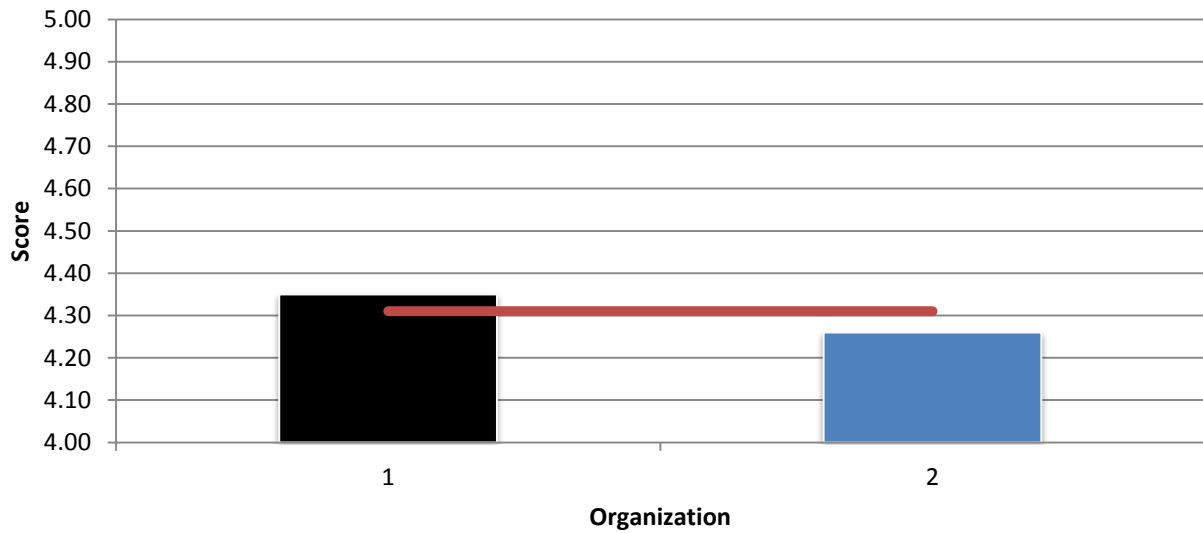
*Group 3	Survey ID	Average	Percent	Percentile	Rank		Overall Avg
Your Org	1240301	4.35	84	100	1		4.31
Lowest	1310101	4.26	82	50	2		

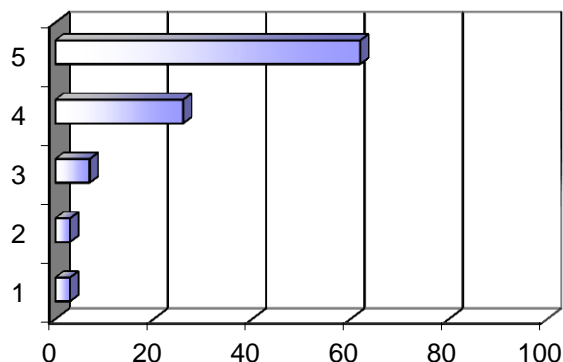∗For a description of benchmarking group criteria, please see sub-section 3.1.

Q: Staff were knowledgeable and competent. How much do you agree with the statement?

Average Score: 4.41

	Response	Count	Percent
5	Strongly agree	284	62 %
4		118	26 %
3		31	7 %
2		13	3 %
1	Strongly disagree	13	3 %
	Total	459	

WHAT LEADERS ARE DOING . . .

- Service Canada has included such goals as hiring the right people and assisting them in keeping their skills up-to-date in the overall framework of enhancing organizational effectiveness.

- The Government of Ontario has expanded its learning programs for all levels of staff and enabled them to take advantage of numerous learning opportunities that are offered at no cost in various fields relating to customer service. *Learn more…*
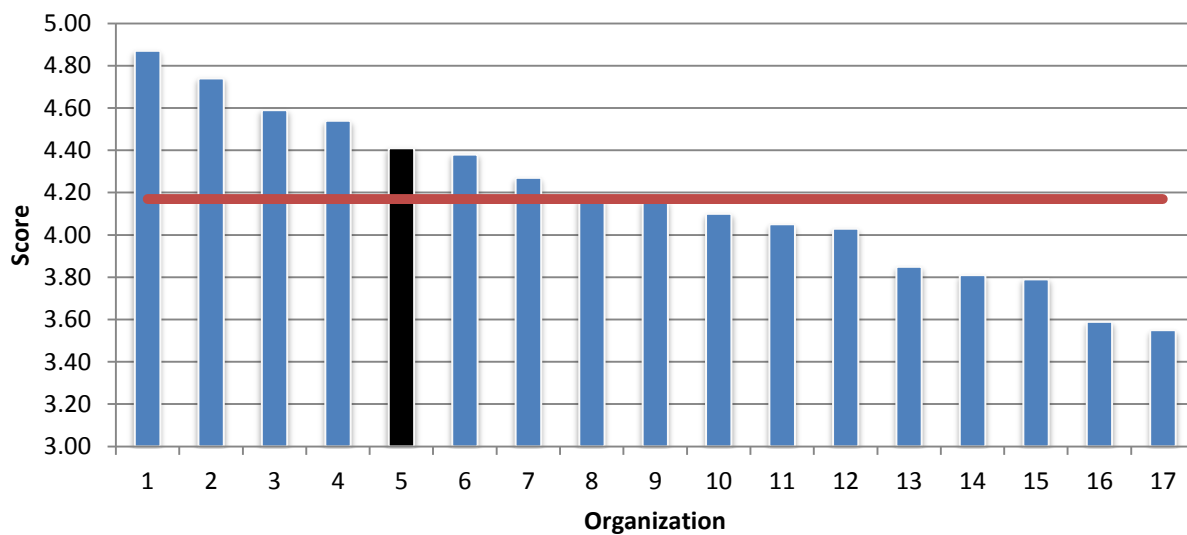
Benchmarking Group 1 – Knowledgeable staff
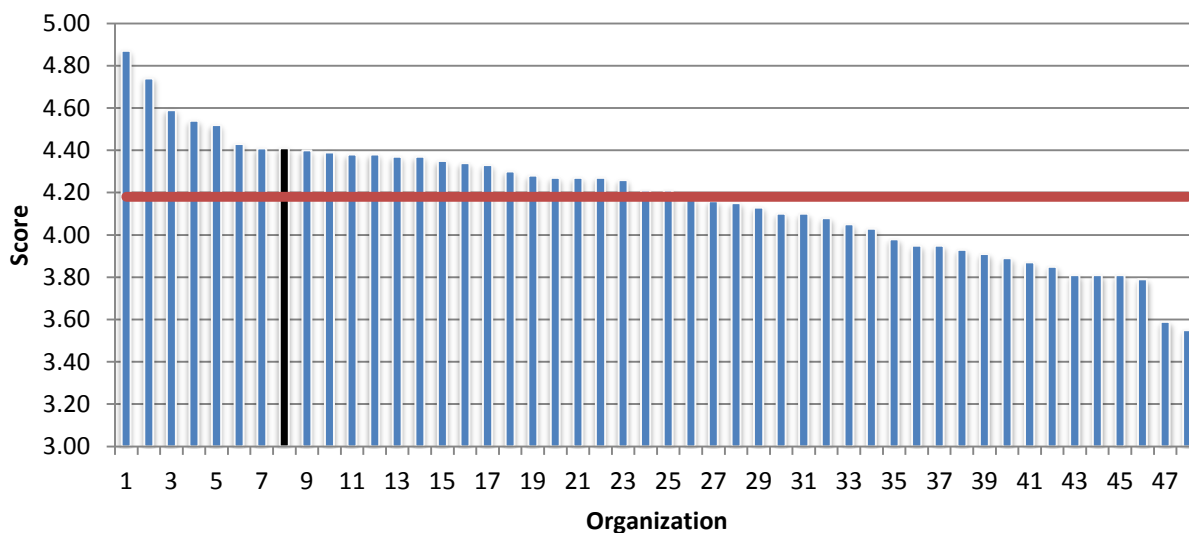
*Group 1	Survey ID	Average	Percent	Percentile	Rank		Overall Avg
	1330201	4.87	97	100	1		4.18
Top Performers	1230701	4.74	94	97	2		
	1230301	4.59	90	95	3		
Your Org	1240301	4.41	85	85	8		
Lowest	1230201	3.55	64	2	48		

∗For a description of benchmarking group criteria, please see sub-section 3.1.

Benchmarking Group 2 – Knowledgeable staff

*Group 2	Survey ID	Average	Percent	Percentile	Rank		Overall Avg
	1330201	4.87	97	100	1		4.17
Top Performers	1230701	4.74	94	94	2		
	1230301	4.59	90	88	3		
Your Org	1240301	4.41	85	76	5		
Lowest	1230201	3.55	64	5	17		

∗For a description of benchmarking group criteria, please see sub-section 3.1.

Benchmarking Group 3 – Knowledgeable staff

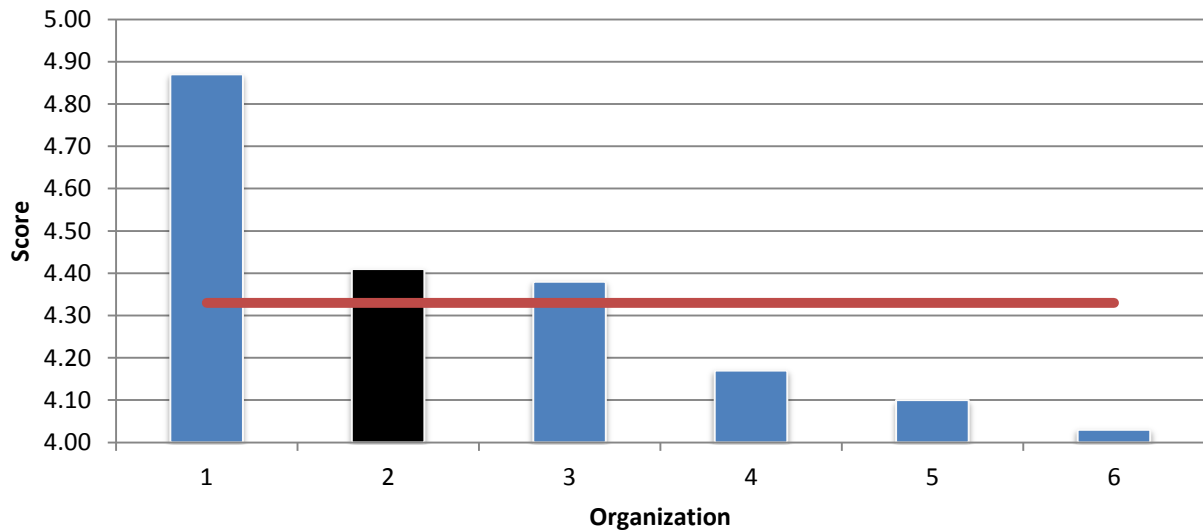| *Group 3	Survey ID	Average	Percent	Percentile	Rank		Overall Avg
Top Performers	1330201	4.87	97	100	1		4.33
Your Org	1240301	4.41	85	83	2		
Top Performers	1310101	4.38	85	66	3		
Lowest	1360101	4.03	76	16	6		

∗For a description of benchmarking group criteria, please see sub-section 3.1.

ICCS

SURVEY METHODOLOGY

INFORMATION

4. SURVEY METHODOLOGY INFORMATION

The value of any benchmarking exercise is partly dependent on whether the various organizations/services/surveys are truly comparable. While use of the CMT helps ensure the questions and response scales are consistent, many other methodological factors can affect the comparability of survey results. Upon request, the ICCS can provide the following information for the top-performing organizations whose data has been included in this report:

- how the survey was administered,
- the timeframe within which it was collected,
- the size of the sample, and
- the response rate of the survey.