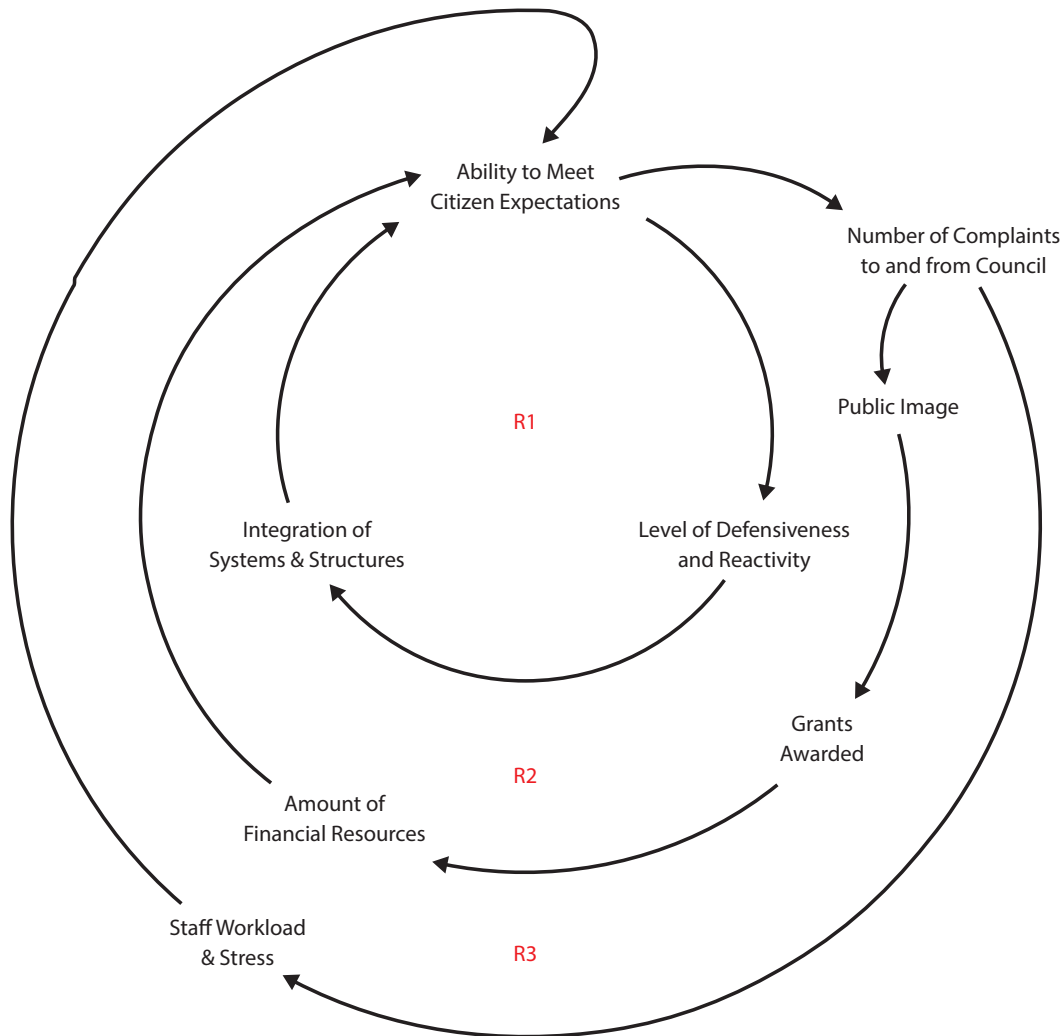




## WHY HAVE WE BEEN UNABLE TO MEET THE CURRENT CITIZEN EXPECTATIONS?

### HIGHEST POINT OF LEVERAGE FOR CHANGE:

To change the public's image of customer service provided by the civil servants in city hall.



#### R1

As the ability to meet citizen expectations goes down the level of defensiveness and reactivity between co-workers goes up and the ability to integrate services goes down which lowers the ability to meet citizen expectations.

#### R2

As the ability to meet citizen expectations goes down the number of complaints to council goes up which effects the public's image of the public servants which affects grants awarded and financial resources available to city hall.

#### R3

As the ability to meet citizen expectations goes down the number of complaints to council members goes up and the staff workload and stress goes up which lowers their ability to meet citizen expectations.