



# **Town of Newmarket**

## **Minutes**

### **Council Workshop**

Date: Wednesday, December 5, 2018  
Time: 9:00 AM  
Location: Council Chambers  
Municipal Offices  
395 Mulock Drive  
Newmarket, ON L3Y 4X7

Members Present: Mayor Taylor  
Deputy Mayor & Regional Councillor Vegh  
Councillor Simon (9:11 AM to 4:06 PM)  
Councillor Woodhouse  
Councillor Twinney  
Councillor Morrison  
Councillor Broome  
Councillor Bisanz

Members Absent: Councillor Kwapis

Staff Present: E. Armchuk, Acting Chief Administrative Officer  
P. Noehammer, Commissioner, Development & Infrastructure Services  
I. McDougall, Commissioner, Community Services  
L. Lyons, Acting Commissioner of Corporate Services  
K. Saini, Acting Director of Legislative Services/Town Clerk  
B. Munslow, Manager, Corporate Customer Service  
W. Bennett, Director, Corporate Communications  
J. Boyle, Supervisor, Customer Services  
K. Turnbull, Customer Service Associate  
A. Walkom, Legislative Coordinator  
J. Grossi, Legislative Coordinator

For consideration by Council on December 17, 2018.

The meeting was called to order at 9:08 AM.

The Council Workshop recessed at 10:42 AM and reconvened at 11:02 AM.

Mayor Taylor in the Chair.

**1. Notice**

Mayor Taylor advised that in accordance with the Town's Procedure By-law, no decisions are to be made but rather this meeting is an opportunity for Council to have informal discussion regarding various matters.

**2. Declarations of Pecuniary Interest**

There were no declarations of pecuniary interest.

**3. Items**

**3.1 Newmarket Citizen Satisfaction Survey 2018**

The Acting Chief Administrative Officer and the Commissioner, Community Services provided an overview of the 2018 Newmarket Citizen Satisfaction Survey.

**3.1.1 Presentation by MDB Insight**

The Manager, Customer Service introduced Leo Hussey, MDB Insight.

Leo Hussey of MDB Insight provided Council with a presentation regarding the Newmarket Citizen Satisfaction Survey for 2018. The presentation outlined the survey methodology, results of the survey and primary opportunities to help improve overall satisfaction.

Members of Council queried staff and the consultant regarding how residents were chosen to be surveyed, and discussed ways in which the Town could improve overall satisfaction.

Moved by: Councillor Woodhouse

Seconded by: Councillor Broome

1. That the presentation regarding the Newmarket Citizen Satisfaction Survey be received.

**Carried**

**3.1.2 Information Report: 2018 Community Survey Results**

This item was attached to the agenda for information purposes.

### **3.1.3 2018 Community Satisfaction Survey Key Findings Report**

This item was attached to the agenda for information purposes.

### **3.1.4 Community Survey Ward level analysis**

This item was attached to the agenda for information purposes.

### **3.1.5 Benchmarking report**

This item was attached to the agenda for information purposes.

## **3.2 Overview of Customer Relations Management System**

The Manager, Customer Service introduced the Supervisor, Customer Services and the Customer Service Associate.

The Supervisor, Customer Services and the Customer Service Associate addressed Council with a presentation regarding the upgraded CRM system. The presentation provided an overview of the system, demonstration of CRM tracking system and 2018 statistics.

Members of Council queried staff on the reports generated by the system.

Moved by: Councillor Simon

Seconded by: Councillor Broome

1. That the presentation regarding the Town's Customer Relations Management System be received.

**Carried**

## **4. Closed Session**

Moved by: Councillor Woodhouse

Seconded by: Councillor Bisanz

1. That the Council Workshop resolve into Closed Session to discuss the following matters:
  - a. Bus Tour - educational/training session under Section 239(3.1) of the Municipal Act (transportation, current properties, future areas for development).

**Carried**

The Council Workshop resolved into Closed Session at 11:42 AM.

The Council Workshop (Closed Session) Minutes are recorded under separate cover.

The Council Workshop resumed into Open Session at 4:05 PM.

**4.1 Bus Tour - educational/training session under Section 239(3.1) of the Municipal Act (transportation, current properties, future areas for development)**

**5. Adjournment**

Moved by: Councillor Bisanz

Seconded by: Councillor Morrison

1. That the meeting adjourn at 4:06 PM.

**Carried**

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John Taylor, Mayor

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Kiran Saini, Acting Town Clerk