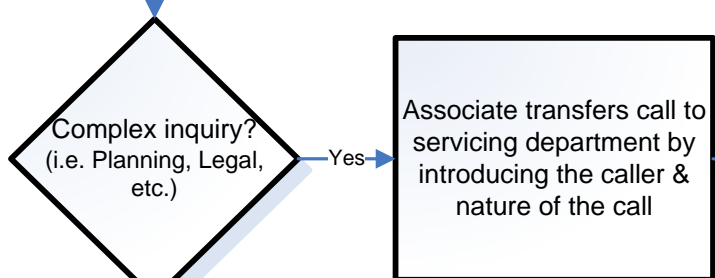


## Customer Services

The Customer Services department handles front-line customer inquiries at the Customer Service counters at Town Hall, the Magna Centre & Ray Twinney Complex. Requests for service & inquiries are received via telephone, email, My Waste app & face to face at the Customer Service counters.

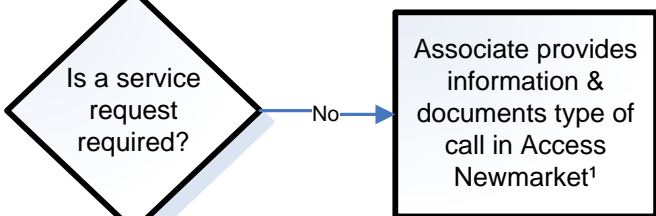
Telephone call or face-to-face inquiry directed to CSC  
Main telephone line: 905-895-5193 OR Email to  
customerservice@newmarket.ca; info@newmarket.ca

Note: Customer Service Associate (CSA) will contact the Executive Office to coordinate responses & avoid duplication when the Mayor &/or Member(s) of Council are copied on the correspondence.



Servicing department handles call as appropriate

<sup>1</sup> Access Newmarket is a call tracking tool used by staff in Customer Services, outside facilities, and in the Mayor & Councillors' offices to capture types of calls, refer & monitor service issues, & identify trends & service gaps.



Approximately 90% of the customer contacts handled by the CSC are "routine" inquiries where information is provided to the customer without requiring input or action from another department.

Associate captures information in Access Newmarket, determines where the service request will be assigned & confirms/overrides priority ranking<sup>2</sup>

Service Requests are created when information needs to be sent to a Servicing Department, usually for action. Before opening a new service request the associate will search to see if there is already an open request dealing with the same issue. If there is an existing service request it is actioned or updated as appropriate.

Servicing department conducts assessment & completes service or resolves issue as required. Service request is then updated with resolution details & timelines as appropriate.

<sup>2</sup> **Priority Rankings**

**Priority 1: Health & Safety risk.** Associate calls department directly & sends service request. Unanswered requests escalate after 15 minutes & continue to escalate up the hierarchy until acknowledged. Example: glass in playground, falling wires, water main break.

**Priority 2: Loss of service or inconvenience** Unanswered service requests escalate after 60 minutes. Example: animal control, missed snow removal, etc.

**Priority 3: Complaints about service.** Unanswered service requests escalate after 3 days. Example: bylaw complaints, sidewalk repair, weed control.

**Priority 4: Information only & no follow up required.** Example: anonymous property standard complaints, requests for Parking Exemptions. Note: All call types have a pre-determined priority ranking. Associates can override priority levels based on the severity of the situation & at their own discretion.

**Reminders** are generated every 30 days for all 'pending' issues so that CS associates can ensure timely responses & avoid service gaps.

Associate calls or e-mails Customer Or Member of Council, advises status of issue, expected outcomes & appropriate timelines. Details are captured in Access Newmarket.

Once the service request has been completed, issue resolved & customer advised, Customer Service Associate closes the service request.

Note: Associates monitor all "pending" service requests for responses & conduct follow-up activity with servicing departments as appropriate.