



LONG-TERM FINANCIAL SUSTAINABILITY COMMUNITY ENGAGEMENT



Action Item:

Conduct ongoing public engagement related to financial planning

✔ Completed

Why is this measurement important?

We strive to provide exceptional customer service. Residents access Town services using a variety of channels - the telephone remains the most popular way for residents to interact with us.

How is this measured?

The Town uses an integrated phone system that monitors number of calls, average speed of answer, wait times and service levels. This data measures the frequency, time and accuracy of our call responsiveness.

What progress are we making?

In 2018, 70% of calls were answered within 30 seconds or less. We continue to see an increase in interactions across all channels (phone, email, online & in-person) year-over-year. In 2018, Newmarket also experienced a high overall call volume related to several weather-related events, causing extended wait times. The Town is proactive in ensuring additional staff are on-hand in these instances to assist with handling the increased call volume.

Hey Newmarket Engagements

