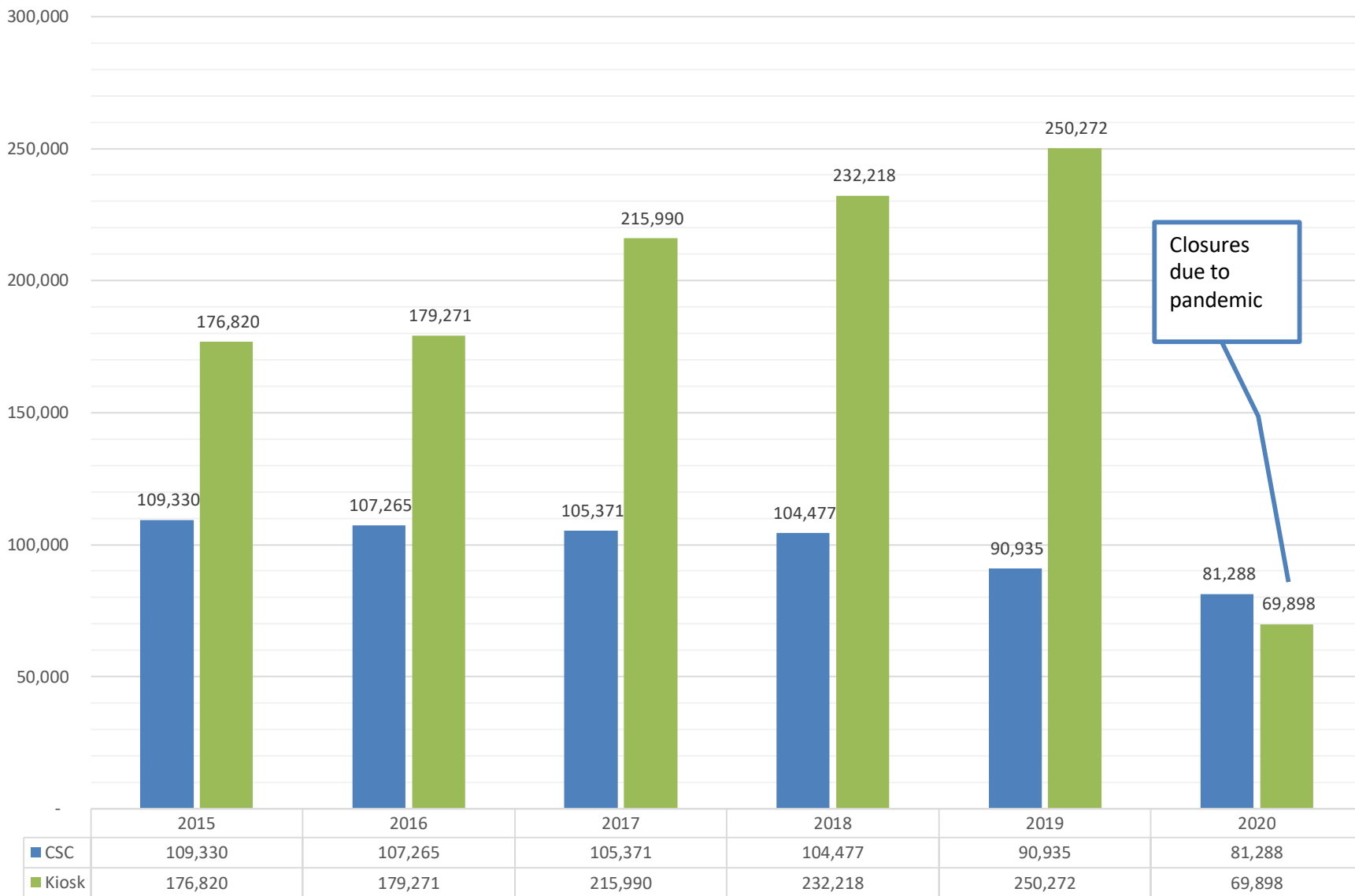




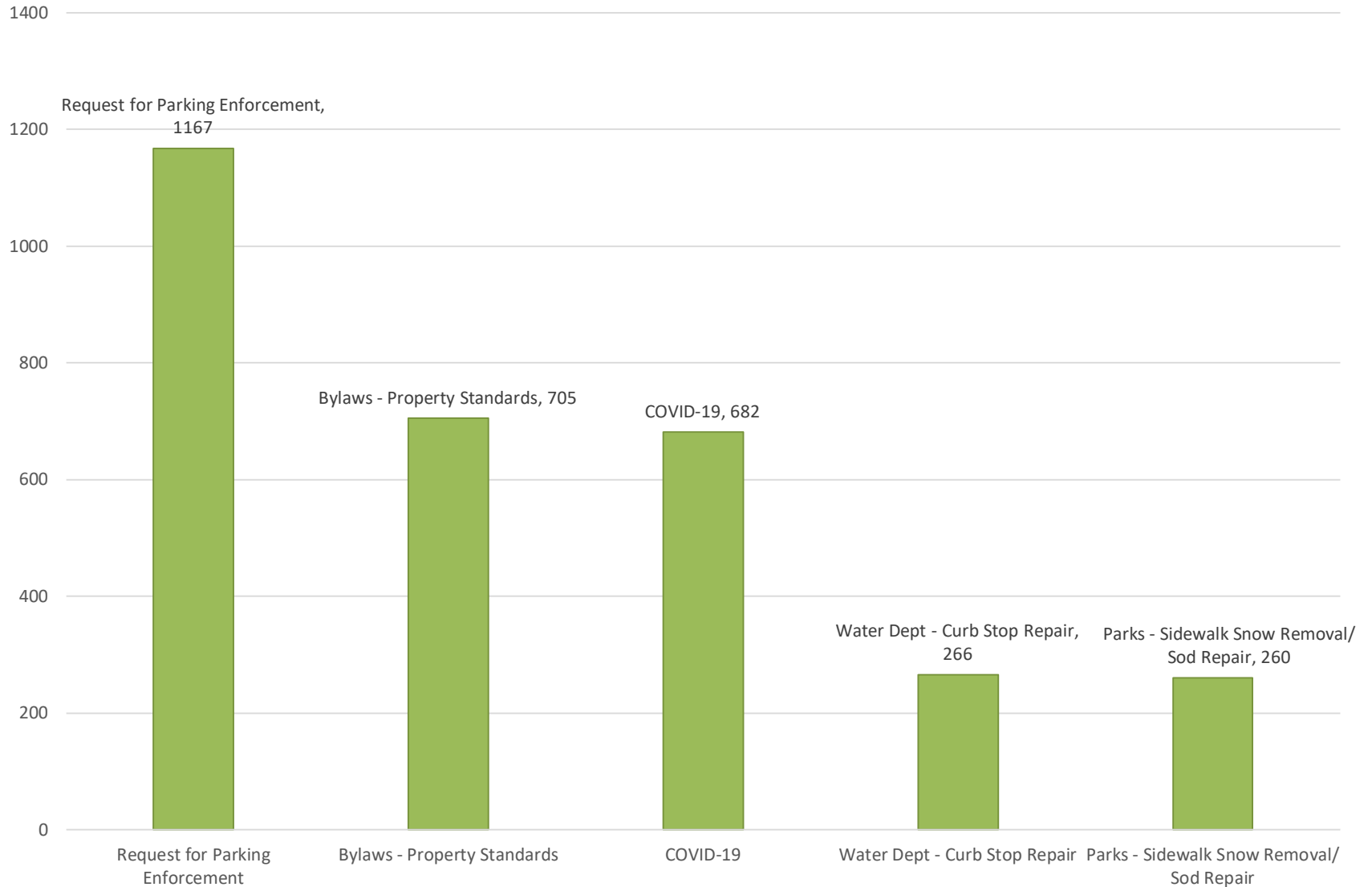
2020
Customer Service
Department - Year End
Summary &
Pandemic update



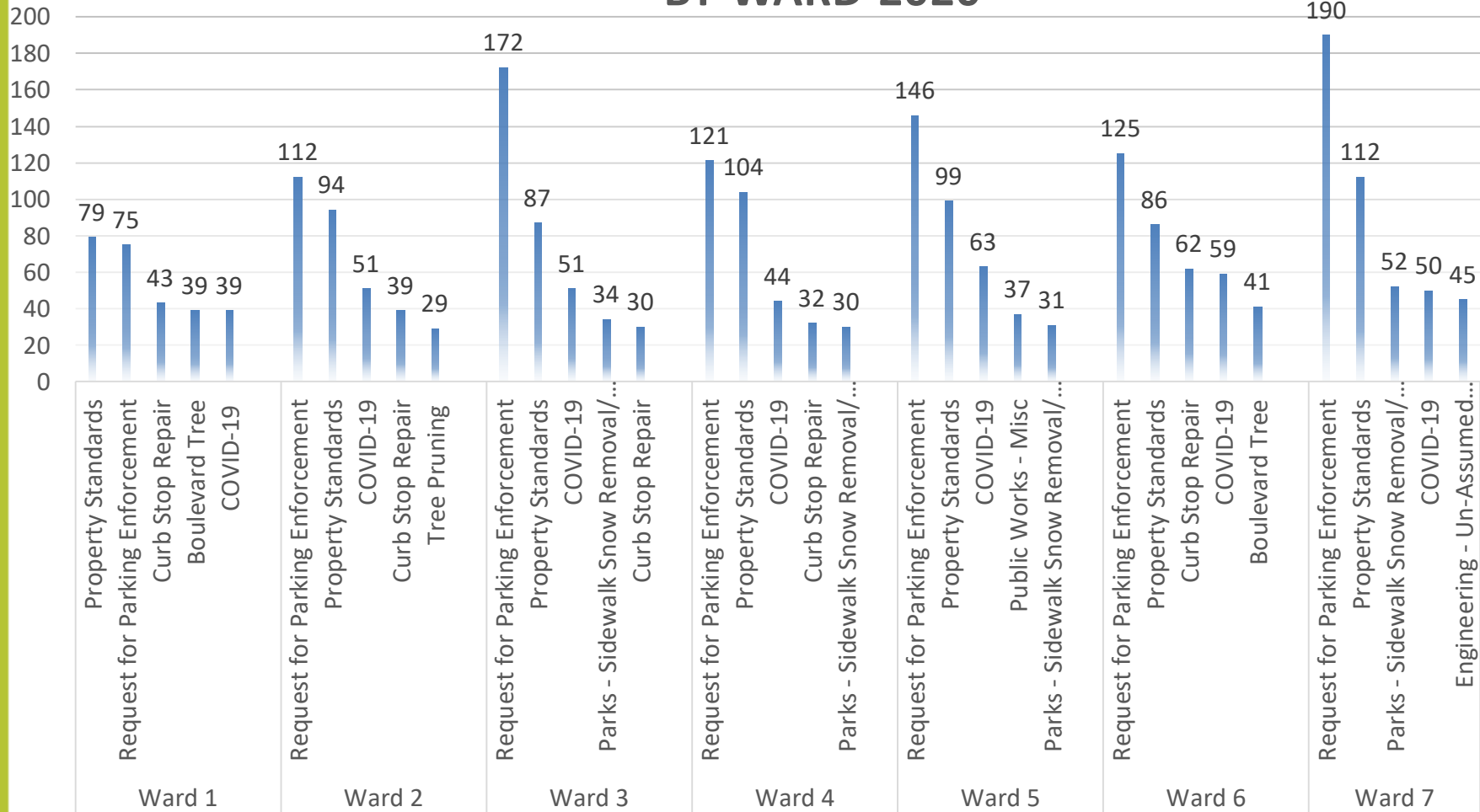
Total Customer Contacts Customer Service Centre & CS Kiosks



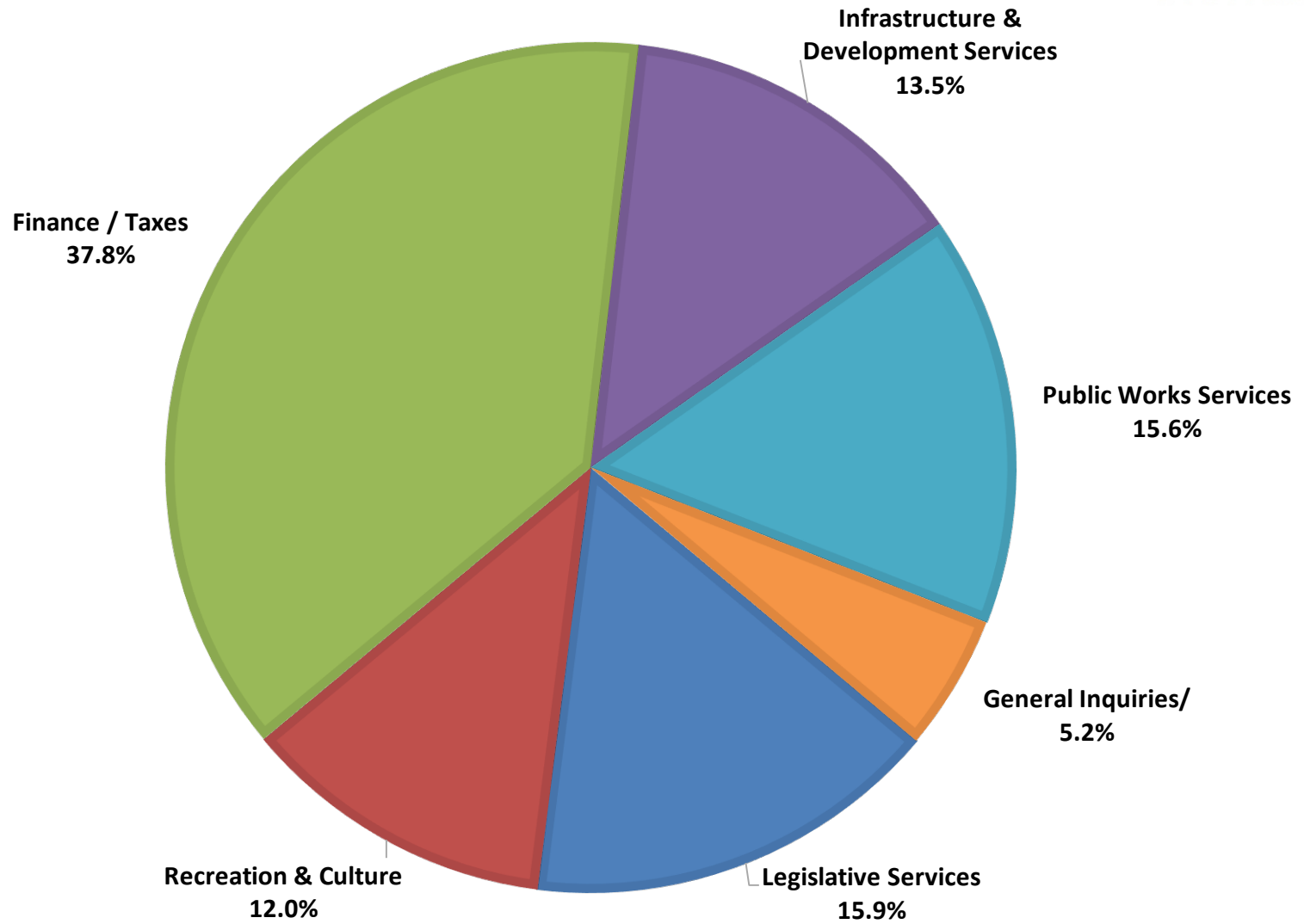
Town Wide Top 5 Service Issues 2020



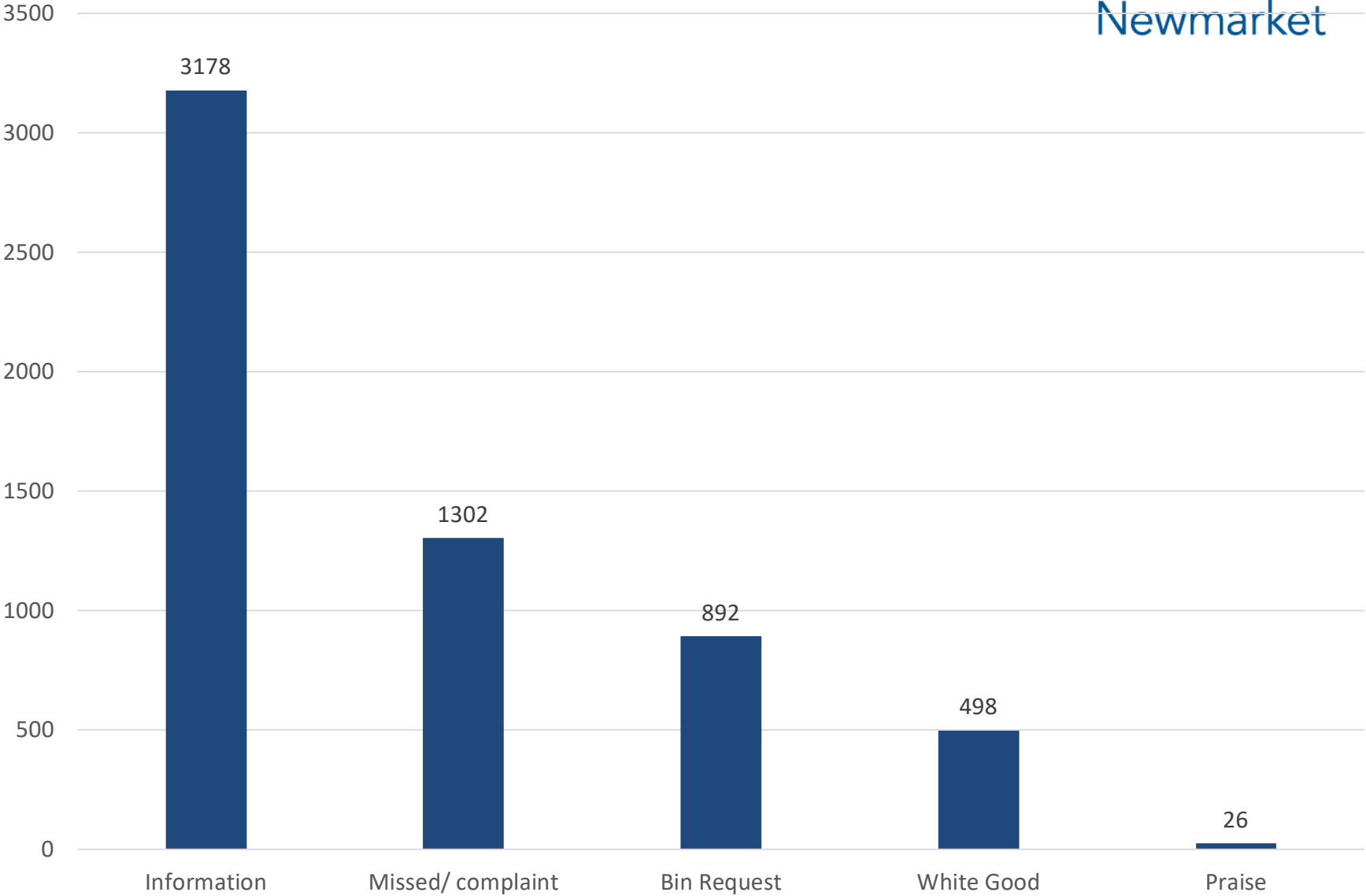
TOP 5 SERVICE ISSUES BY WARD 2020



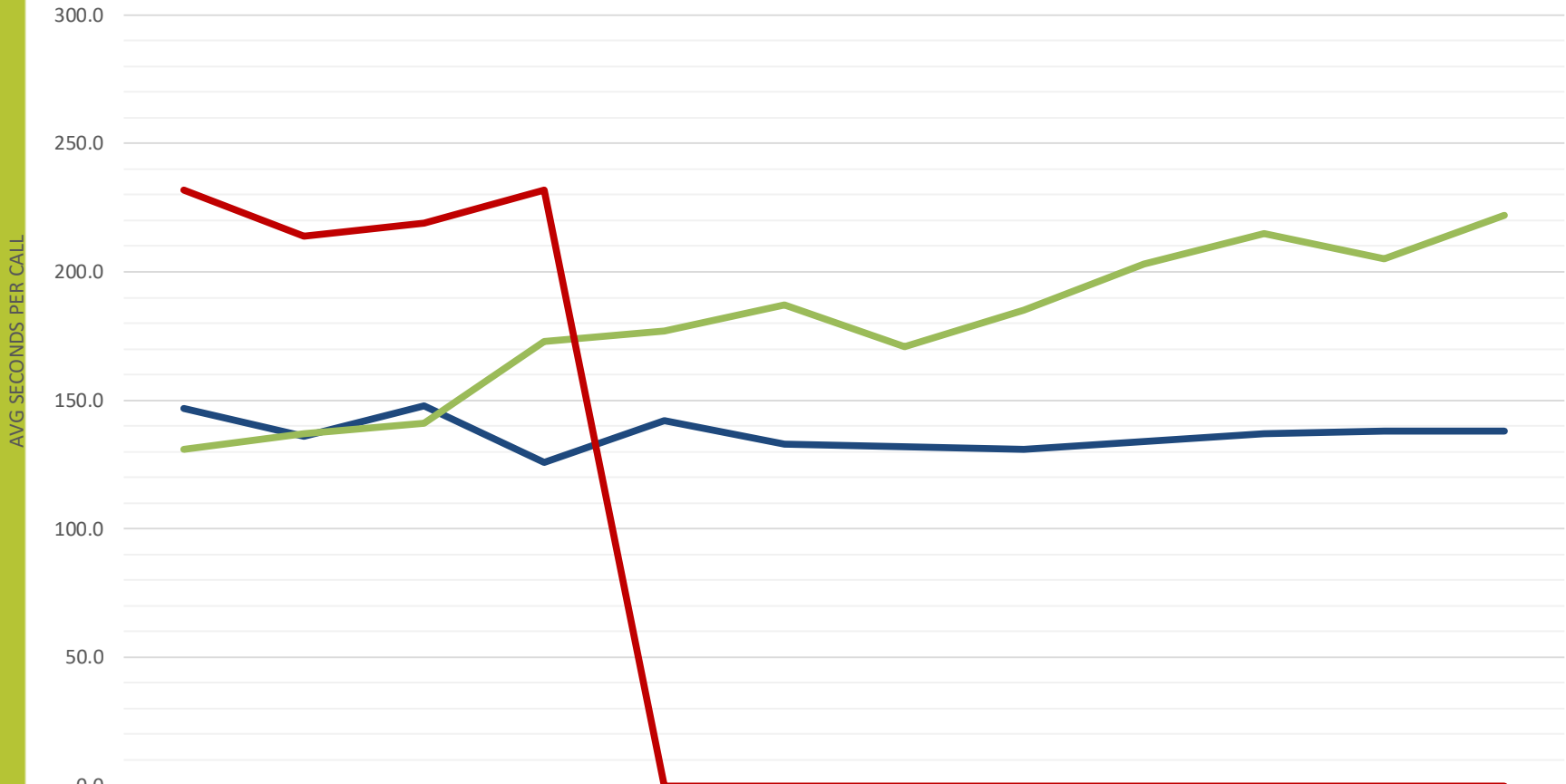
DEPARTMENTAL BREAKDOWN 2020 - CUSTOMER SERVICE CENTRE



GFL Call Types – 2020 Newmarket



Average Talk Time (secs) 2019 - YTD*

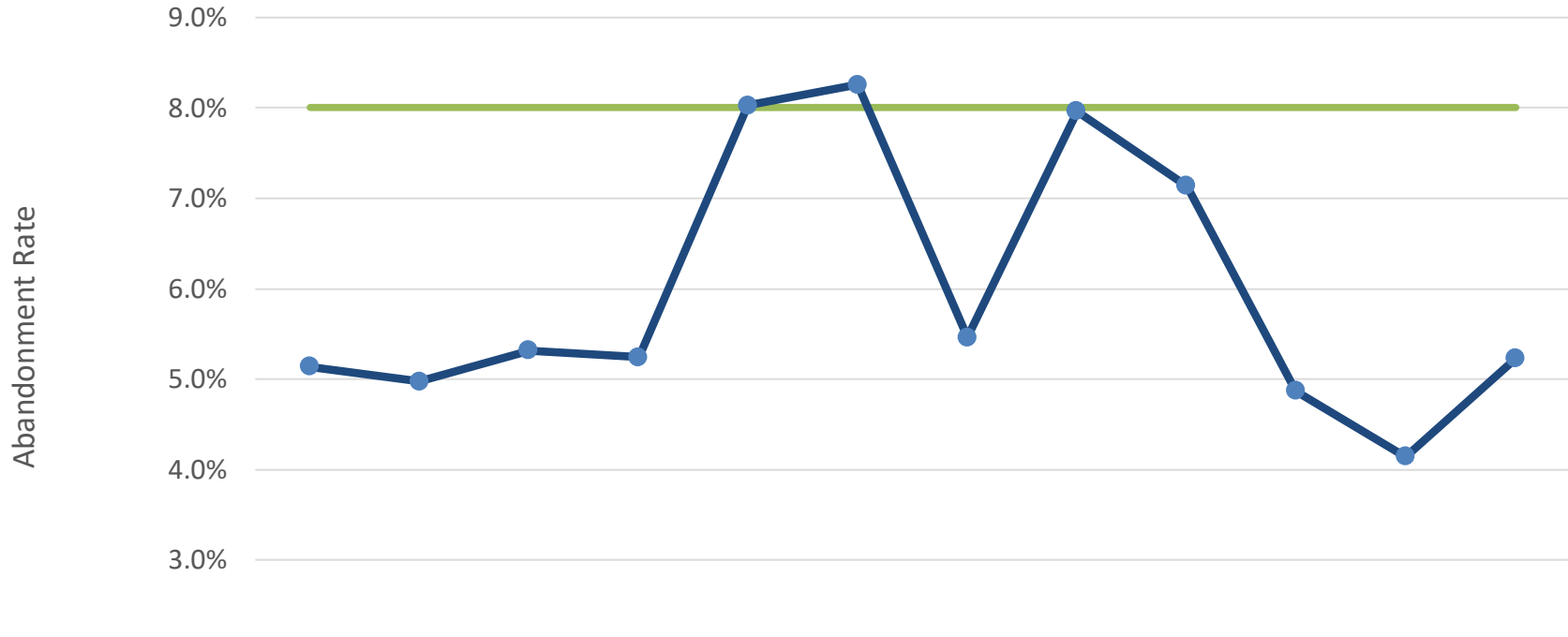


	January	February	March	April	May	June	July	August	September	October	November	December
2019	147.0	136.0	148.0	126.0	142.0	133.0	132.0	131.0	134.0	137.0	138.0	138.0
2020	131.0	137.0	141.0	173.0	177.0	187.0	171.0	185.0	203.0	215.0	205.0	222.0
2021	232.0	214.0	219.0	232.0								

— 2019 — 2020 — 2021

*YTD April 19, 2021

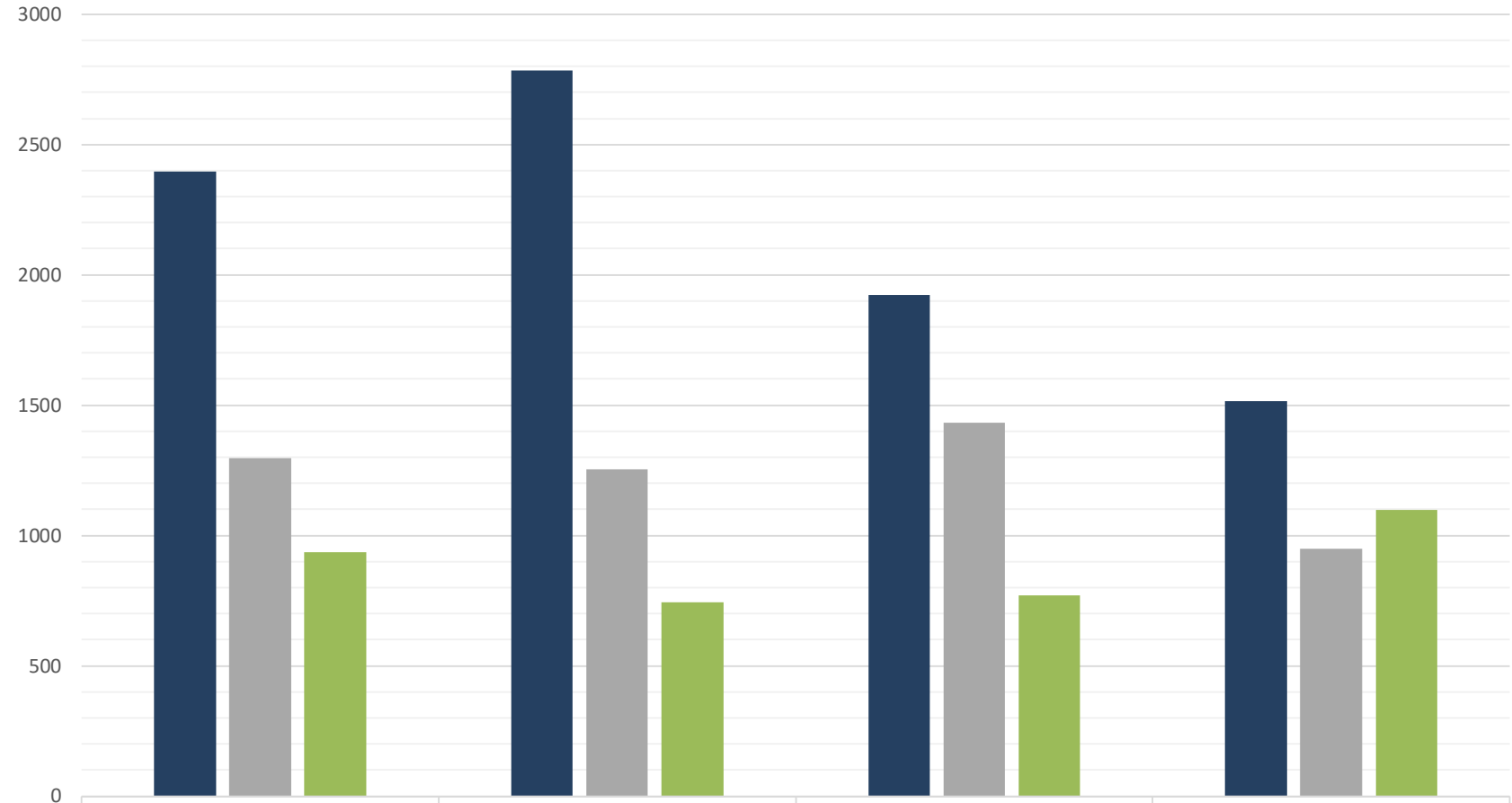
Abandonment Rate 2020



	January	February	March	April	May	June	July	August	September	October	November	December
Abandonment rate	8.0%	8.0%	8.0%	8.0%	8.0%	8.0%	8.0%	8.0%	8.0%	8.0%	8.0%	8.0%
2020	5.1%	5.0%	5.3%	5.2%	8.0%	8.3%	5.5%	8.0%	7.1%	4.9%	4.1%	5.2%

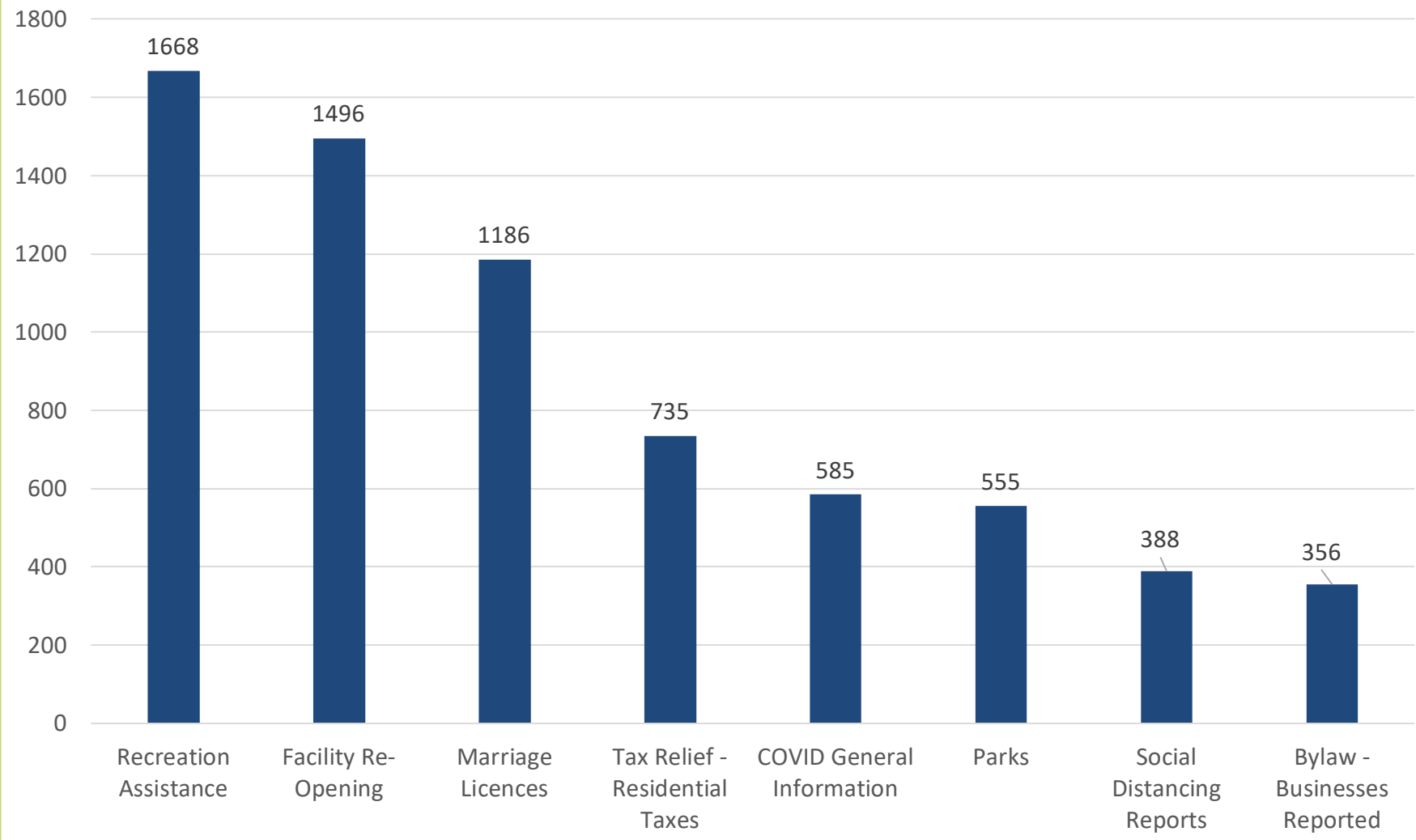
After Hours Provider Calls by quarter 2018-2020

■ 2018 ■ 2019 ■ 2020

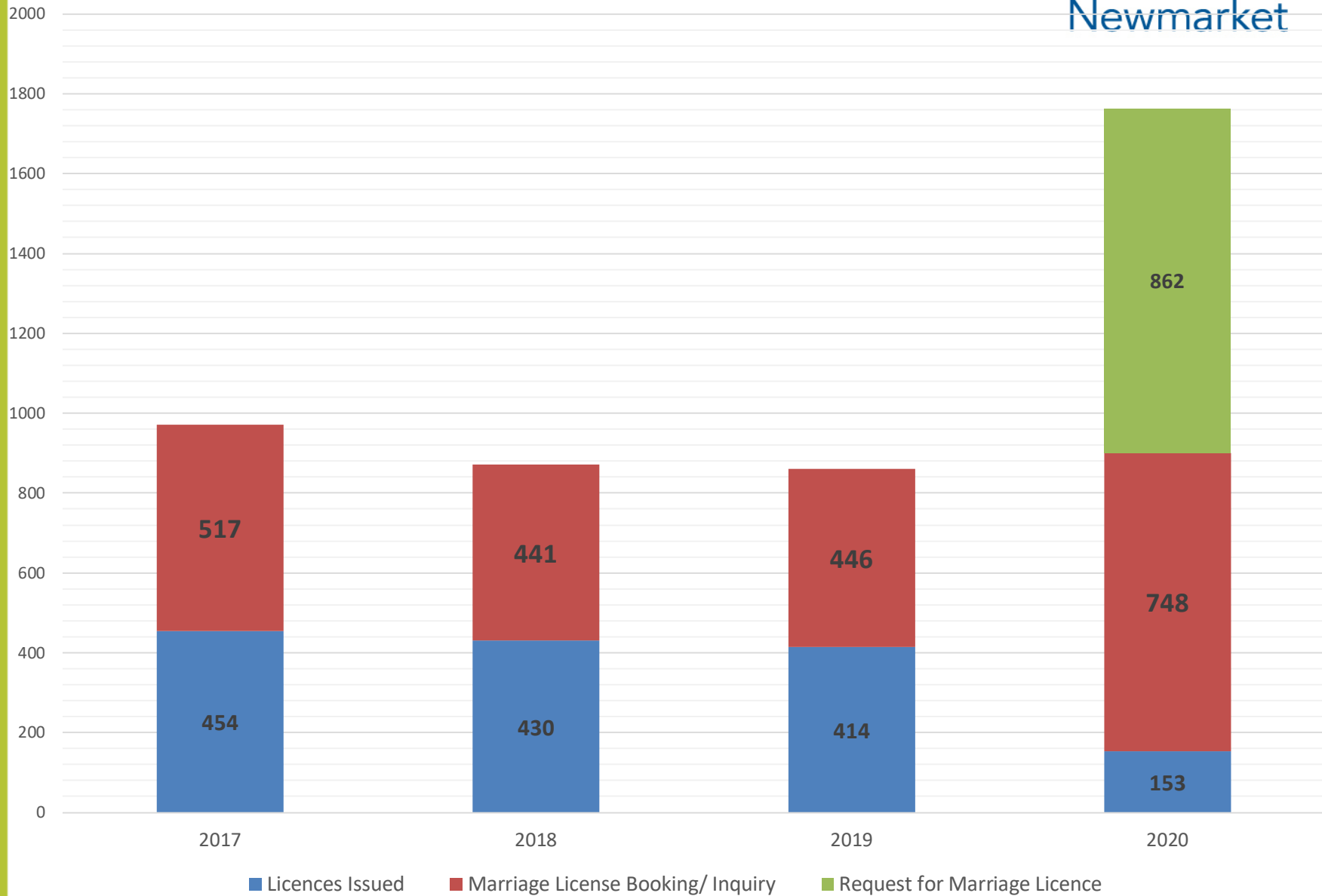


■ 2018	2396	2785	1924	1516
■ 2019	1296	1254	1434	948
■ 2020	937	743	769	1097

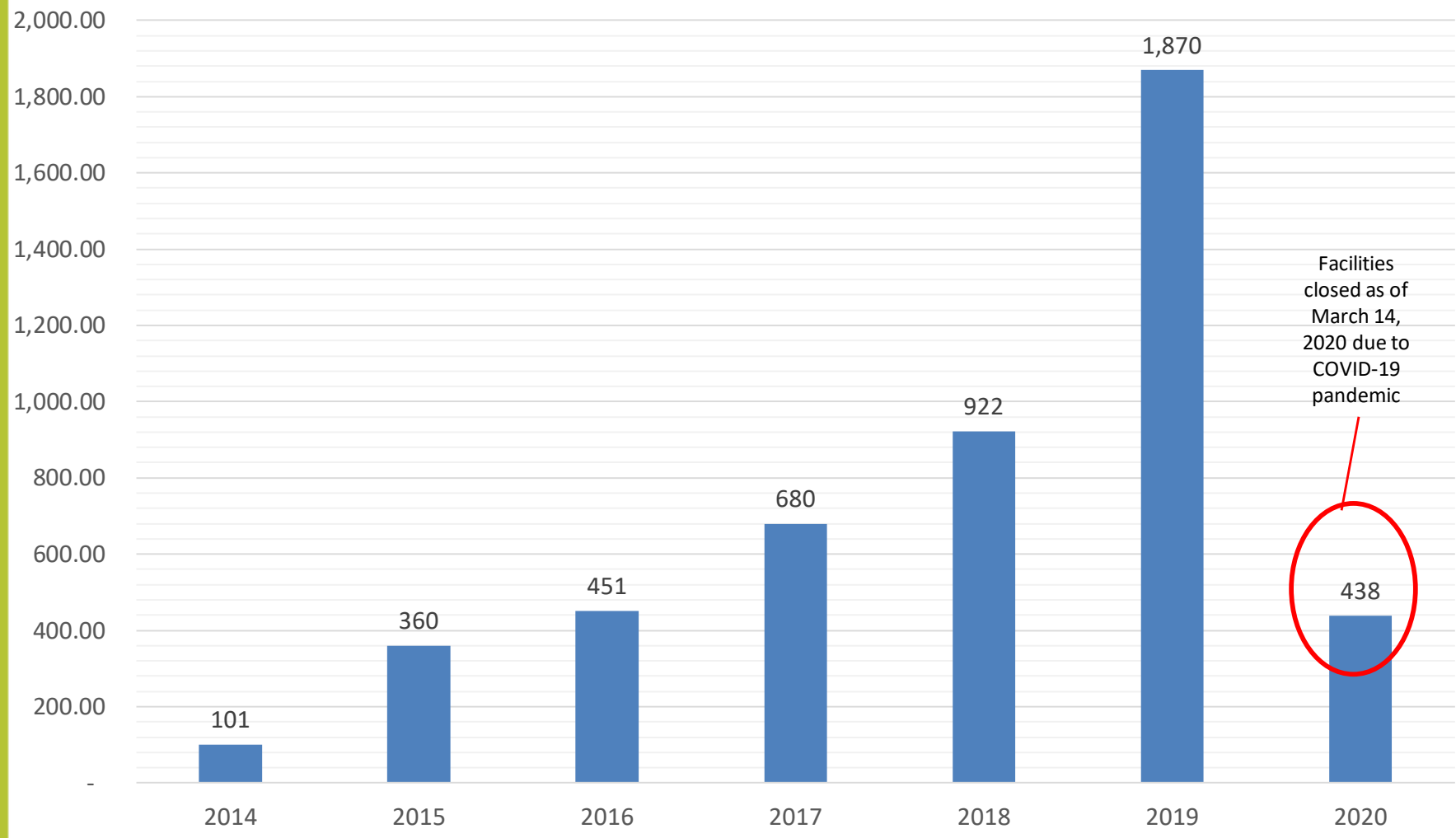
COVID-19 Inquiries 2020



Marriage Licences 2017 - 2020



Kiosk Enhanced Services (Magna, RJT, NSMP)



Enhanced Customer Service training

modern
green
forward-thinking
inclusive
community
progressive
creative
urban
smart
innovative



CERTIFICATE *of* ACHIEVEMENT


THIS ACKNOWLEDGES THAT

Hannah Grant

FOR SUCCESSFULLY COMPLETING ALL THE REQUIREMENTS FOR THE
PUBLIC-SECTOR SERVICE SPECIALIST (PSSS) TRAINING PROGRAM

The Town Of Newmarket's |
Public Sector Training

OCTOBER
2020



Jamie Boyle, Facilitator



Delivering Exceptional Service in the

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Customer Service Excellence In the Public Sector

Seneca College





Newmarket

Thank You

modern
green
forward-thinking
inclusive
community
progressive
creative
urban
smart
innovative