

**RECEIVED VIA EMAIL**

**From:** John Milne [REDACTED]  
**Sent:** January 22, 2021 11:23 AM  
**To:** Corrina Giles; Alar Soever  
**Cc:** 'Shawn Everitt; Sarah Merrifield; Krista Royal  
**Subject:** REVISED ADDITION TO COUNCIL AGENDA

Corrina:

Good morning.

Further to my earlier email & a conversation with Mayor Soever, please add the following to next week's Council meeting agenda:

At the Community Communications Advisory Committee (CCAC) meeting on January 18, 2021, there was discussion around the Town's service levels and response times to resident inquiries.

It is understood that a recent motion by Councillor Hope and Mayor Soever addressed this subject. We were told by Manager of Communications & Economic Development Tim Hendry that staff is currently reviewing service levels/response times, planning on having new standards in place by the end of Q1.

In the interim, it was felt that residents should be advised of this review and that some form of temporary standards be put in place.

A notice such as the following could be issued as a Press Release and/or addressed in the Mayor's weekly video:

While staff and council work toward putting new service levels and response times in place by the end of Q1, a number of temporary standards are being applied:

- All inquiries should be answered within defined timeframes.
- In the event that an inquiry cannot be satisfactorily resolved within the defined timeframes, staff/council should provide an estimate for a timely resolution.
- All residents making inquiries/calls should be asked if they are satisfied with the response given & if anything further is required; in the event that they are not satisfied, next steps should be agreed upon. If required, issues should be escalated – with expected response times communicated to the individual making the inquiry.
- Residents could be encouraged to share thoughts regarding how the Town might improve its service Levels with [insert agreed-upon appropriate name].

I hope that this suggestion is of value.

As always, the CCAC is at your disposal to help as Staff and Council strive to better engage our community.

JM  
[REDACTED]