



## NVCA CUSTOMER SERVICE MISSION

We aim to provide a high standard of effective and efficient service to all our customers.

We achieve excellence in customer service by being:

- Accountable
- Knowledgeable
- Personable
- Trustworthy
- Accessible
- Convenient
- Efficient

We welcome your comments on our customer service:

- 705-424-1479
- admin@nvca.on.ca
- www.nvca.on.ca

# Customer Satisfaction Report 2014

## COMMITMENT TO EXCELLENCE IN CUSTOMER SERVICE

In September 2013, NVCA adopted a Customer Service Charter that sets out our commitment to providing excellent customer service. As part of this commitment, NVCA provides an annual summary of customer feedback.

The following highlights the feedback received for various programs offered by NVCA in 2014.

### Permitting – Client Feedback

The following highlights reflect the comments received from more than 22 individuals/families.

In their overall feedback, 86% of those completing a client survey rated their overall experience with NVCA's permit application process as good or excellent.

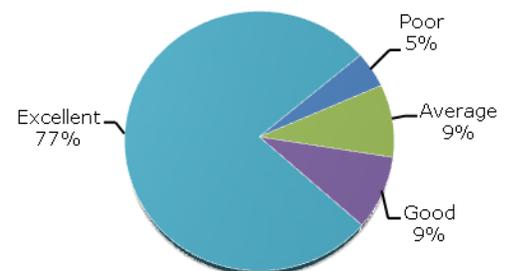
This positive feedback continues, with clients rating their interaction with NVCA staff as good or excellent when looking at:

- Customer service (91%)
- Communication (91%)
- Response times (86%)
- Courtesy (95%)
- Knowledge (95%)
- Information accuracy (91%)

Among the written comments:

- "The entire staff at the NVCA has shown a passion for the environment and assistance to the client in achieving what is best for the Nottawasaga Valley."
- "At all times logic prevailed and those things required of me were very simply and clearly presented – excellent experience!"

Customer Satisfaction  
Permit Application Process



- "...smooth process; very helpful in assisting me with all the information I need"
- "...having now dealt with the NVCA I must say the experience was excellent"
- "people were courteous to deal with"
- "I find the NVCA more than willing to work with individuals with their property goals while still protecting the property and its surroundings. I also find the NVCA staff very professional and knowledgeable."
- "Process and communications was very good...The NVCA was accommodating and understanding of our situation"

A few clients commented on being unclear about the process and the length of time required to receive a permit. NVCA staff worked to update our planning FAQs to better outline the process and to clarify expectations around processing time.

### Client Feedback—Planning

While much of the planning feedback is captured in the permit process comments above, a few clients provided written feedback on NVCA's planning department, saying:

- "It is really a pleasure to work in such a positive environment when officials like yourselves are so committed to providing reasonable and timely input"
- "You always provide excellent service and sound comments in a timely manner"
- "The level of professionalism and cooperation you have extended to me and members of our team is of the highest caliber."

### Client Feedback—Engineering

Among the comments received related to NVCA's engineering and technical services, clients specifically acknowledged NVCA's groundwater and GIS programs for their professionalism and collaboration, saying:

- "We are extremely pleased with the collaboration that has occurred to date and the exceptional team that you have assembled and lead." (reference NVCA's groundwater program)
- "I was quite impressed by the overall experience and in particular, your interpersonal skills and technical abilities" (reference NVCA's GIS program)

A workshop on NVCA's new Phosphorus Budgeting tool held in October received very positive feedback with 100% of participants responding to a survey rating the event good or excellent.

### Client Feedback—Lands, Operations and Stewardship

The lands, operations and stewardship division of NVCA includes a wide variety of service areas. Highlights from feedback received from clients via email, surveys, etc. is provided below.

Feedback on **venue rentals** (weddings, group camping, etc.):

- "NVCA is tops in customer service."
- One hundred percent of couples celebrating their marriage at NVCA's Tiffin Centre would recommend it to others as a wedding venue. Ninety percent of couples rated their wedding experience as good or excellent in reference to customer service and the venue itself.

Feedback on **environmental education** (NVCA's environmental education program provides hands-on, curriculum-aligned programs for students from JK to Gr 12):

- "The students enjoyed the science experiments..."
- "The students were immersed in nature and were truly able to appreciate the natural beauty in the landscape."

- "Clearly aligned to Ontario curriculum, very engaging activities, knowledgeable staff."
- "The youths had a wonderful time and the instructor was amazing. I will definitely recommend this to our cub sections in our group." (in reference to Scout/Girl Guide education programs)

Feedback on **public programming** (including children's parties and special events):

- "Sam and his friends had a wonderful time on Saturday....we all really enjoyed the party."
- "Thank you to you and all your NVCA staff for putting on a great Fright Night at the Fort."

Feedback on **stewardship projects** (projects to enhance water quality and quantity on public and private lands, such as streamside tree planting, wetland restoration, etc.)

- "I am deeply indebted to both of you for your help and support on this project... Thank you so much for your guidance and enthusiasm! Now, on to planning my wildflower meadow buffer."

- "My sincere thanks for taking the time to meet at the farm on Wednesday to discuss possible ways to enhance the wetland."
- "It was not only a lot of fun but also very educative for me to participate in this project, and want to thank and praise all the volunteers and NVCA staff for their hard work and dedication."
- "I thoroughly enjoyed doing the project and NVCA's input was invaluable."

## Committed to Customer Service

NVCA remains committed to providing excellence in customer service. We plan to continue to increase customer feedback in 2015 through the use of formal online surveys and event evaluations.

*For more information about NVCA's Customer Service Charter or this report, contact NVCA's Director of Corporate Services at 705-424-1479 or admin@nvca.on.ca.*