



# Customer Satisfaction Report 2015

## 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 2015.

### Client Feedback—Planning Services

#### Regulatory Services—Permitting

Twenty-three individuals and organizations submitted comments related to the NVCA permit application process.

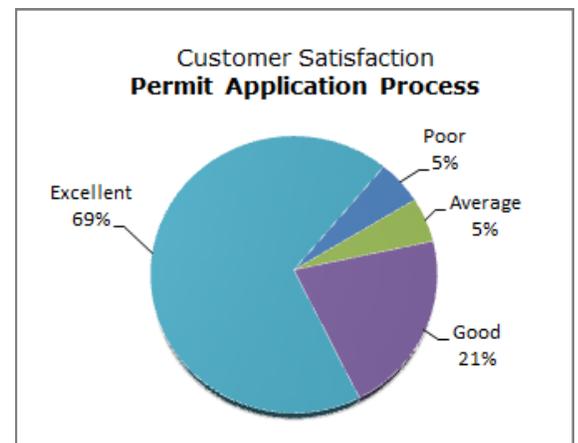
Ninety percent (90%) of those completing a client survey rated their overall experience with NVCA’s permit application process as good or excellent.

Specifically, clients rated their interaction with NVCA staff as good or excellent when looking at:

- Customer service (100%)      ➤ Courtesy (95%)
- Communication (89%)      ➤ Knowledge (89%)
- Response times (89%)      ➤ Information accuracy (89%)

Among the written comments:

- “I did enjoy the experience, and learned a lot about NVCA process for permit applications and information required.”
- “Quick and courteous.”
- “Thank-you for all the work to protect our environment.”
- “A big thank you...for the quick turn around...”



### 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

- "...the staff were very knowledgeable and courteous."
- "We were initially surprised & frustrated to learn about the requirements for...approval. That being said, NVCA worked diligently with the information presented to them in a timely fashion. We appreciate it!"
- "...made it easy to understand the process necessary to acquire consent..."
- "I was pleasantly surprised throughout my interaction. Others I had spoken to suggested NVCA to be a negative organization, one looking to say 'no' rather than help; I found the opposite to be the case. NVCA listened to what I was trying to do and were helpful both in explaining the process, their interests, and the criteria considered in reviewing an application."

A few clients commented on being unclear and frustrated with the permit process. While they may disagree with the regulations, in all cases they commented that NVCA staff were courteous and committed to reaching a resolution. For example, one client said:

- "I was frustrated with the initial response, however through continued communication and interaction including site visit and conversation, I feel the staff are committed and helpful in resolving situations."

## Client Feedback —Lands, Education and Stewardship Services

NVCA's lands, education and stewardship services include a wide variety of service areas. Highlights of the feedback received from clients via email, letters and surveys, follows.

### Stewardship Program

NVCA's stewardship services include tree planting/forestry, our Healthy Waters Grant program, and other projects to protect and enhance our watershed.

In 2015, four stewardship client surveys were submitted. All were highly complimentary to NVCA staff, with 100% rating customer service, courtesy, communications, knowledge and overall experience as good or excellent.

Among the written comments:

- "...we are very fortunate that we have the NVCA to protect our watershed." - from a land owner/steward
- "We really appreciated her help and insights" - from a land owner/steward
- "Love working with NVCA. I'm always confident that the site will be well prepared for the tree planters! ...Have received accolades from numerous volunteers and the promise to return next year." - from a volunteer coordinator and funder
- "Thank you for letting us come with you for planting trees. I had great fun and learned much, and I'm sure others feel the same. Also you got us out of French class." - from a young student volunteer

### Environmental Education

NVCA's environmental education program provides hands-on, curriculum-aligned programs for students from JK to grade 12. Thousands of students take part in these programs each year.

In 2015, 74 teachers submitted feedback surveys on NVCA's environmental education programs. Of those responding, 99% rated the programs as having good or excellent connections to the provincial curriculum. Ninety-five percent said their students had a greater understanding of the environment.

Among the written comments:

- "The teachers at the Tiffin Centre are always fantastic."
- "Our Tiffin leaders are always friendly, passionate about the outdoors & teaching others. Very flexible with timing & easy to co-ordinate programs."

- "Excellent hands-on activities in both the morning and afternoon sessions. Instructors were excellent with the children..."
- The leadership and knowledge of the staff at Tiffin is fantastic. I would recommend Tiffin's program to anyone."
- "Even though it was very wet we really had a great day...Leaders were great, enthusiastic and knowledgeable."
- "We loved becoming scientists and going on all the walks...Running along the path for our scavenger hunt was awesome...Our favourite parts were seeing the raccoon den,... looking at the skulls,... hiding nuts like squirrels... and hugging the trees." - from a kindergarten class

### Camp Tiffin

NVCA's environmental education program also offers a six-week summer day camp, Camp Tiffin. Of the 61 parents that responded to the Camp Tiffin feedback survey, 91% rated their child's experience at camp as very good or excellent. Ninety-eight percent said they would recommend Camp Tiffin to others.

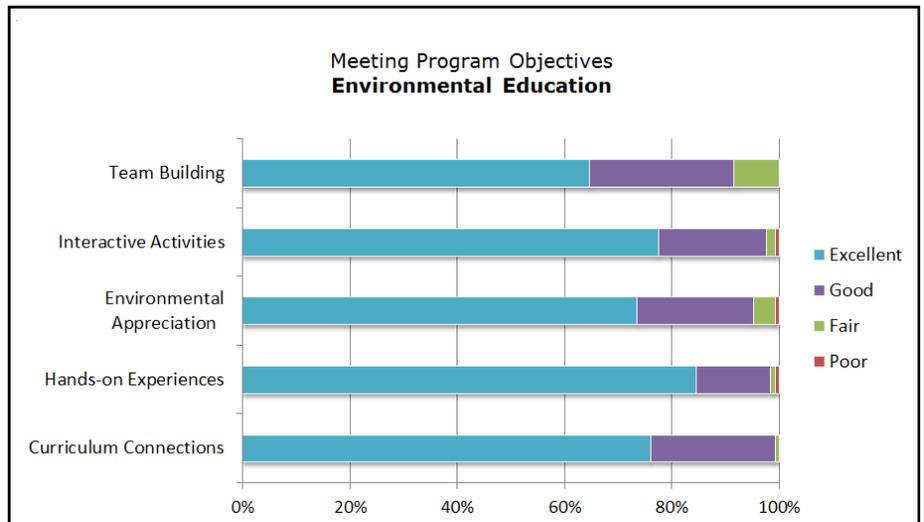
Among the written comments:

- "Simply awesome staff, programming and wholesome experience!"
- "Very organized and professional..."
- "I would highly recommend this camp to anyone."

Some respondents provided feedback to improve the camp experience, which staff will review and consider in their 2016 plans.

### Public Programming

NVCA hosts a number of special events throughout the year. These include our Family



Day event, Spring Tonic Maple Syrup Festival and the Festival at Fort Willow.

Of the 20 responses received on public programming (all events), 94% rated their experience as very good or excellent. Seventy-one percent said they would attend this event in the future; the remaining said they might attend in the future.

### Venue Rentals

The Tiffin Centre is quickly becoming a favourite spot for weddings and special events. Of those completing a wedding feedback survey, 87% rated both the customer service and venue as good or excellent. All (100%) said they would recommend the Tiffin Centre as a venue.

Among the written comments:

- "Absolutely beautiful venue, everyone loved it! Staff is very helpful and accommodating...Couldn't have been happier with the Tiffin Centre."
- "Tiffin Centre was truly everything I had imaged for a woodland wedding...The staff made everything easy and they truly cared about making our day special."
- "...we were delighted with our experience of renting at Tiffin and will highly recommend you..."

## **Additional Feedback**

Throughout the year, NVCA received feedback from clients related to our engineering, planning and administrative staff through emails and personal conversations with senior staff. Most was quite complimentary of staff's professionalism and courtesy.

There was one concern in relation to the time required for a response. This matter was resolved in a forthright manner, and the client left understanding of the reason for the delay.

## **Committed to Customer Service**

NVCA remains committed to providing excellence in customer service. We will continue to encourage customer feedback in 2016 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](mailto:admin@nvca.on.ca).*

## **Alternative Formats -**

If you require this document in a different format please contact NVCA at 705-424-1479 or [admin@nvca.on.ca](mailto:admin@nvca.on.ca).