



MEDIA RELEASE

Niagara-on-the-Lake Launches Customer Service Survey

For Immediate Release

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The Town of Niagara-on-the-Lake is seeking feedback on its customer service through a survey on [Join the Conversation](#), the Town's public engagement site. Community members and visitors are invited to participate in this Customer Experience Survey until September 1, 2023, to share input on their experiences.

"Providing customer service excellence is essential to the Town of Niagara-on-the-Lake and the residents, community partners, stakeholders and businesses that Staff serve," stated Lord Mayor Gary Zalepa. "This survey will allow Town Council and Staff to gauge what is working well and what needs improvements."

The Town prides itself on continuously striving to enhance customer experience. Seeking public input will help identify the success of modernizing customer service delivery options through the launch of the new Town website and various online service offerings and inform next steps.

"Community feedback is critical to us and shapes how we provide service to the community, so we encourage everyone to complete the survey and share their honest feedback," stated CAO Marnie Cluckie. "The Town approaches service delivery through a customer-first lens. We are committed to improving our in-person and online services to be more engaging and, most importantly, enhance our customer experience. This Customer Experience Survey will provide input vital to ensuring we are meeting the changing needs of our customers."

For more information and to take the survey, please visit jointheconversationnotl.org/customer-service.

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