



MEDIA RELEASE

Niagara-on-the-Lake Enhances Curbside Pick-Up Options for Customers

Town now delivering pre-arranged and pre-paid items directly to customer vehicles

For Immediate Release

January 12, 2022

Effective today, the Town of Niagara-on-the-Lake is introducing new curbside pick-up options to enhance convenience and promote physical safety for customers.

“The goal of curbside pick-up is a seamless process that delivers true convenience, saves time, and maintains safety,” stated Lord Mayor Betty Disero. “Thank you to our residents for their patience as we continue to navigate and respond to the challenges of this ongoing pandemic.”

While the Town’s Administrative Buildings have remained closed to the public throughout the COVID-19 pandemic to protect the health and safety of customers and Staff and safeguard business continuity, Staff has accommodated pre-arranged drop-offs and pick-ups at the front doors of the Administration Building. Now, with the added convenience of curbside pick-up, customers can receive this same service but from the comfort and safety of their vehicle.

“Curbside pick-up helps to minimize person-to-person interactions while enhancing service and convenience for our customers,” stated CAO Marnie Cluckie. “Now, with the introduction of this added service measure, customers can remain in their vehicle to have their pre-arranged and pre-paid item(s) brought directly to them.”

“Curbside pick-up is an excellent way to maintain business continuity and provide improved service to residents while staying safe and keeping an appropriate distance,” stated Lauren Kruitbosch, Manager of Customer Experience & Communications.

“Serving our residents and the public is so very important to us, and we will continue to make every effort to enhance service levels throughout this pandemic and beyond.”

Designated curbside pick-up parking is located in the parking lot of the Town’s Administration Building (1593 Four Mile Creek Road). Customers wishing to utilize this service are asked to remain in their vehicle and call or text the number on the sign to speak to a Customer Experience Representative. Upon request, a masked and friendly



Customer Experience Representative will deliver requested items directly to customer vehicles.

“A special thank you to Town Staff for consistently looking for ways to adapt our services to accommodate our residents, especially throughout the ever-changing restrictions of the pandemic,” concluded CAO Marnie Cluckie.

Curbside pick-up will be provided on a trial basis in order to make service easier and safer for customers throughout the winter months and as the impacts of the pandemic continue.

Please call 905-468-3266 or email info@notl.com to arrange a curbside pick-up. For a complete [list of service options](#), please visit notl.com.

For immediate alerts, follow the Town of Niagara-on-the-Lake on [Facebook](#), [Twitter](#), and [Instagram](#).

Media contact:

Marah Minor, Community Engagement and Communications Coordinator
905-468-3266 | communications@notl.com