



City releases results of second annual customer service survey

Wednesday, September 29, 2021 (Wetaskiwin, Alberta) – The [results of the City’s second annual customer service survey](#) are now publicly available, following being presented to Wetaskiwin City Council at their regular September 27, 2021 meeting.

The survey—which was hosted on the [\[what if Wetaskiwin\] engagement portal](#) from August 6 until August 31, 2021—collected responses from 76 participants about their customer service experience(s) with the City of Wetaskiwin. Overall, the City scored higher for customer service in the 2021 survey as compared to the 2020 customer service survey, though website navigability, online access to City services, and delayed staff response times were identified areas for improvement.

“Customer service is one of our top priorities and this information helps us determine where you—our customers—feel we need to do better,” stated City Manager Sue Howard. “Our promise to you is to continue to improve, and we appreciate your patience as we develop our internal program to address our shortfalls and strive to exceed our targets.”

The City will use the last two years’ of local data collected to develop benchmarks for customer service improvement, and compare this against future customer service survey results.

“We received some great, qualitative feedback in the last two surveys, and I want to thank everyone who took the time to share their thoughts and experiences,” stated Ren Goode, Manager of Communications. “We look forward to improving upon our customer service delivery, and invite you to continue sharing feedback and suggestions for improvement.”

The 2021 customer service report can be found on the [\[what if Wetaskiwin\] engagement portal](#).

About the City of Wetaskiwin

Wetaskiwin is a secure, connected, and inclusive community, home to a diverse population of nearly 13,000 people. Located only 30 minutes south of the Edmonton International Airport, the City of Wetaskiwin provides a high quality of life through ample recreation opportunities, diverse cultural activities, and a modernized, business-friendly downtown.

-30-

Media contact:
Ren Goode, Communications Manager
City of Wetaskiwin

(p) 780.361.4417 (c) 780.335.4061
ren.goode@wetaskiwin.ca

