

Management Team

TRCA Corporate Customer Service Standards

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Customer Service Standards

Toronto and Region Conservation Authority (TRCA) is dedicated to providing a high quality customer service experience for its stakeholders and customers, both internal and external to the organization. High quality customer service is essential to our success as an organization as a whole. All employees have a responsibility to ensure we provide high quality customer service.

The following outlines the regular standard of customer service that is expected to be provided to all stakeholders who visit TRCA offices, or contact TRCA by telephone, email, mail, online forms or social media.

Visits to TRCA's Head Office

(101 Exchange Avenue, Vaughan)

- Head Office business hours are 8:30 a.m. – 4:30 p.m. Monday to Friday, except for statutory holidays unless other times are clearly posted.
- Without an appointment, the wait time to speak with a TRCA employee about the reason for visiting is less than 20 minutes, unless a stakeholder is informed otherwise, based on the availability of an appropriate TRCA employee.
- Other TRCA employees will generally try to assist or inquire as to how they can help staff on counters if other counter staff are tied up trying to assist customers.
- Designated reception and waiting areas are kept clean and tidy at all times.

Contact TRCA by Telephone

- All calls are answered or directed to voicemail during office business hours (8:30 a.m. – 4:30 p.m.).
- All voicemail messages clearly and politely identify the recipient, his or her position in the organization, and explain that the caller will receive a response as soon as possible.
- All telephone calls will be returned within one business day, unless the caller is informed otherwise.
- Voicemail boxes (except those with a recorded absence message) are cleared daily.
- Recorded vacation or absence messages must provide a co-worker's name and phone number as backup when a TRCA employee is out of office.
- Stakeholders will be connected to the appropriate TRCA employee, to ensure that they receive a high quality level of service, with as few touchpoints as possible.

Contact TRCA by Email, Online Forms or Mail

- Each of these forms of communication that present a service opportunity will be acknowledged within two full business days of their receipt.
- Vacation or absence messages will be activated providing a co-worker's name and contact information as backup when a TRCA employee is out of office.
- If a response to a request can't be provided within the aforementioned timeline, the TRCA employee will send the stakeholder an estimated date of response, which is normally expected to fall within 15 business days.

Contact TRCA on Social Media

- TRCA employees, who report to the Associate Director, Communications and Events, will monitor corporate social media accounts from 8:30 a.m. to 4:30 p.m., Monday to Friday, except for statutory holidays and unless other times are clearly posted.
- During these periods, all interactions which present a service opportunity will receive a response acknowledging or answering the request within two full business days of their receipt.
- When a response to a request cannot be provided within the aforementioned timeline, TRCA will send the stakeholder an estimated date of response, by email if possible, which is normally expected to fall within 15 business days.

Publicly posted information

- All information pertaining to current TRCA facility and program locations, hours of operations, fees and client/customer procedures posted publicly on TRCA-controlled websites and at TRCA operated facilities will be accurate at all times.
- All publicly accessible information posted on TRCA-controlled websites will be reviewed and updated regularly by the Associate Director, Communications and Events to ensure it is accurate and meets the needs and expectations of TRCA service recipients.
- TRCA-controlled websites will meet Web Content Accessibility Guidelines (WCAG) 2.0 Level A, unless otherwise indicated.

www.trca.ca