



Moved By	Councillor Aaron Burchat	Resolution No.:
Last Name Printed	<u>Burchat</u>	185-23
Seconded By	Deputy Mayor Nicole Beatty	Council Date:
Last Name Printed	<u>Beatty</u>	May 23, 2023

WHEREAS at the Committee of the Whole meeting on May 15, 2023, Council considered a memo from the Manager of Strategic Initiatives /Customer Service, regarding the Customer Service Strategy and Implementation Plan Final Report Delivery;

NOW THEREFORE BE IT RESOLVED Council receive the Final Customer Service Strategy and Implementation Plan for the Town of Cobourg as prepared and delivered by the Customer Service Professionals Network (CSPN), as funded through the Municipal Modernization funding Phase Three (3); and

FURTHER THAT Council direct staff to review the recommendations contained in the Final Customer Service Strategy and Implementation Plan and provide a report back to Council with an implementation program based on available financial and staff resources and corporate priorities.