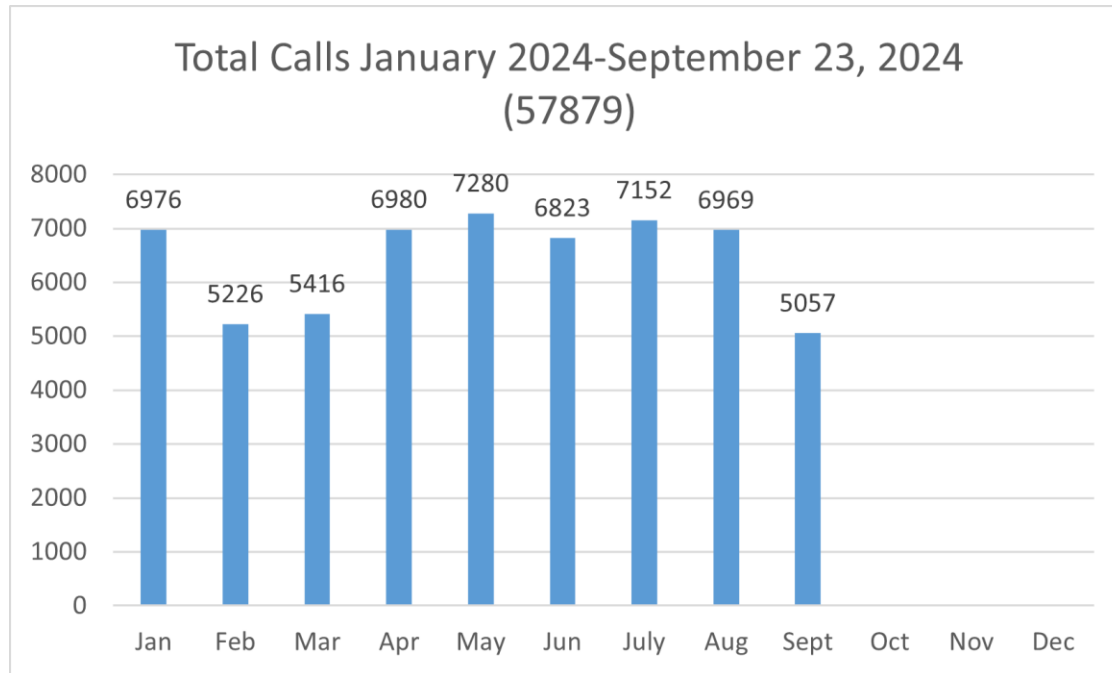


Service Fredericton

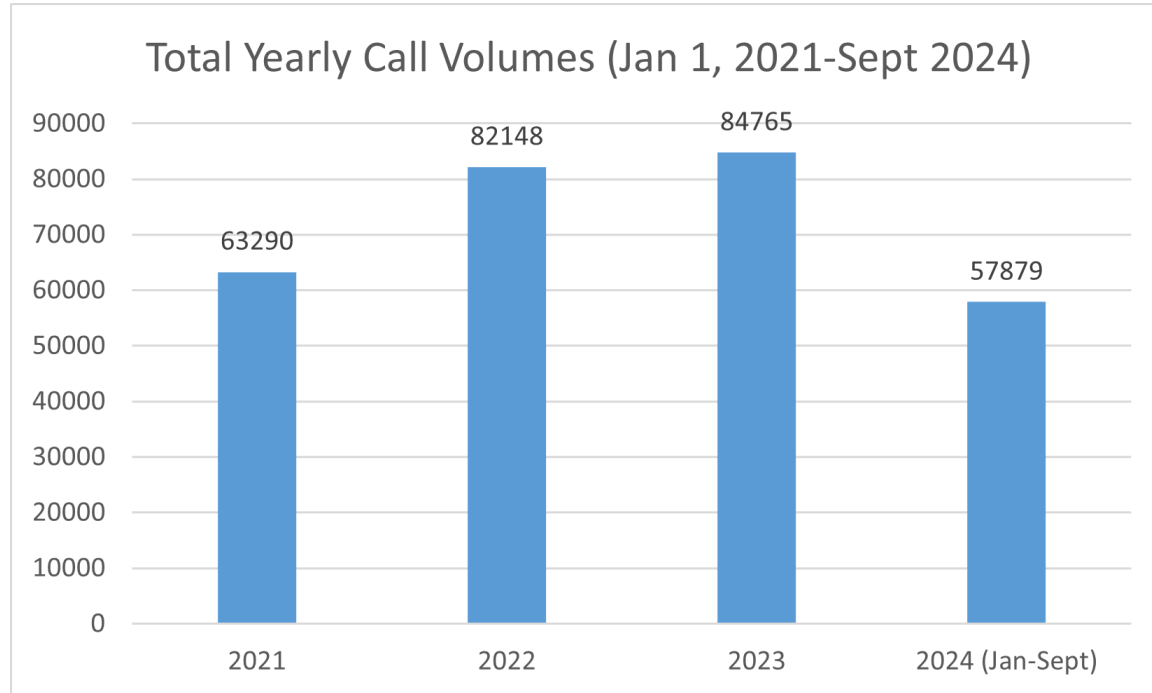
- Current State – Rebuilding the service
- Year to date Stats



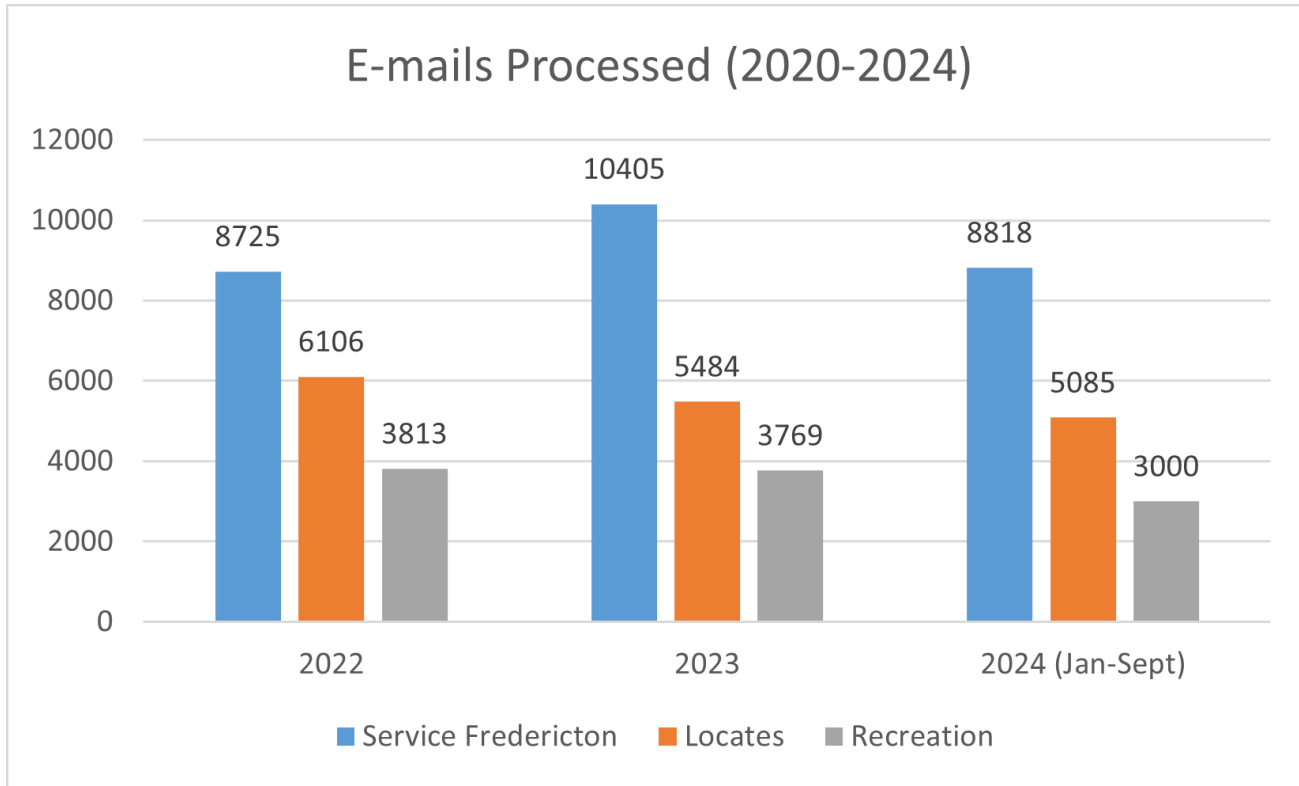
Call Volume 2024



Call Volume 2024

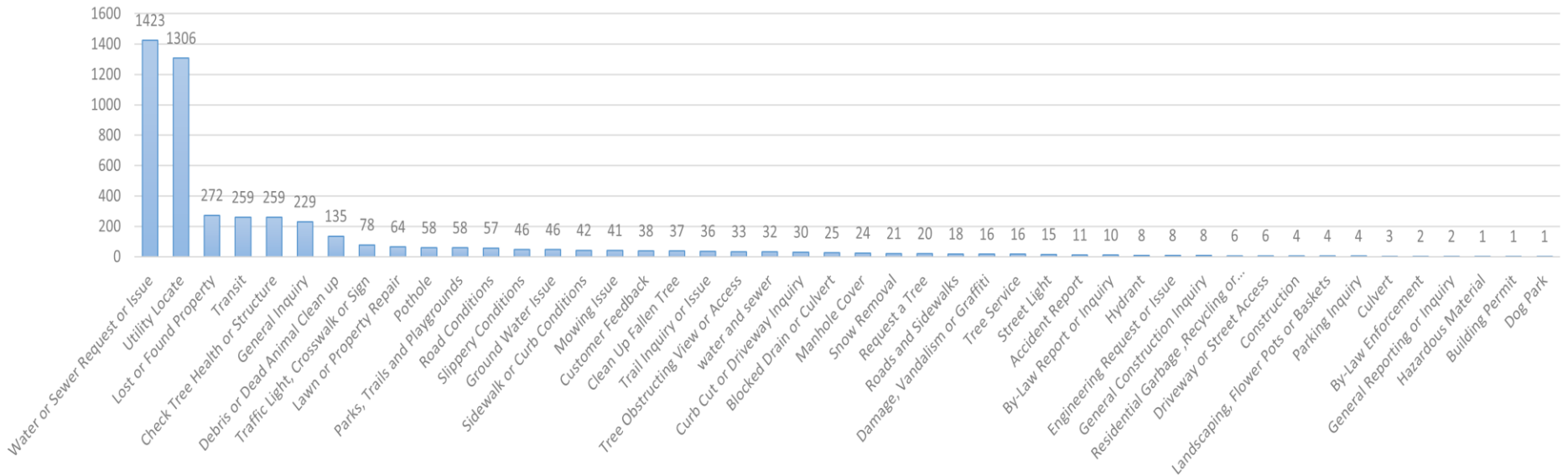


E-mail Volume 2024

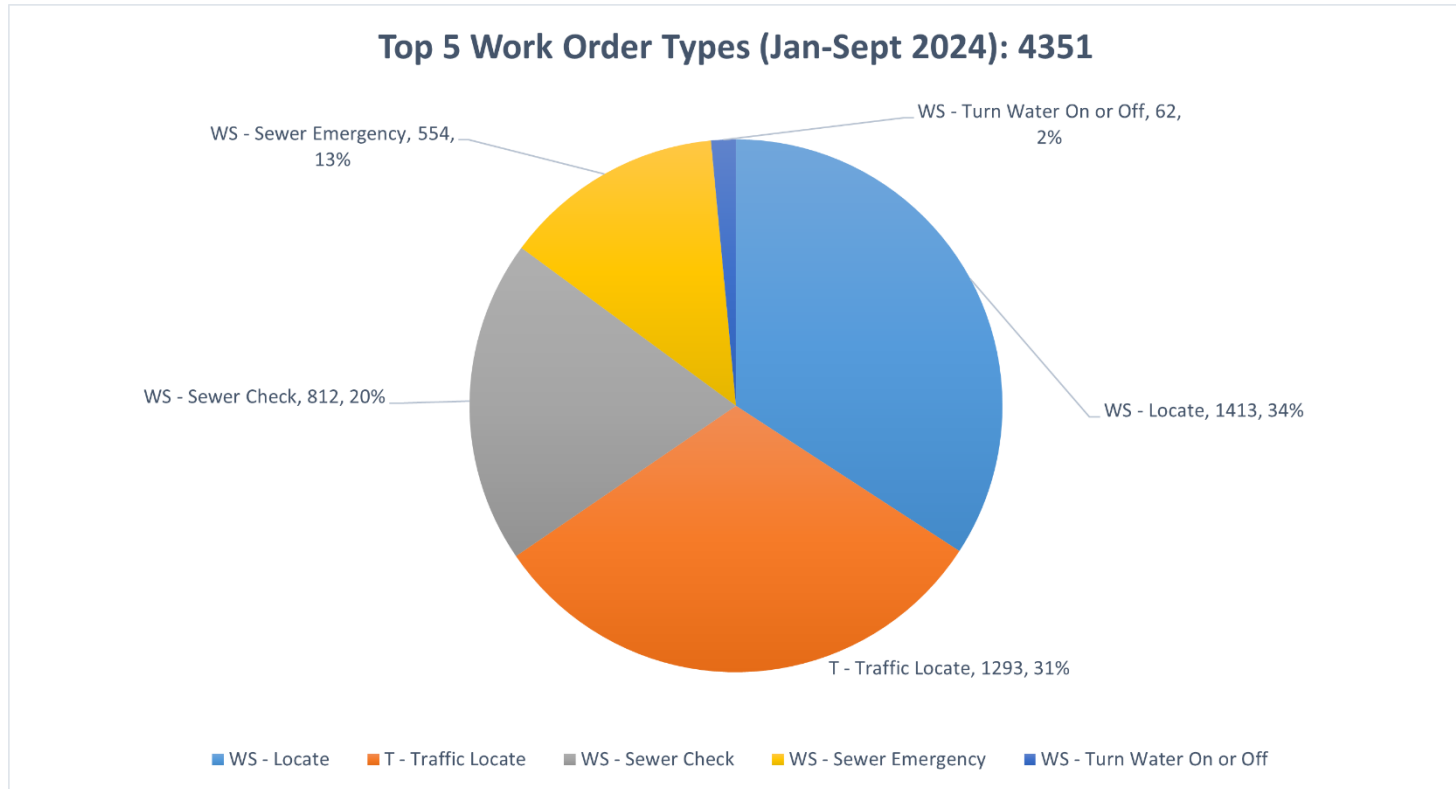


Service Request Types & Volume 2024

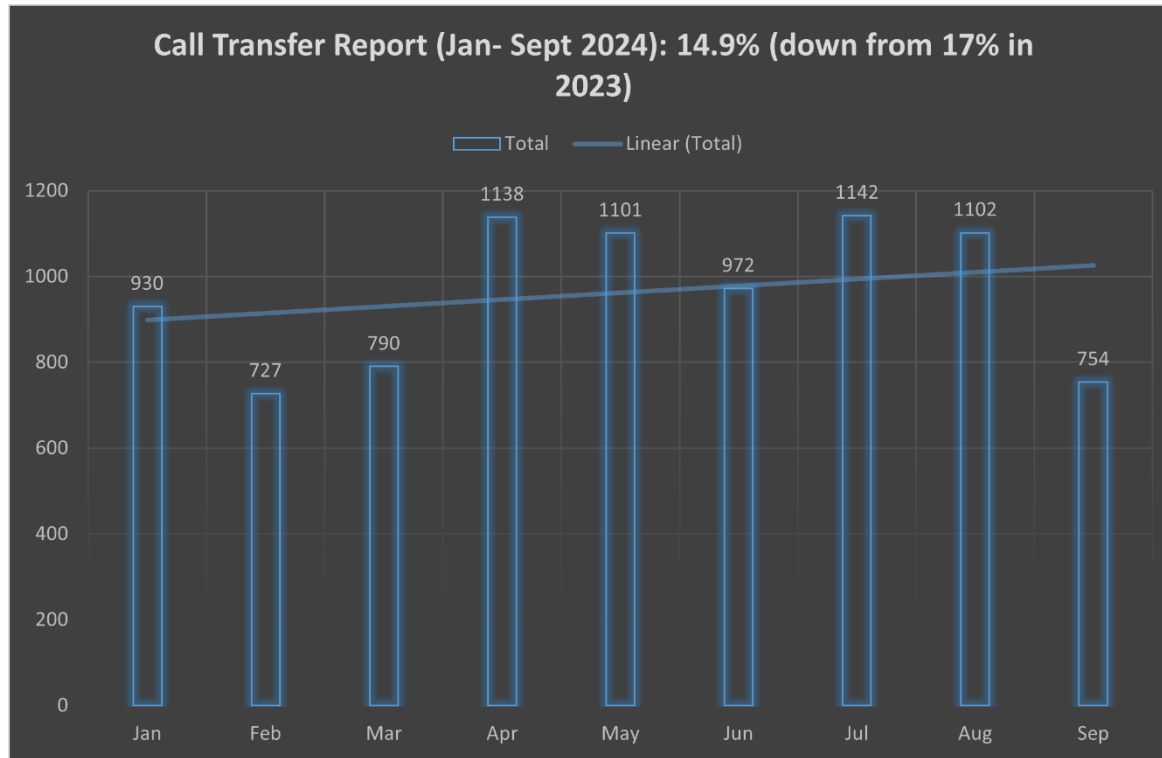
Cases by Type (2024): 4814



Service Request Types & Volume 2024



Call Transfers 2024



Upcoming

- Customer Relationship Management (CRM) Software
 - Move Customer Further Through Request
 - Reduce Call Transfers
- Digital Parking Tickets Complete
- 2025 Transition to Digital Water Bills

