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**London**  
CANADA

January 3, 2011

Chair and Members  
Finance and Administrative Services Committee

**Re: Customer Service at London City Hall**

Dear Members and Colleagues:

In light of the focus on customer service excellence at London City Hall, I would ask for a review of counter service on non statutory days during the holiday season. On these days, I personally experienced a stream of Londoners seeking basic services ie. obtaining licenses, picking up building permits and paying taxes. The Commissionaire was totally unprepared for this and ill equipped to answer questions.

Such review should include costing and implications for staffing during the 2012 days.

Respectfully,

Paul Hubert  
Councillor, Ward 8