[SUMMARY

In case of emergency, you may reach us **at all times** at **911**.

For all other questions, you may reach us...

By phone, at **450 978-8000**: This number will be replaced by 311 starting in the fall of 2007.

Monday — Friday: 7 a.m. — 9 p.m.
Saturday & Sunday: 8 a.m. — 5 p.m.
Statutory holidays: 9 a.m. — 5 p.m.

By coming to see us at the Multiservice Counter:
1333, Boulevard Chomedey

Monday — Friday: 8:15 a.m. — 8:15 p.m.
Saturday & Sunday: 9 a.m. — 4 p.m.
Statutory holidays: closed

By e-mail, at all times: www.ville.laval.qc.ca

By mail:
Ville de Laval
C. P. 422, Succursale Saint-Martin
Laval (Québec) H7V 3Z4

The full version of the *Déclaration de services aux citoyens* is available on request and on Ville de Laval's web portal. An English version is also available.

LAVAL

Ma ville... Mon avenir!

Production: *Division des affaires corporatives*, May 2007

LAVAL

DÉCLARATION DE SERVICES AUX CITOYENS

Summary

VILLE DE LAVAL

[TO DO SO, VILLE DE LAVAL WANTS:

- to offer you accessible, courteous, professional and efficient services, provided equitably to everyone, in full confidentiality
- to make safe facilities and attractive programs available to you
- these services to be in keeping with what you can afford to pay

[YOUR CITY IS THEREFORE COMMITTED TO:

- adopting a relevant policy on handling residents and providing them with relevant information
- making it easier for you to access its services, by establishing schedules that meet your needs—for instance, by keeping its Multiservice Counter open during the day, evenings and weekends
- making sure that the **911** line continues to answer all emergency calls, 24 hours a day, 7 days a week
- creating a **311** service for all your non-urgent needs—daytime, evenings and weekends, including statutory holidays—starting this September
- ensuring that its web portal is always a very high-quality source of information
- standardizing its urban signs
- pursuing the decentralization of services to the various districts

[THIS MEANS THAT:

- starting with the very first contact, your request will be handled by a person who will competently answer your questions and will look after appropriate follow-up
- the information will be given to you in a clear, relevant and reliable manner, in respectful language
- will receive a reply, regarding any written complaint on our employees' conduct, within a maximum of 15 working days

TO SERVE YOU:

We will **answer** your non-urgent telephone calls at **311** within a maximum of 3 minutes

We will **phone back** all residents who need to consult a professional, within a maximum of 3 days

We will **provide**—within less than 15 minutes—adequate, appropriate service to all residents who come to the Multiservice Counter without an appointment

We will **acknowledge receipt** or reply to e-mails and faxed requests within 5 working days or less, and within 10 working days or less in the case of regular mail

We will **implement** ways and means of evaluating the relevance, efficiency, effectiveness and quality of our services

TO DO SO,

- we are counting on you to make sure that your requests and comments are made respectfully, that your actions are taken respectfully as well, and...
- ...are well documented!

In this way, we will be able to handle your requests adequately and appropriately and give you satisfaction. It's as simple as that!