

Customer Satisfaction Survey Workshop

Tuesday 27th of November at 9.30 am

Main Conference Room Custom House

Agenda

- 09.30-09.40** Welcome and introductions
- 09.40-10.40** IPSOS presentation- Hazel Scully Q&A
- 10.40- 11.15** LGMA2019 Communications Strategy - Paula Butler and Communications Officer Brigid Fitzgerald & Q&A
- 11.15-11.30** Coffee
- 11.30- 12.10** Presentations followed by Q&A
- Customer Surveys –The Limerick Approach** - Ms. Triona Daly Limerick City and County Council
- The Value of Parks and Open Spaces: Managing the Message** - Mr Ruari O’Dualing, Senior Park’s Superintendent, Dun Laoghaire Rathdown County Council
- An Age Friendly guide to Communication – *removing barriers, improving customer services*** - Ms Bernie Bradley, National Age Friendly Ireland (AFI) Programme
- 12.10- 12.50** Session on best ways to improve transparency, citizen knowledge & awareness of LA activities chaired by Colleen Savage NOAC
- 12.50-01.00** Next steps in terms of Survey and Light Lunch