



## COUNCIL REPORT

### REGULAR COUNCIL MEETING July 8, 2025

---

#### Service Request Portal System

##### RECOMMENDATION

THAT the July 8, 2025, report, Service Request Portal System report, be received as information.

##### REQUESTED COUNCIL ACTION

Information only

##### STRATEGIC ALIGNMENT – BUILDING OUR TOMORROW, TODAY

Empowered citizens who connect and collaborate with civic government.  
Future-proof growth for a safe, inclusive, and vibrant community.

##### COUNCIL BYLAW, POLICY, MASTER PLAN

Council Policy #C55 Addressing Municipal Complaints

##### COUNCIL AND COMMITTEE HISTORY

May 6, 2025

THAT by the end of July 2025, Administration provide a report that outlines the service portal request system and the types of requests, including the notification process that specifically closes each request.

#### Report

Most citizen requests are submitted through the Report a Non-Emergency service request portal on the City's website. Once received, they are routed to the appropriate business area.

The Service Experience Office (SEO) supports the management and response to non-emergency requests from the public for select business areas by coordinating their intake, tracking, and communication back to citizens. The SEO will also manually enter service requests for citizens who call the business areas it is responsible for. Currently, the SEO manages requests relating to roads, parks, and business licensing, and is onboarding requests related to waste management. Other business areas continue to receive and manage service requests directly, though over time most requests will be consolidated with the SEO.

#### Online Service Request Process

Service requests are handled from receipt to closure following the process below.

1. Submitting a Request
  - A citizen submits a request through the Report a Non-Emergency portal or it is entered on their behalf.
2. Confirmation Email
  - Within five to 10 minutes of a citizen submitting a request, an automatic confirmation email is sent confirming the request was received and that they will be contacted within two business days.

### 3. Department Review and Action

- **For service requests managed by the SEO:** Within two business days, the SEO will follow up directly with the citizen by email or phone. The SEO will provide accurate information relating to the request. If the request cannot be completed, the SEO will provide an explanation; for example the request may exceed approved service levels, it may require budget consideration, or the work will be completed at another time as part of scheduled operations.
- **For requests managed directly by departments:** Follow up practices may vary by department. A citizen notification may indicate either that the service request has been completed or that it has been received and entered as a work order for action.

### 4. Closing the Service Request

- Once the action or appropriate information has been provided to the citizen, the request is marked as complete. An automatic email will be generated notifying the citizen the request is concluded. The SEO and some service areas will follow up by phone or email prior to closing the request, while others use the notification automatically generated when a request is closed to confirm completion.

### Managing Repeat and Multiple Requests

Occasionally, the Service Experience Office receives multiple requests from a citizen regarding a single issue or concern. For example, one individual was responsible for more than 25 per cent of all pothole-related requests and 11 per cent of the total requests submitted through the Report on a Non-emergency portal between December 2024 to May 2025. For instances when a citizen submits several requests on one topic within a short span, the SEO will respond to one request and note that the response applies to the requests. If the requests relate to different topics, each will be handled separately.

The SEO on occasions will receive follow up questions from citizens once a request is closed. While most inquiries are resolved shortly, some individuals will continue to send further emails to the SEO, which can result in a significant draw on employees' time and their ability to respond to other requests. The SEO endeavors to provide comprehensive information to all relevant questions, however, may note that the matter is closed if the questions become repetitive or if no new information is being requested. Although rare, if an individual becomes disrespectful or abusive with City employees, Administration may take actions such as limiting their access to staff or city facilities, in alignment with Council Policy #C55, Addressing Municipal Complaints.

### **Financial Analysis**

There is no financial impact resulting from this report.

### **Risk Analysis**

The different approaches across the organization to manage service requests may negatively affect citizen satisfaction and impacts the City of Beaumont's reputation. Compounding this issue, departments have limited capacity for coordinating requests. However, this will be mitigated and minimized as requests for more business areas are consolidated with the Service Experience Office and a more consistent process can be implemented.

### **Community Insight**

This report and the attachment have been compiled with data from citizen service requests tracked in the Report a Non-emergency.

### **Attachments**

- 1 Service Request and Service Experience Office Statistics