

CITIZEN SERVICE REQUEST FORM INSTRUCTIONS

SERVICE REQUEST TICKET PROCESS

- ◆ Select the appropriate department from the drop-down menu
- ◆ Fill out ticket and submit
- ◆ Ticket will automatically be sent to a City employee for assignment
- ◆ You will receive a status email upon assignment of the request if you chose to provide your email address when you filled out the form
- ◆ You will receive notification of completion of request by email if you chose to provide your email address when you filled out the form

FILLING OUT A SERVICE REQUEST TICKET

Home
Citizen Service Request Ticket

(* = field is optional)

Summary
Pothole in Street

Your Name: John Doe
* Department:
* Company:
* Office:
* Phone:
Email: jdoe@anyaddress.com
Additional Contact * Include in updates
* Name: Jane Doe
* Email: jdoe@anyaddress.com

Category: Streets * Priority: 3-Routine
Type: Potholes * Date needed:
Address: 56 West Main St Location Desc: middle of road

* Add Attachment
C:\Photos\Pothole.jpg Browse...

Submit

Details and Attachments
(Provide detailed information)

There is a pothole in front of our house in the eastbound lane of Main St.

Citizen Service Request Ticket Form

- 1 **Contact Info** – Please fill in your name and email address as a minimum. The remaining contact fields are optional. Checking “Include in Updates” will cc this contact on all update emails regarding the status of this ticket.

Your Name: John Doe
* Department:
* Company:
* Office:
* Phone:
Email: jdoe@anyaddress.com
Additional Contact * Include in updates
* Name: Jane Doe
* Email: jadoe@anyaddress.com

- 2 **Information on the issue you are reporting** – Select the category and type of request using drop-down selection boxes. Additionally, you can state the priority of the request and the date needed. If you cannot find or decide on which category or type, select “other” from the pull-down.

Category: Neighborhood * Priority: 4-Minor Impact
Type: Abandoned Vehicle * Date needed:
Building Address: 56 West Main St Location: Parking Lot

- 3 **Summary and details of the issue** – Now describe the issue or request. In Summary, type in a short sentence on what you are asking for, then more information in the details field. Be as specific as possible, include any details or relevant information that may be helpful to City Staff to assist

you with your request. The more specific the information, the faster the issue will get resolved.

* Add Attachment
C:\Photos\Pothole.jpg Browse...

There is a small pothole in front of our neighbors house in the middle of the East bound lane of John St.

- 4 **Attachments** – You may attach a picture file to the ticket by using the “Add Attachment” button.

- 5 **Submit ticket** – Once you have completed the ticket, hit Submit. This will route the ticket to the appropriate City Staff for assignment.