

Improved Public Communication with the Request Management Platform

The Challenge

Decentralized and manual request management

Sun Peaks, BC faced challenges with their service request management, which was handled through a decentralized and manual process. Requests from the community came in through various channels, including phone calls and emails to different staff members, making it difficult to track and manage them effectively. This ad-hoc system resulted in a lack of structure, inconsistent responses, and no ability to provide data-driven reports to the council on key metrics like request volume, backlog, and resolution times.

The municipality's Director of Operations, Clint Burton, noted that the situation was "out of control" and that they needed to "develop some sort of structure around this." The paper-based permit process was also inefficient and prone to information loss, especially when staff turned over.

The Solution

A simple, user-friendly 311 platform

Sun Peaks, BC chose to implement Catalis's 311 platform to centralize and automate their service request management. The key factor in their decision was the platform's simplicity and user-friendliness, which was essential for a team that was not experienced with complex CRM systems. The platform provided a single, centralized system for all service requests, with the ability to automate notifications to the public and track requests from submission to resolution. It also offered the flexibility to expand into other areas such as work orders, inventory management, and permitting, which was an attractive feature for the growing municipality.

The Results

The new system brought structure to their processes and significantly improved their ability to communicate with the public.

Key outcomes include:

- **Centralized Request Management:** All service requests are now managed in a single system, providing clarity and consistency.
- **Automated Public Communication:** The platform automates notifications, keeping the public informed about the status of their requests without manual intervention from staff.
- **Data-Driven Insights:** The analytics capabilities of the platform allow the municipality to track key metrics, providing valuable data to the council to justify resource allocation and demonstrate performance.

Catalis has checked so many boxes that I had in my mind when I first started thinking about a 311 platform. I am so happy with how simple the rollout has been (and how easy to use I expect it to be).

Clint Burton
Director of Operations

