

## Requests for Service Now Online

We are committed to providing service to residents and businesses of the City of Parksville in an efficient manner. Citizens can now use an online form to report non-emergency operational issues. This new service may be accessed from the home page of the City's [website](http://www.parksville.ca) and is part of the City's online services.

There are hundreds of options available to residents; some examples of requests for service options include parks (such as trails, washrooms, garbage, report damage ), road maintenance (such as pothole, broken streetlight, hydrants, storm drainage), bylaw compliance (such as noise, graffiti, parking, overnight camping, unsightly property) or operational issues (such as water, trees, engineering requirements).

Citizens will be required to provide an address for the issue or select a point on the map to pick an approximate address. Then select a category type from the drop-down menu that best matches the request and the drop-down menu will auto adjust to represent the service list for that issue. There is an option provided to attach a photograph of the issue. Once the form is submitted, the request for service will be sent directly to the appropriate City department for their response during business hours. Depending upon the nature of the request, response times may vary. The system will immediately acknowledge the request for service and provide a tracking number which can be used when requesting an update. If there are multiple requests, please submit one request per issue to ensure concerns are forwarded to the correct department for their review.

Personal information provided when completing the form is collected under Section 26(c) of the Freedom of Information and Protection of Privacy Act and will only be used for the purpose of responding to your request. Should you require assistance, please call 250 248-6144. Please note this online service is for non-emergency requests; call 9-1-1- for emergencies.

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### For more information:

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