

city of

# Wetaskiwin

## PRESS RELEASE

### City launches new citizen reporting tool

November 16, 2020

(Wetaskiwin, Alberta) – The City of Wetaskiwin has launched a new citizen reporting tool that will allow residents to easily submit service requests online.

This tool empowers residents to report non-emergency infrastructure concerns such as potholes, damaged signs, sidewalk cracks, and any other items deemed a potential hazard. The citizen reporting tool provides the submitter with a tracking number that they can use to follow up on their request with. Those who submit concerns will also be notified once the request has been completed.

“We want to make it easy for people to engage with the City,” said Andrew Chell, Manager of Planning and Engineering for the City of Wetaskiwin. “This tool will improve the way we deliver municipal services to the residents of Wetaskiwin by allowing us to respond more quickly and accurately to questions and requests.”

This tool completely replaced the CivicPlus-based ‘Report a Concern’ tool on the City’s website and can be accessed at [wetaskiwin.ca/citizenreport](http://wetaskiwin.ca/citizenreport).

#### About the City of Wetaskiwin

Wetaskiwin is a secure, connected, and inclusive community home to a diverse population of 12,655 people. Located only 30 minutes south of the Edmonton International Airport, the City of Wetaskiwin provides a high quality of life through ample recreation opportunities, diverse cultural activities, and a modernized, business-friendly downtown.

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