



MUNICIPALITY OF **West Elgin**

Staff Report

Report To: Council Meeting
From: Jana Nethercott, Clerk
Date: 2020-09-10
Subject: Update on Call Manager Implementation

Recommendation:

That West Elgin Council hereby receives the report from Jana Nethercott, Clerk re: Update on Call Manager for information purposes.

Purpose:

This report is to update Council on the implementation of Call Manager for requests of Municipal Staff.

Background:

The Clerk reported to Council on June 11, 2020 with regards to submitted complaints and their resolutions to date and at this time it was stated that staff were working on implementing the Call Manager module in Keystone to track all requests of staff (by-law complaints, requests for service and general complaints). Staff have fully implemented Call Manager for all requests of staff including By-law Enforcement, Drainage, Public Works and Recreation as of September 8, 2020.

Financial Implications:

None

Policies/Legislation:

Complaint & Public Feedback Policy