

## VILLAGE OF MYRNAM



**Policy Number:** 2026-01  
**Date of Issue:** April 21, 2026  
**Policy Subject:** Public Service Concern and Request Policy

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### 1. POLICY STATEMENT:

The purpose of this policy is to provide a consistent, transparent, and efficient process for residents, business owners, visitors, and other stakeholders to report concerns, request services, or provide information related to Village operations (e.g., potholes, downed trees, animal-at-large issues, streetlight outages, snow removal, etc.). This policy ensures all submissions are documented, routed to the appropriate department, and addressed in a timely and professional manner.

### 2. SCOPE:

This policy applies to all public service concerns or requests submitted to the Village, including but not limited to:

- Street and infrastructure issues (potholes, signage, sidewalks)
- Public safety concerns (animals running at large, suspicious activity reports)
- Environmental or property maintenance issues
- Snow and ice removal requests
- Waste and recycling concerns
- Water, sewer, and utility-related matters
- General service inquiries or notifications

This policy does not replace emergency services. Emergency issues must be reported to 911.

### 3. METHODS OF SUBMISSION:

The Village accepts service concerns or requests through the following channels:

1. Online Service Request Portal/Form (once available)
2. Email to the designated Village service address
3. Phone call to Village Administration Office during business hours
4. In-person submission at Village Administration Office
5. After-hours voicemail at the designated non-emergency number

Anonymous submissions may be accepted; however, the Village may be limited in its ability to respond or provide updates without contact information.

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### 4. INFORMATION REQUIRED:

To ensure timely and accurate handling, requestors should provide:

- Description of the concern or service request
- Exact location (address, cross-streets, landmarks)
- Date and time observed
- Photos and/or videos, if applicable
- Contact information for follow-up (optional but encouraged)

Incomplete information may delay resolution.

### 5. RECEIPT AND ACKNOWLEDGEMENT:

- The Village will issue an acknowledgment within 1–3 business days for all non-anonymous submissions.
- Requests are logged into the Village’s tracking system and assigned a reference number (if applicable).

### 6. ROUTING AND RESPONSE:

- Requests will be forwarded to the appropriate department (e.g., Public Works, Administration, Bylaw Enforcement).
- Departments will investigate and prioritize requests based on public safety, severity, and available resources.
- The Village strives to provide an update or resolution within 10 business days, though timelines may vary.

### 7. PRIORTIZATION:

Concerns will be evaluated using the following priority levels:

1. High Priority — safety hazards, obstructions, major infrastructure failures
2. Medium Priority — service disruption or deterioration requiring attention
3. Low Priority — non-urgent maintenance or informational requests

The Village reserves the right to adjust priorities based on circumstances, weather, staffing, and budget.

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### **8. COMMUNICATION OF STATUS:**

If contact information is provided, the Village will:

- Provide confirmation of receipt
- Request additional information
- Communicate updates
- Notify the requestor when the issue is resolved or closed

The Village will close a request if repeated attempts to obtain additional information are unsuccessful.

### **9. RECORDKEEPING:**

All service requests will be documented and retained according to the Village's records retention schedule. Data may be used for:

- Trend analysis
- Budget planning
- Performance measurement
- Public reporting

Personal information will be protected in accordance with applicable laws.

### **10. LIMITATIONS:**

- Submission of a request does not guarantee immediate action or a specific outcome.
- Some issues may fall outside the Village's jurisdiction and will be referred to the appropriate agency when possible.
- The Village does not mediate private property disputes unless required by ordinance or law.

### **11. MISUSE OF THE SYSTEM:**

The Village may restrict or refuse service request privileges if an individual repeatedly:

- Provides false or misleading information
- Uses abusive language toward staff
- Submits harassing or excessive duplicate requests

Such cases will be evaluated on an individual basis.

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**REVIEW DATE:**

This policy and all associated systems shall be reviewed every four years, or sooner if required due to legislative changes or operational updates.

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**MAYOR**

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**CHIEF ADMINISTRATIVE OFFICER**