

## **REPORT A CONCERN**

The Town of Creston has made great strides in enhancing responsiveness to customer issues through the use of reporting features on our WEBSITE ([www.creston.ca](http://www.creston.ca)). At this time of year, two issues that are commonly reported are related to SNOW and STREETLIGHTS.

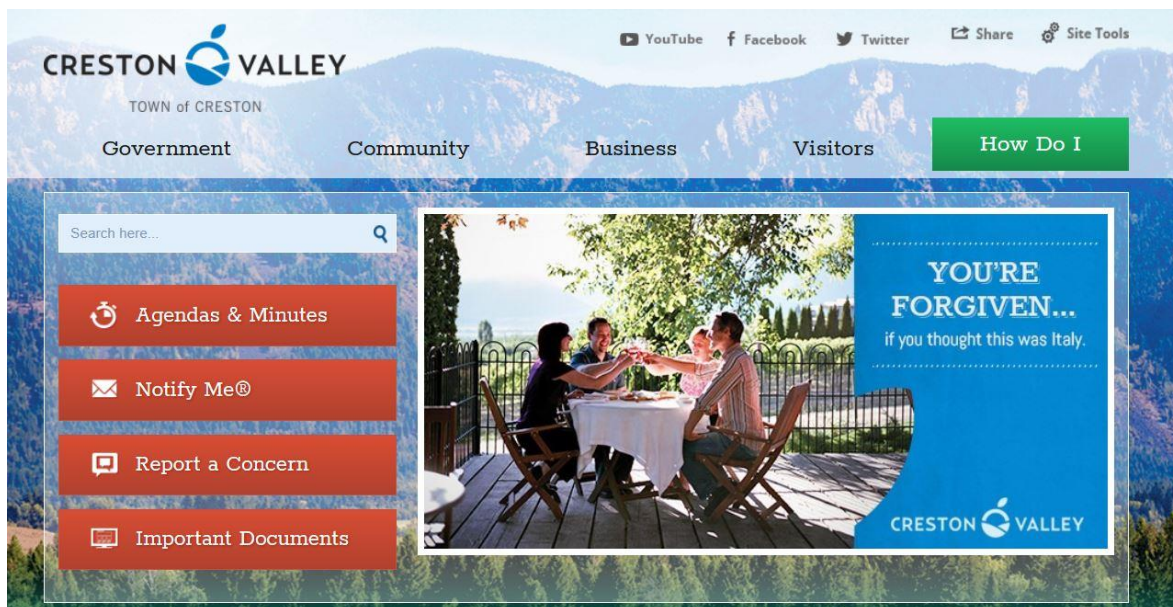
### **Did you know?**

The Town of Creston has a Snow and Ice Control Policy that directs staff on when and how to initiate and implement public works operations. Priorities are based on traffic volumes, road classification, emergency services, road geometrics, terrain, transit and access to amenities.

### **Did you know?**

The majority of street lights in Town are owned and operated by Fortis (typically wooden poles). The Town owns decorative lighting throughout Town and some neighbourhoods (typically metal poles). A small number of lights are owned by Town but are located on Fortis poles. The Town uses a 3<sup>rd</sup> party contractor to maintain its street lights.

So how can you use our Town website to report an issue? On our website ([www.creston.ca](http://www.creston.ca)), citizens have the option to “Report a Concern” by selecting the icon on the left hand side of the screen.



If you select this icon you will be directed to a Requests & Concerns Page with a Citizen Request Tracker link where you can report issues related to Park Maintenance, Public Washrooms, Potholes/Road Damage, Road Signs, Sidewalks, Snow/Ice and Streetlights. You will be directed to create an account with an email address and password of your

choosing. Citizen Requests that are submitted via the website are referred to dedicated staff who will respond to verify that the Request has been received and also when the file is closed (meaning the matter has been dealt with).

You can also sign up for updates on our community through the “Notify Me” icon (located just above the Report a Concern icon). It’s as simple as inputting your contact info, selecting how you would like to be contacted (email or text message) and selecting the categories of preferred information that you would like to receive.

Importantly, with any concern or issue that you may have, you are also welcome to telephone our office at (250) 428-2214 during business hours and talk directly to our front line staff OR write a note or letter to us OR contact me personally.

If you have other topics that you would like me to comment on, please contact me:  
Don't hesitate to contact me by: Visiting me at my office in Town Hall (238 - 10<sup>th</sup> Avenue North);  
Email me at [ron.toyota@creston.ca](mailto:ron.toyota@creston.ca) , or  
Calling me at (250) 428-2214 (extension 227).