

ST. TAMMANY PARISH COUNCIL

RESOLUTION

RESOLUTION COUNCIL SERIES NO. C-7357

COUNCIL SPONSOR: MR. COUGLE

PROVIDED BY: COUNCIL OFFICE

RESOLUTION REQUESTING THE IMPLEMENTATION OF A PUBLIC WORKS TICKETING AND WORK ORDER MANAGEMENT SYSTEM TO IMPROVE RESIDENT COMMUNICATION, ACCOUNTABILITY, AND SERVICE DELIVERY

WHEREAS, the St. Tammany Parish Council recognizes the importance of providing residents with efficient, transparent, and responsive public services; and

WHEREAS, residents routinely submit requests for Public Works services, including but not limited to pothole repairs, drainage issues, street maintenance, debris removal, and other infrastructure concerns; and

WHEREAS, residents currently have limited ability to track the status of their requests after submission, often requiring additional phone calls or emails to obtain updates; and

WHEREAS, modern ticketing and help desk systems provide an efficient method for assigning, tracking, and managing service requests while improving communication between residents and Parish departments; and

WHEREAS, implementation of such a system would enhance accountability, improve operational efficiency, reduce duplicate requests, and provide residents with greater confidence that their concerns are being addressed.

WHEREAS, The system shall, at a minimum:

- a. Generate a unique tracking number immediately upon submission of each resident service request;
- b. Provide the tracking number to the resident through an automated confirmation via email, text message, or other available communication method;
- c. Permit residents to reference their tracking number when contacting the Parish regarding the status of their request; and
- d. Be designed, where technically feasible, to provide residents with the ability to independently check the status of their request through an online portal by entering their tracking number.

THE PARISH COUNCIL OF ST. TAMMANY HEREBY RESOLVES that the Public Works Department, in coordination with the Information Technology Department, and any other departments deemed necessary, is hereby requested to evaluate, procure, configure, and implement a ticketing and work order management system as expeditiously as practicable.

BE IT FURTHER RESOLVED THAT the Public Works Department and Information Technology Department are encouraged to utilize existing software platforms or cost-effective commercial solutions whenever practical and to ensure that any implemented system integrates with existing Parish technology infrastructure to the greatest extent possible.

BE IT FURTHER RESOLVED THAT the staff shall provide periodic updates to the governing authority regarding implementation progress, anticipated deployment timelines, and any budgetary or technical requirements necessary to complete the project.

THIS RESOLUTION HAVING BEEN SUBMITTED TO A VOTE, AND THE VOTE THEREON WAS AS FOLLOWS:

MOVED FOR ADOPTION BY: _____ SECONDED BY: _____

YEAS:

NAYS:

ABSTAIN:

ABSENT:

THIS RESOLUTION WAS DECLARED ADOPTED ON THE 6TH DAY OF AUGUST, 2026, AT A REGULAR MEETING OF THE PARISH COUNCIL, A QUORUM OF THE MEMBERS BEING PRESENT AND VOTING.

CHERYL TANNER, COUNCIL CHAIR

ATTEST:

KATRINA L. BUCKLEY, COUNCIL CLERK