



**MEDIA RELEASE**

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**FOR IMMEDIATE RELEASE**

## **City of Barrie provides new convenient option to access City services**

(Barrie, ON) Today, the City of Barrie launched Service Barrie online, enhancing the way Service Barrie engages with citizens and providing a new convenient option for citizens to access City services.

With the launch of Service Barrie online, available at [ServiceBarrie.ca](https://ServiceBarrie.ca), citizens can submit detailed service requests, report a pothole and other concerns, receive real-time updates, and be notified when a service issue has been resolved. In addition, citizens can now apply directly online for pre-approved payment plans and more. Additional services will be added regularly.

“This is the next evolution of Service Barrie and will allow the City to once again improve on the way we serve citizens,” said Rebecca James-Reid, Executive Director of Access Barrie. “We’re excited to launch Service Barrie online so citizens can more conveniently access City services digitally.”

This is the second major improvement to the City’s customer contact centre in the past year. In May 2021, Service Barrie staff began using a new customer experience management system and integrations with various applications and processes have been fully established and tested.

“Implementation of the new system has streamlined processes to create better, more efficient ways to obtain and log information regarding service requests, allowing for better and more efficient service resolution management for each customer.” said Monique Kovacs, Manager of Service Barrie.

By creating an online profile with Service Barrie, citizens can access records of all phone, email, and in-person interactions with Service Barrie in one place. This profile will also help ensure Service Barrie can provide the most informed and efficient service. Visit [ServiceBarrie.ca](https://ServiceBarrie.ca) to explore and register.

### **About Service Barrie**

The City of Barrie is committed to providing a high-quality and efficient customer service experience. Service Barrie is a one-stop customer contact centre that allows residents to easily access services from one centralized access point. On average, Service Barrie staff handle 200,000+ citizen interactions per year between the phones, e-mail, and in-person contact.

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