



Boosting Municipal Efficiency Through Smarter Service Request Tools

The Challenge

The Village of Chatham, Illinois was managing service requests through an outdated paper-based system that had become inefficient and difficult to maintain. Tracking requests, responding in a timely manner, and maintaining visibility across departments proved challenging. As the volume of service needs grew, so did the strain on staff and resources. The municipality sought a modern, centralized solution to streamline operations and improve communication with residents.

The Solution

After evaluating several online platforms, the municipality selected Catalis Request311 for its flexibility, user-friendly configuration, and ability to deliver real-time tracking for citizen service requests. One of the most valuable features was Request311's built-in transparency—allowing residents to see the progress of their requests and receive automatic status updates. The implementation was quick and intuitive, enabling the team to align the system with their internal processes with minimal disruption.

The Results

Since adopting Catalis Request311, the Village has seen a significant improvement in operational efficiency. Staff now track service requests more easily, monitor response times, and manage departmental workloads with greater visibility. Residents have embraced the platform's timely notifications, resulting in stronger engagement and improved satisfaction with public services. The streamlined approach has fostered better communication between staff and citizens—ultimately building greater trust and accountability in local government.

"Implementing Catalis Request311 was simple, and the improvements in efficiency and citizen satisfaction have been immediate. It's made it much easier for our team to stay on top of requests, and our residents really value the visibility they now have into the process."

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