



COMMUNITY SERVICES COMMISSION AGENDA REPORT

MEETING DATE: 6/4/2025

DEPARTMENT: Management Services

SUBJECT:

RECREATION ASK LAKE FOREST TICKETS

RECOMMENDED ACTION(S):

Receive and file.

EXECUTIVE SUMMARY:

The City of Lake Forest uses a service request software management system known as, Ask Lake Forest ("ALF"). ALF provides an opportunity for people to submit service requests, ask questions, or let the City know of certain issues. Staff directly receive and respond to ALF tickets as they come through the system. Tickets related to recreational facilities or programs are handled by Community Services staff. Per direction from the Community Services Commission, staff will routinely provide a report on tickets received. There was no ALF tickets submitted for the month of May for the Community Services staff team.

FISCAL IMPACT:

There is no fiscal impact associated with the recommended action.

ATTACHMENTS:

None.

Initiated By: Laura Hunter, Recreation Manager
Submitted By: Laura Hunter, Recreation Manager
Reviewed By: Sean McGovern, Deputy City Manager