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Action Center – BA

Citizen Request Tool – Powered by SeeClickFix

First Year in Review

Overview

What: SeeClickFix, an issue reporting tool for citizens

When: Launched October 4, 2016
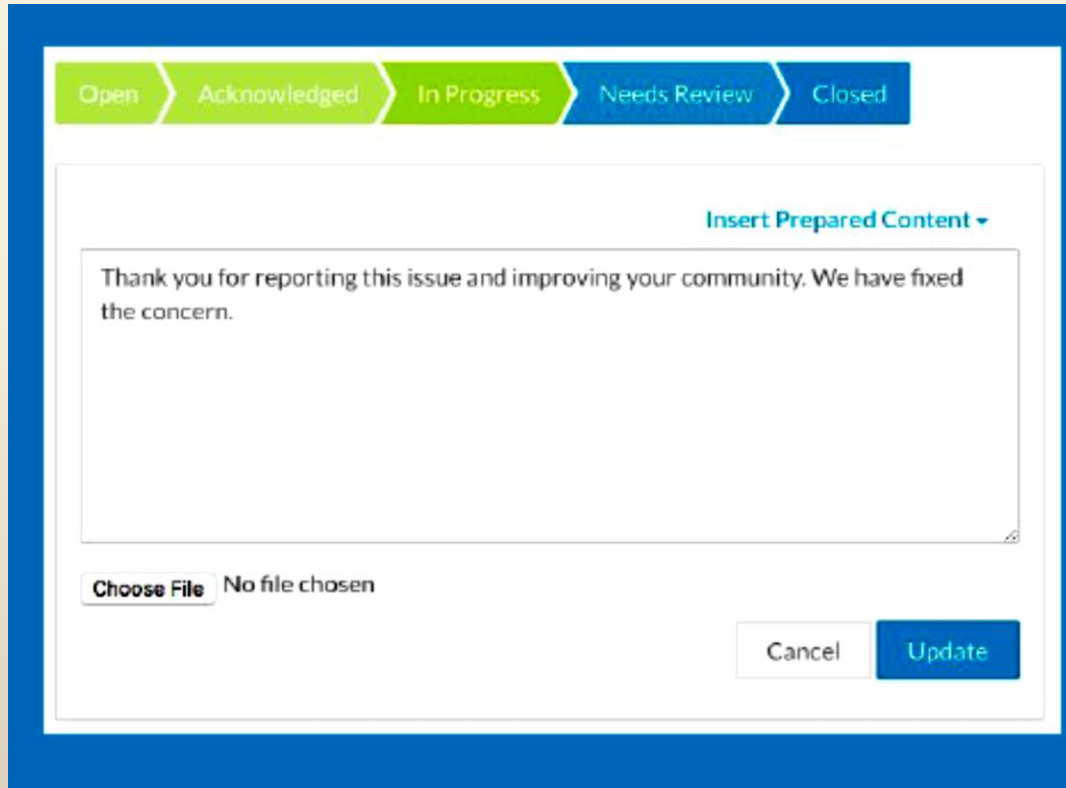
Where: City website or smart device apps

Why: Communication with government is complex

Who: 8 City departments involved

How: First year in review

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What: Reporting tool for citizens

How does it work?

- Citizen <u>opens</u> new issue
  - o Issue is auto-assigned to appropriate department user (staff)
  - o Staff is notified by email
- Staff member <u>acknowledges</u> issue & assigns work to field crew
- Field employee <u>investigates</u>, completes work
- Each category has expiration dates
- Staff member updates issue with comments, <u>closes</u> issue when work is complete
- Citizen can respond or reopen the case with any questions

What: Reporting tool for citizens

Current issue categories

- City Construction Project
- Code Enforcement
- Illegal Dumping in City ROW
- Malfunctioning Lights
- Mosquito Spraying
- Parks
- Potholes
- Sewer/Water Utility

- Speeding Vehicles
- Stray Animal
- Stormwater Design Issue
- Stormwater Maintenance
- Traffic Calming (speed bumps)
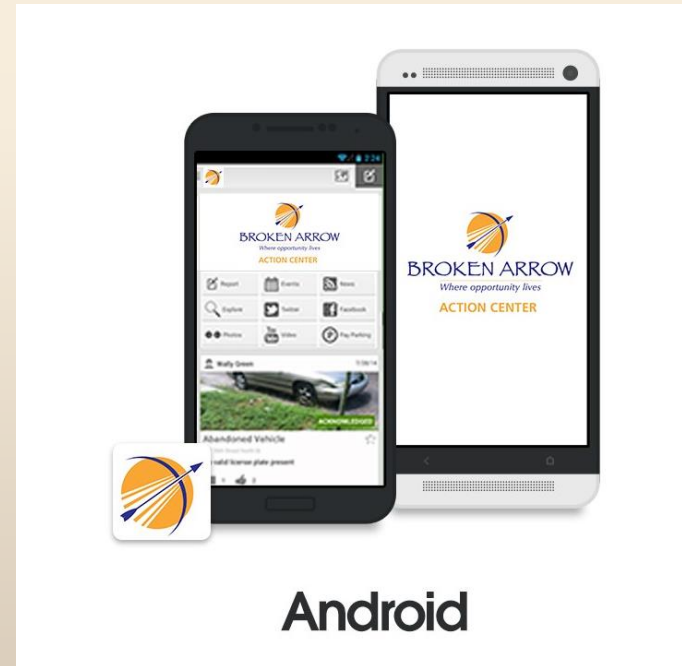- Trash Service
- Trees
- Vehicles in Street

When:

- Launched one year ago on October 4, 2016
- 5-year agreement, renewable annually
- Prior to launch, request tracking was unorganized
- Focused on research to find out how each department processed citizen requests
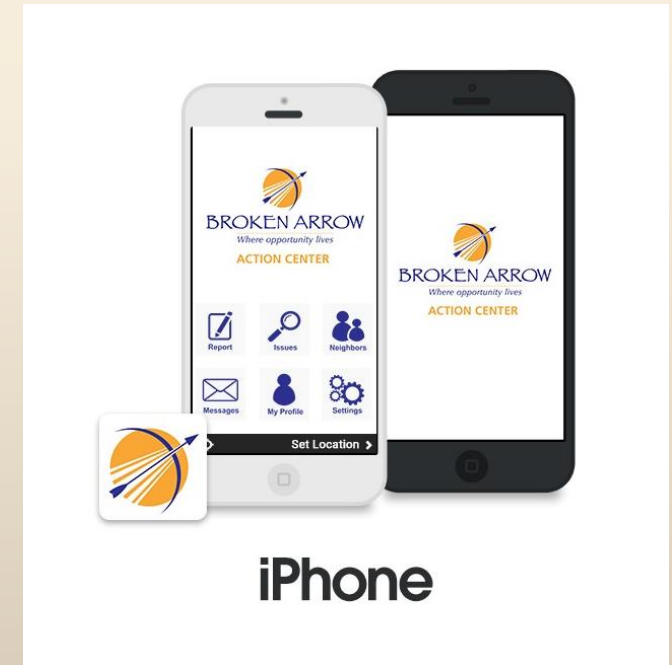- Trained 12 city users/back-up users

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Where: Places to Report Issues

1. www.actioncenterba.com
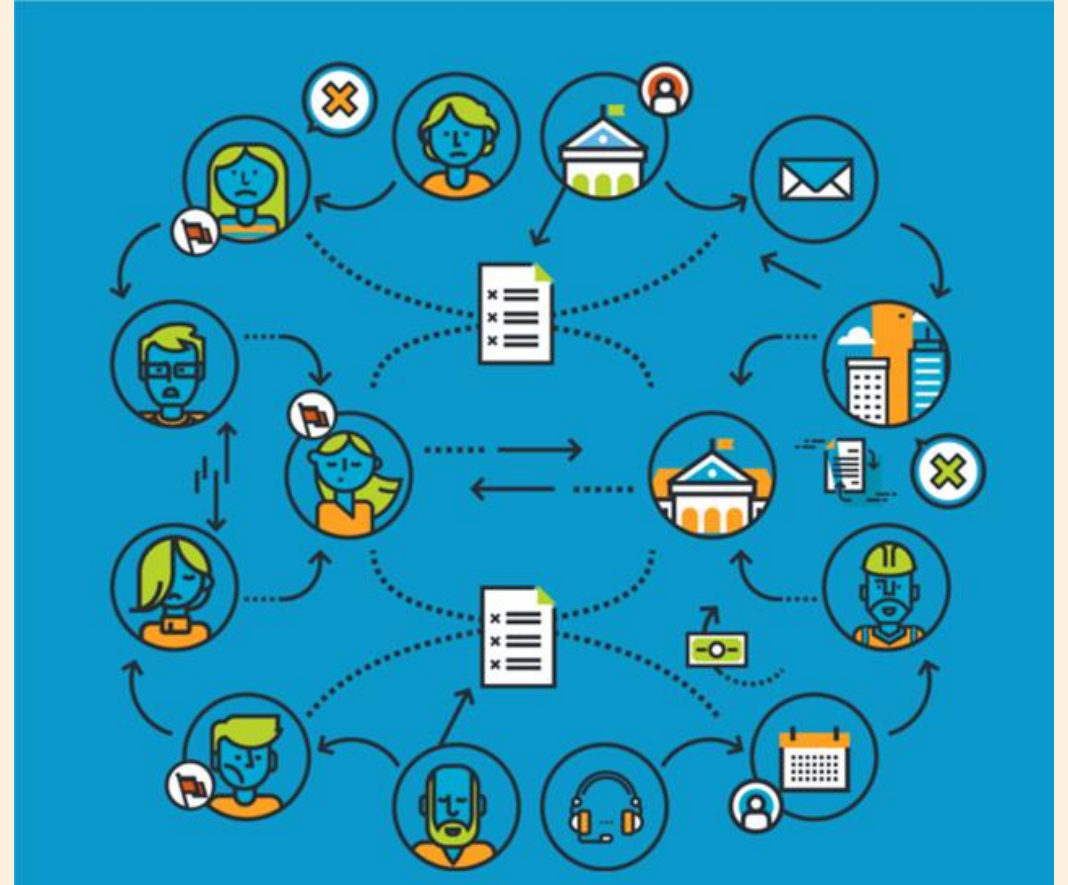2. Android app
3. iPhone app

Android

iPhone

Why: Communication is complex

- Citizen requests are received from many places
- Needed a tool to connect residents with City Hall and track issues all in one place
- Solution: introduced SeeClickFix
- **Results**: Citizens are more connected to City staff and staff is more connected to other departments
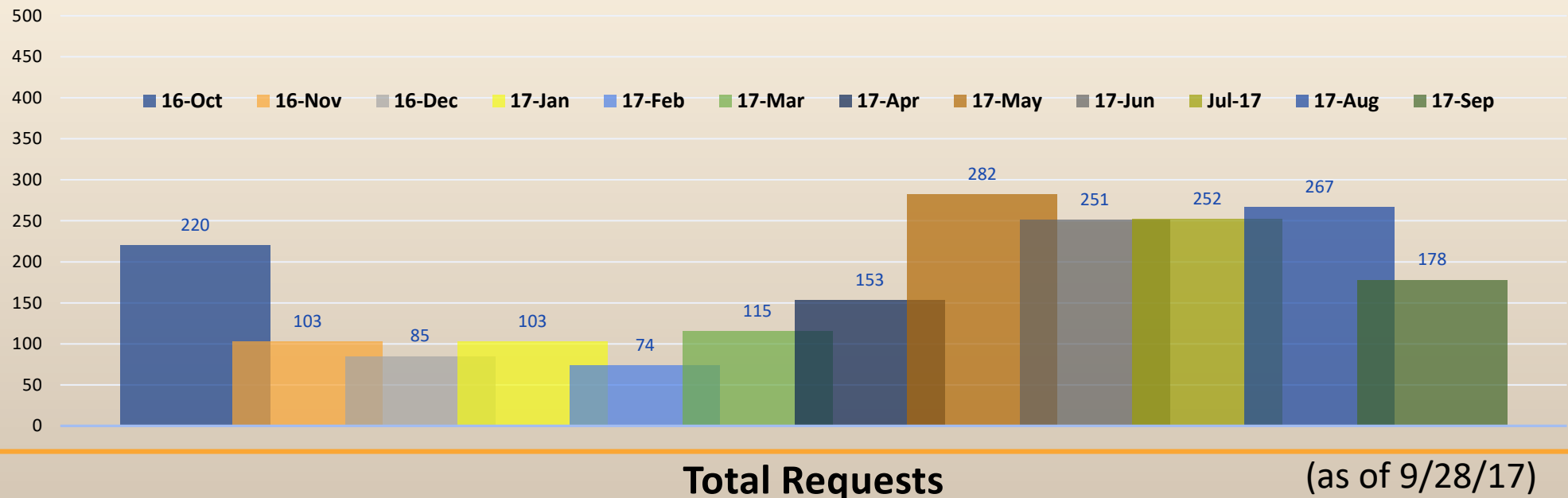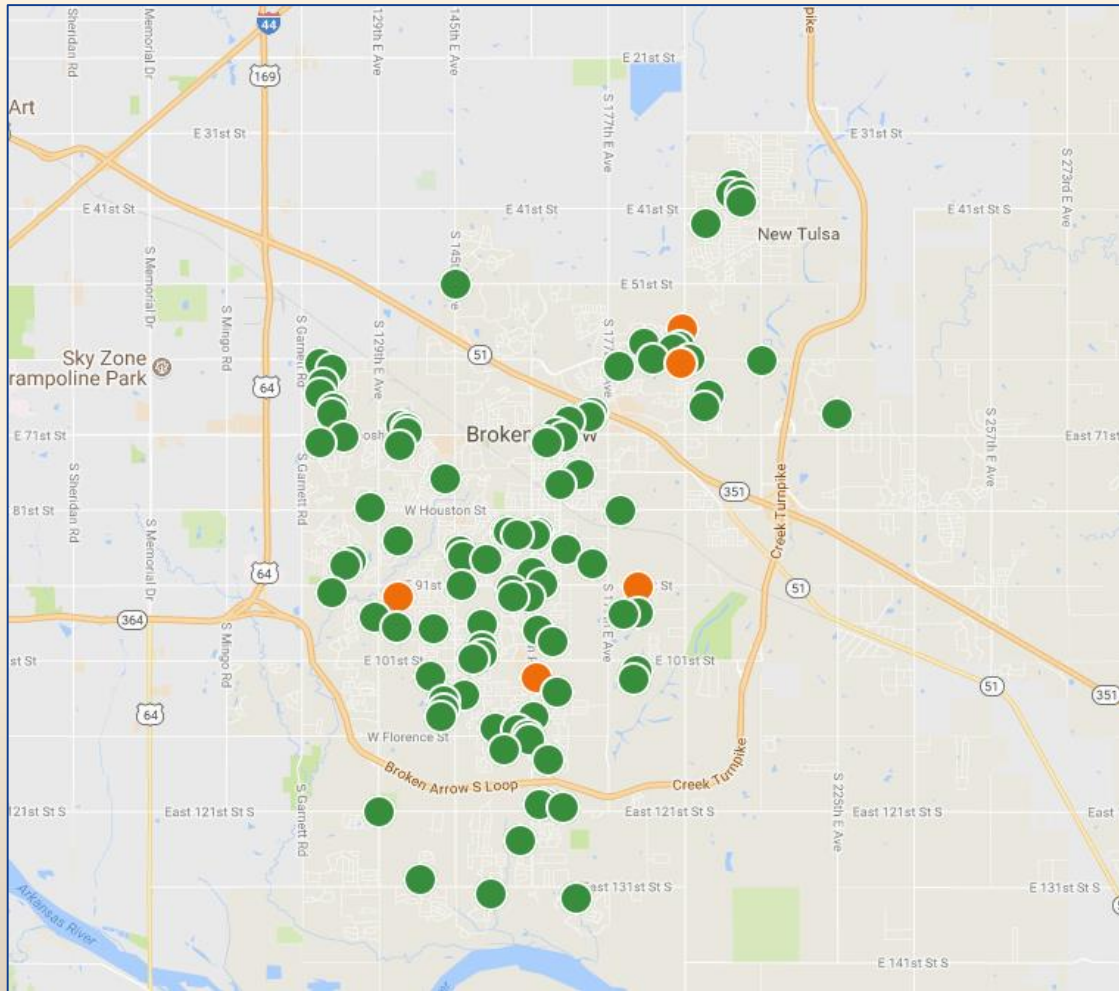
Who: COBA departments using the tool

- City Manager's Office
- Development Services
- Engineering & Construction
- General Services
- Parks & Recreation
- Police
- Streets & Stormwater
- Utilities

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How: First Year in Review

- 2083 requests were opened
- 1929 requests were closed
- Highest months: May to August

- Average time to acknowledge: 1.4 days
- Average time to close: 13 days

Legend: 16-Oct 16-Nov 16-Dec 17-Jan 17-Feb 17-Mar 17-Apr 17-May 17-Jun Jul-17 17-Aug 17-Sep

Chart values:
- 16-Oct: 220
- 16-Nov: 103
- 16-Dec: 85
- 17-Jan: 103
- 17-Feb: 74
- 17-Mar: 115
- 17-Apr: 153
- 17-May: 282
- 17-Jun: 251
- Jul-17: 252
- 17-Aug: 267
- 17-Sep: 178

Total Requests   (as of 9/28/17)

Maps

Open & pending issues
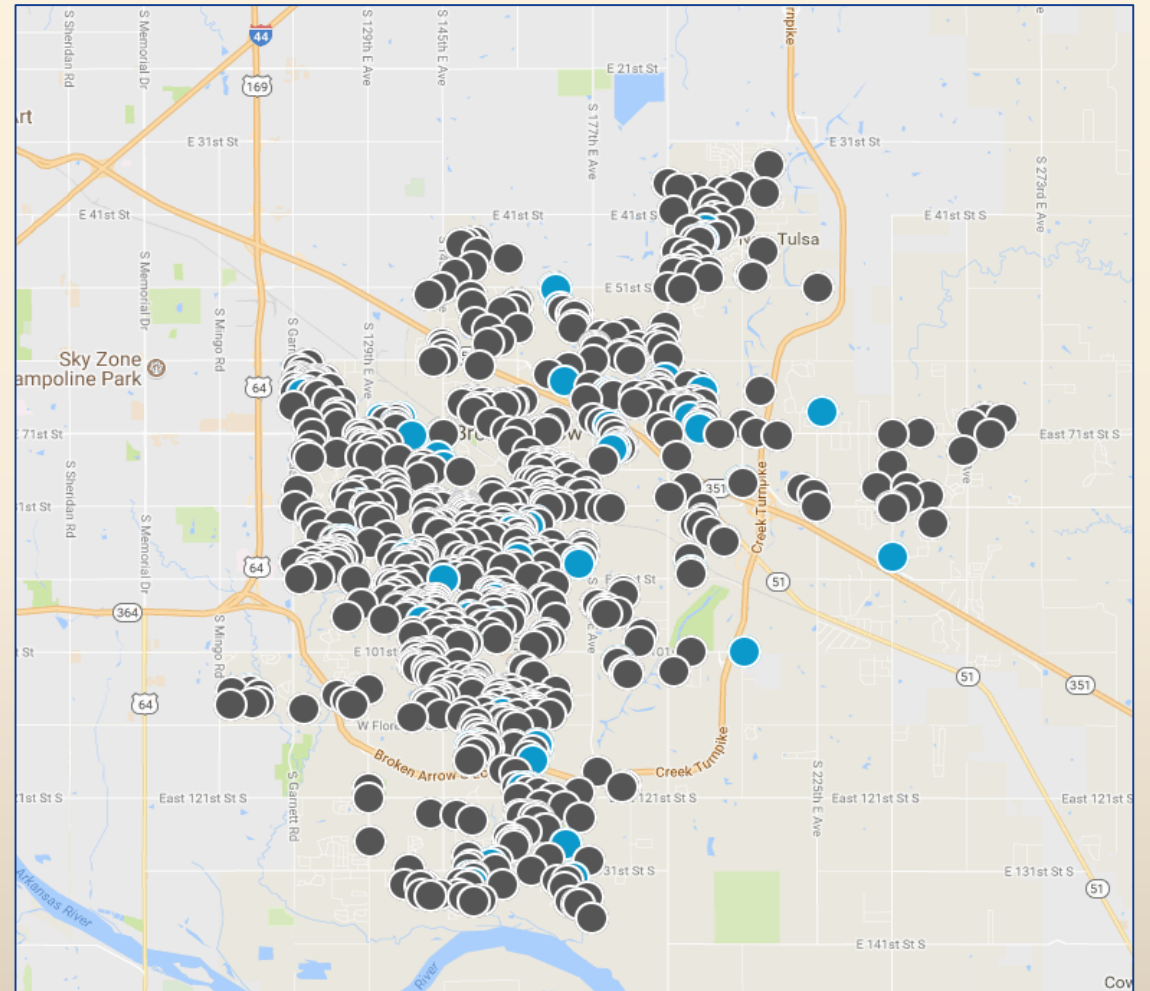
Closed & archived issues

Citizen Feedback

Street or Sidewalk Related Issue

"Just a update on the sidewalk and driveway repair @ 29th and Kenosha. The crew got back out today and have finished up the new sidewalk and it is beautiful.

The dirt was moved in packed tight and smooth along with the new sod laid, rolled in and watered. What a professional job they did too. Hats off to the crew that completed the job. I invite every one to stop by and see the new improvements to our neighborhood and commend the city for a job well done."

Reported by: Linda H. 05/02/2017

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Conclusion: Looking ahead

What's Next?

- Marketing
- New users, field users
- New request categories

Questions?

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Thank you!