



BROKEN ARROW

Where opportunity lives

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

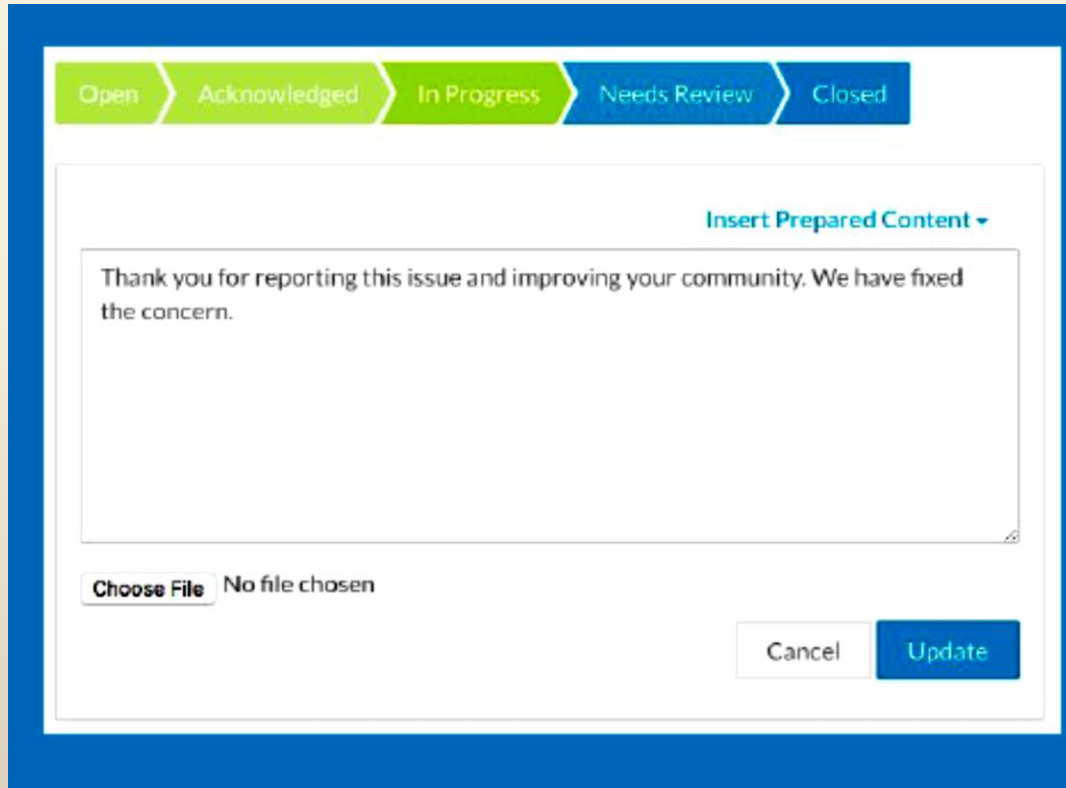
Why: Communication with government is complex

Who: 8 City departments involved

How: First year in review

What: Reporting tool for citizens

How does it work?



The screenshot displays a reporting tool interface. At the top, a progress bar shows five stages: 'Open' (green), 'Acknowledged' (green), 'In Progress' (green), 'Needs Review' (blue), and 'Closed' (blue). Below the progress bar, there is a text input field with the placeholder text 'Insert Prepared Content'. The input field contains the text: 'Thank you for reporting this issue and improving your community. We have fixed the concern.' Below the input field, there is a 'Choose File' button and the text 'No file chosen'. At the bottom right of the input field, there are 'Cancel' and 'Update' buttons.

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

What: Reporting tool for citizens

Current issue categories

- | | |
|---|--|
| <ul style="list-style-type: none">• City Construction Project• Code Enforcement• Illegal Dumping in City ROW• Malfunctioning Lights• Mosquito Spraying• Parks• Potholes• Sewer/Water Utility | <ul style="list-style-type: none">• Speeding Vehicles• Stray Animal• Stormwater Design Issue• Stormwater Maintenance• Traffic Calming (speed bumps)• Trash Service• Trees• Vehicles in Street |
|---|--|

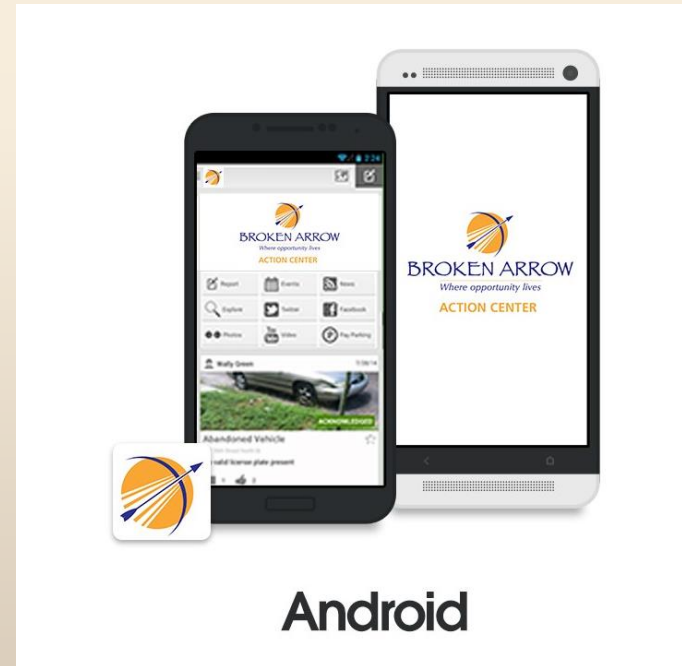
When:

- 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

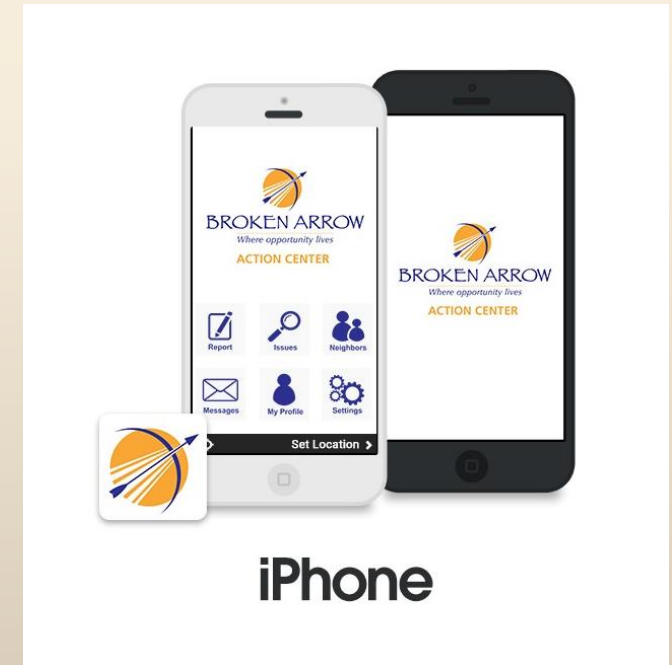
Where: Places to Report Issues

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

The screenshot shows the 'Action Center (Report a Concern)' page on the Broken Arrow website. The page includes a search bar, a navigation menu on the left with categories like 'Alarm Permit Renewal', 'Animal Adoption', and 'Crime Prevention', and a main content area. The main content area features a 'REPORT' form with fields for 'Street Address', 'City/County', and 'State/Province'. Below the form is a map of Broken Arrow with a red marker and a 'Report an Issue' button. The page also contains sections for 'What Happens Next?' and 'Helpful Information' with links to various resources.



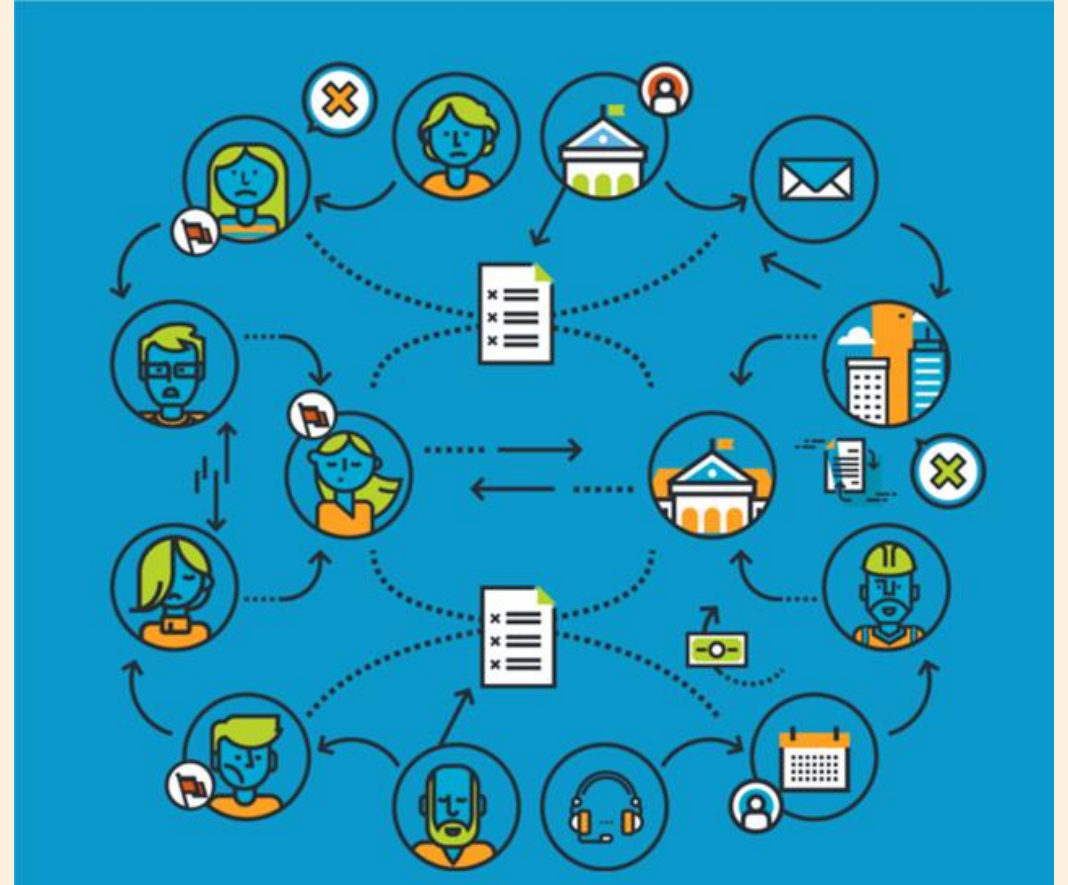
Android



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

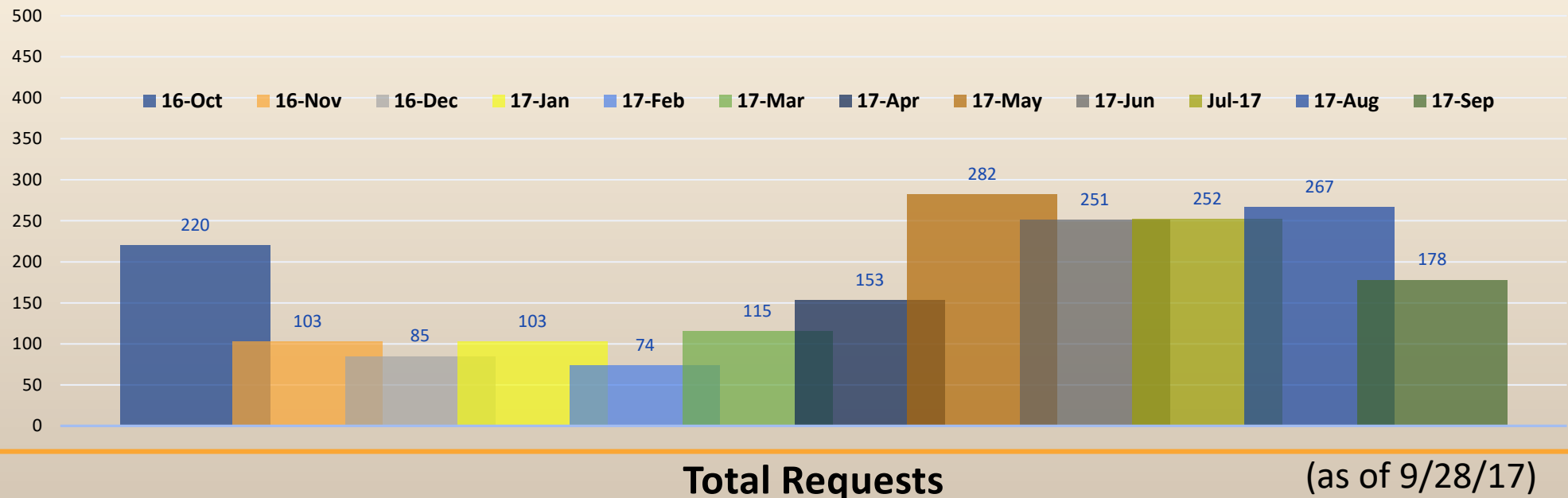


Who: COBA departments using the tool

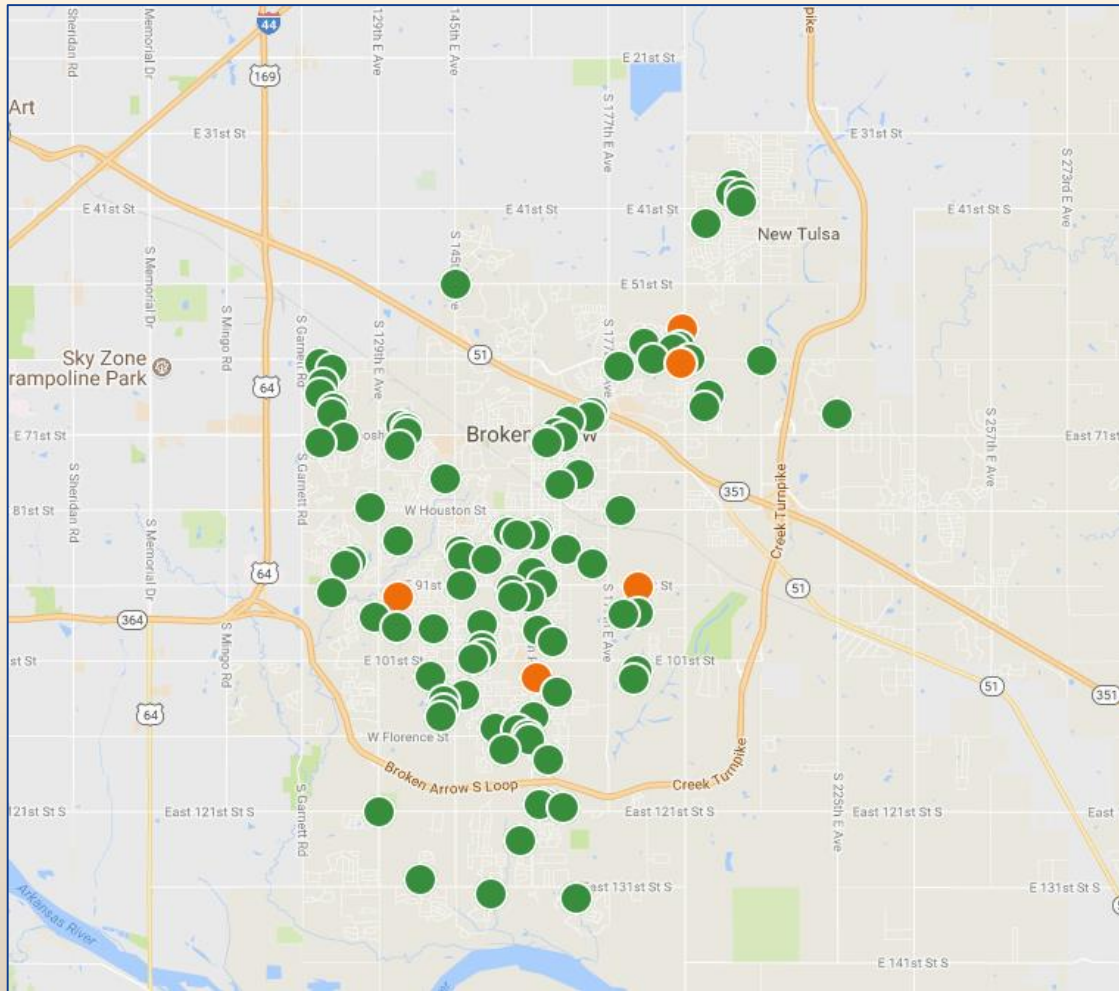
- City Manager's Office
- Development Services
- Engineering & Construction
- General Services
- Parks & Recreation
- Police
- Streets & Stormwater
- Utilities

How: First Year in Review

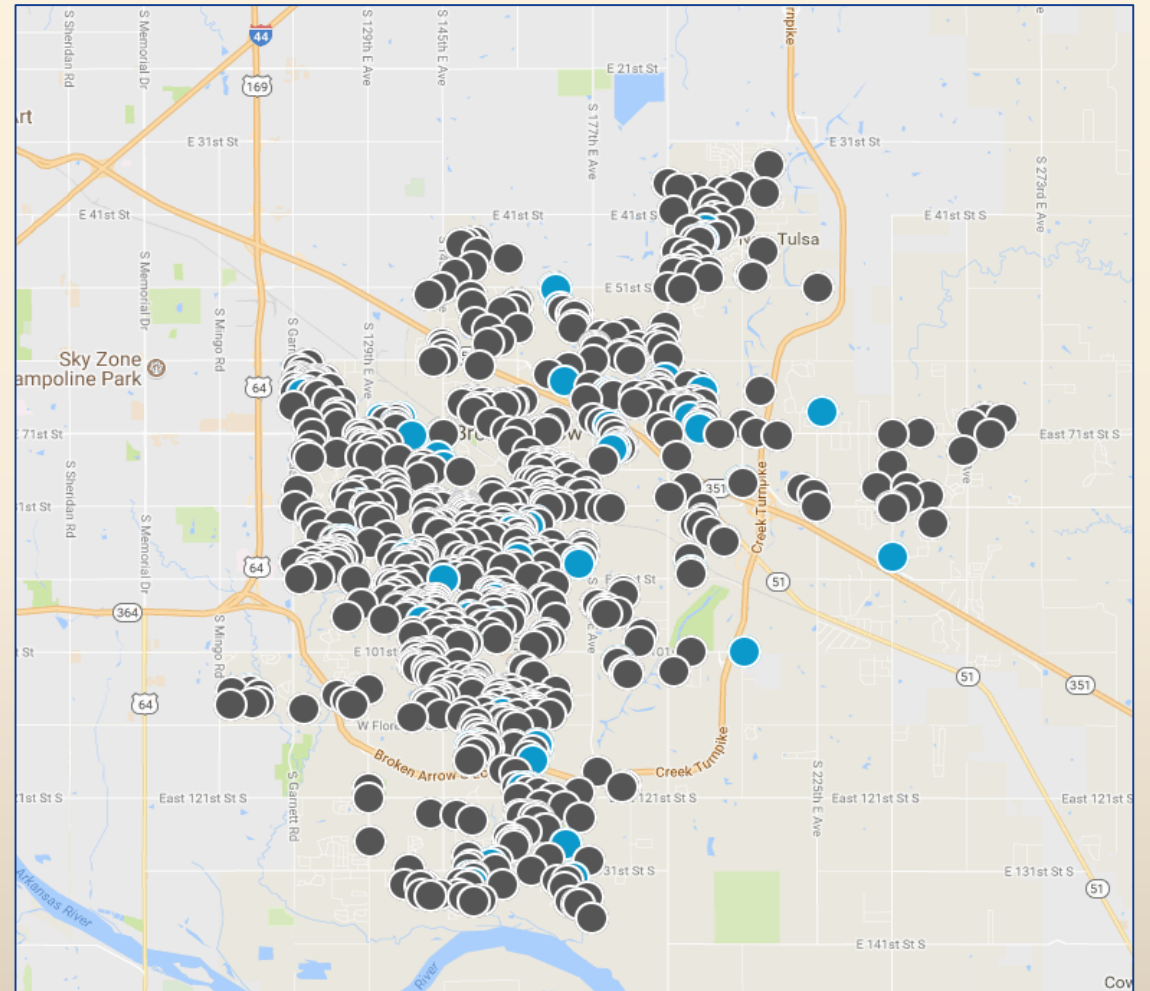
- 2083 requests were opened
- 1929 requests were closed
- Highest months: May to August
- Average time to acknowledge: 1.4 days
- Average time to close: 13 days



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

Conclusion: Looking ahead

What's Next?

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

Questions?

Thank you!



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ACTION CENTER