



# HISTORIC TOWN OF EATONVILLE, FLORIDA

## OTHER WORKSHOP AGENDA

Tuesday, March 05, 2024, at 6:30 PM

Town Hall - 307 E Kennedy Blvd

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Please note that the HTML versions of the agenda and agenda packet may not reflect changes or amendments made to the agenda.

- I. CALL TO ORDER
- II. CITIZEN PARTICIPATION (Three minutes strictly enforced)
- III. COUNCIL DISCUSSION
  - 1. Discussion of the Town of Eatonville Impact Fee Study Update (**Administration/Planning**)
  - 2. Discussion of the Town of Eatonville Community Engagement for Master Planning (**Administration/Planning**)
  - 3. Communication App Product Review
- IV. COMMENTS
- V. ADJOURNMENT

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**\*\*PUBLIC NOTICE\*\***

*This is a Public Meeting, and the public is invited to attend. This Agenda is subject to change. Please be advised that one (1) or more Members of any of the Town's Advisory Boards/Committees may attend this Meeting and may participate in discussions. Any person who desires to appeal any decision made at this meeting will need a verbatim record of the proceedings and for this purpose may need to ensure that a verbatim record of the proceedings is made which includes the testimony and evidence upon which the appeal is to be based – per Section 286.0105 Florida Statutes. Persons with disabilities needing assistance to participate in any of these proceedings should contact the Town of Eatonville at (407) 623-8910 "at least 48 hours prior to the meeting, a written request by a physically handicapped person to attend the meeting, directed to the chairperson or director of such board, commission, agency, or authority" - per Section 286.26*



# HISTORIC TOWN OF EATONVILLE, FLORIDA

## TOWN COUNCIL WORKSHOP

**MARCH 5, 2024, at 06:30 PM**

### Cover Sheet

**\*\*NOTE\*\*** Please do not change the formatting of this document (font style, size, paragraph spacing etc.)

**ITEM TITLE:** Discussion of the Town of Eatonville Impact Fee Study Update  
(Administration / Planning)

**TOWN COUNCIL ACTION:**

<b>PROCLAMATIONS, AWARDS, AND PRESENTATIONS</b>		<b>Department:</b> ADMINISTRATION / PLANNING
<b>INTRODUCTIONS</b>		<b>Exhibits:</b>  • N/A
<b>CONSENT AGENDA</b>		
<b>COUNCIL DISCUSSION</b>	YES	
<b>ADMINISTRATIVE</b>		

**REQUEST:** The Administration is requesting the Town Council to discuss the next steps of the impact fee study process for the Town of Eatonville (TOE).

**SUMMARY:** During the summer of 2023, the Town Council approved to proceed with the impact fee study for utility services, general government service, police service, and recreation services. The planning and administration have several ongoing meetings in the coming weeks, as well as prepping the information for regarding the moratorium on building.

The Impact Fee Study Process will demonstrate a clear direction for the future development of our town, addressing key areas such as:

1. Determination of projected demands and capital needs of the Town to fund growth-related municipal service requirements.
2. Determination of reasonable level of service standards for the development of impact fees consistent with the Town’s comprehensive plan information and requirements, industry standards, and current service levels provided by the Town.
3. Development of impact fee rate structures considering the estimated capital costs associated with the various services' capacity needs, other available funding sources, and the classes of customers for which the fees will be applied (i.e., single family residence, multi-family residence, etc.).

- 4. Assistance in developing the impact fee ordinance to adopt the proposed impact fees and associated administrative procedures.

**RECOMMENDATION:** The Administration is requesting the Town Council to discuss the next steps of the impact fee study process for the Town of Eatonville (TOE).

**FISCAL & EFFICIENCY DATA:** N/A



# HISTORIC TOWN OF EATONVILLE, FLORIDA

## TOWN COUNCIL WORKSHOP

MARCH 5, 2024, AT 06:30 PM

### Cover Sheet

**\*\*NOTE\*\*** Please do not change the formatting of this document (font style, size, paragraph spacing etc.)

**ITEM TITLE:** Discussion of the Town of Eatonville Community Engagement for Master Planning (**Administration/Planning**)

**TOWN COUNCIL ACTION:**

<b>PROCLAMATIONS, AWARDS, AND PRESENTATIONS</b>		<b>Department:</b> ADMINISTRATION / PLANNING
<b>INTRODUCTIONS</b>		<b>Exhibits:</b> <ul style="list-style-type: none"><li>N/A</li></ul>
<b>CONSENT AGENDA</b>		
<b>COUNCIL DISCUSSION</b>	YES	
<b>ADMINISTRATIVE</b>		

**REQUEST:** The Administration is requesting the Town Council to discuss the next steps of the Master Planning Process to plan out the community engagement portion for the Town of Eatonville (TOE).

**SUMMARY:** During the last council meeting on February 20, 2024, the Town Council approved to proceed with the Town Master Plan this will give a clear preview of possibilities and potential economic and cultural growth for Eatonville. The administration is preparing for several meetings in the coming weeks, to kickoff the project and have several listening sessions for residents to share ideas, historic moments, and monuments, as well as identifying key areas of focus from the community.

These conceptual level diagrams will illustrate alternative land use relationships, arrangement of the various development program elements on the site and building massing. BBA will also prepare story boards to illustrate a variety of ideas to describe the architecture, place, and brand. The Master Plan will demonstrate a clear vision for the future of our town, addressing key areas such as:

**Economic Development:** The plan outlines strategies to attract new businesses and create jobs, which will boost the local economy and improve the overall quality of life for residents.

**Infrastructure:** The plan addresses the need for upgrades to our roads, public safety hubs, and other utility infrastructure, ensuring the Town of Eatonville will have the foundation in place to support future growth.

**Housing:** The plan recognizes the need for a variety of housing options to meet the needs of all residents, including affordable housing for low and middle-income families.

**Environment:** The plan emphasizes the importance of protecting our natural resources and includes measures to address climate change and promote sustainable development.

**Community Facilities:** The plan calls for the development of cultural spaces, historic landmarks throughout the town, recreation facilities, and other community amenities that will enhance the quality of life for all residents.

The Master Plan will serve as a valuable roadmap for the future of our town and will lead to a more vibrant, prosperous, and sustainable community for the Historic Town of Eatonville.

**RECOMMENDATION:** The Administration is requesting to discuss with the Town Council the next steps of the Master Planning Process to plan out the community engagement portion for the Town of Eatonville (TOE).

**FISCAL & EFFICIENCY DATA:** N/A



# HISTORIC TOWN OF EATONVILLE, FLORIDA

## TOWN COUNCIL WORKSHOP

MARCH 5, 2024, 6:30 PM

### Cover Sheet

**\*\*NOTE\*\*** Please do not change the formatting of this document (font style, size, paragraph spacing etc.)

**ITEM TITLE:** Communication App Product Review

**TOWN COUNCIL ACTION:**

<b>PROCLAMATIONS, AWARDS, AND PRESENTATIONS</b>	YES	<b>Department:</b> Administration
<b>INTRODUCTIONS</b>		<b>Exhibits:</b> <ul style="list-style-type: none"> <li>• Product Information <b><u>TextMyGov</u></b></li> <li>• TextMyGov Proposal</li> <li>• Product Information <b><u>Savvy Citizen</u></b></li> <li>• Savvy Citizen Quote</li> <li>• Product Information <b><u>SeeClickFix</u></b></li> </ul>
<b>CONSENT AGENDA</b>		
<b>COUNCIL DISCUSSION</b>	YES	
<b>ADMINISTRATIVE</b>		

**REQUEST:** To introduce and discuss communication app options as potential communication tools to incorporate into the Town of Eatonville.

**SUMMARY:** The Town Council, residents, and staff have expressed the importance of effective communications and finding ways to close the communication gap. Product Information has been provided for three vendors to include TextMyGov, SeeClickFix, and Citizen Savvy.

**TEXTMYGOV** is an interactive communication tool developed to open lines of communication with local government agencies and citizens. The system works 24 hours a day and easily connects with your website and other communication methods. TextMyGov uses smart texting technology to communicate with citizens. Local government agencies can answer questions, send links to their website, and provide details on garbage pickup, utility payments, city news, events, office hours, road closures, community celebrations, safety issues, potholes, and animal control just to name a few. Using the regular messaging app on any smartphone, the smart texting technology allows the citizen to ask questions and get immediate responses, find links to information on the agency’s website, address problems, report any issues and upload photos. This company helps other cities improve citizen engagement and communication through our two-way, smart texting tool. We do this by: Cutting down phone calls, Sending mass text alerts, Customized, automatic responses to residents if they have questions or want to report an issue. **Watch Videos** Mass text notifications: <https://textmygov.com/wp-content/uploads/2023/02/TextMyGov-Alerts-Video-Example.mp4> Reporting issues and Finding information: <https://drive.google.com/file/d/1yPuYQcmTRdKt-Ea39Mu4e7LwepP5Vj2v/view?usp=sharing>

**SAVVY CITIZEN**, is an interactive communication tool that allows for Mass Notifications, Alerts, and Events to be pushed directly to residents in real time via their preferred method. Unlike social media and other communication methods, you can be assured that your message is received. Updates and mass notifications can be sent to residents in less than a minute with no training required. Our features help you communicate quickly and save critical time. Residents can determine how they would like to be communicated with, making it convenient for everyone. It is a complete solution that includes team management, weather, and traffic integration critical event response teams, management, affordability, and much more, Savvy Citizen is designed to accommodate all your needs. Save valuable time delivering the right message to keep people safe, save lives, and stay informed. Give your citizens some peace of mind with the ability to provide updates and access to real-time information during any critical event, crisis, or emergency. **Watch Video** <https://savvycitizenapp.com/government>

**SECLICKFIX** - is an interactive communication tool offering features to improve resident request management. SeeClickFix solution has been renamed to CivicPlus 311 CRM. It allow you to communicate with residents in real time, provides a convenient mobile interface to submit requests, provides a customizable experience for residents, and provides the status of every request — instantly. Features: Automated Issue Routing, route and assign service requests based on location and category; Duplicate Management, automatically detect duplicate requests before they're submitted; Omnichannel Inbox, receive and respond to resident feedback from a single, centralized hub; Two-Way Communications, respond to residents with status updates or follow-up questions; Internal Commenting, discuss resolutions internally with team members without public visibility; Report Card Monitoring, assess reported issues and how you're performing against service level agreements.

**RECOMMENDATION:** For Town Council to discuss for consideration the TextMyGov as potential communication tool.

**FISCAL & EFFICIENCY DATA:** Recommended budget line is the Contingency Account # 001-0511-511-5800 or choice budget line indicated by Town Council.

	Monthly	Yearly
Base Rate	\$20	\$240
(Add-On) Plugins	\$20	\$240
(Add-On) Targeted Notifications	\$20	\$240

**TextMyGov** - \$4,500 (First Year Startup) and \$3,000 Annually after first year.

**Savvy Citizen** -

There is a one-time marketing/setup fee of \$300 that will be added to your first payment.  
Choosing to pay yearly offers a discount of \$99 per year over the monthly plan.

**SeeClickFix** – Estimated \$7,500 (Per Year)

# TextMyGov

## The Simplest Section III. Item #3. to Communicate with Citizens

### Make it easy for citizens to:

#### Find Information

Citizens can easily find information and get their questions answered by texting in keywords.

Smart texting answers questions instantly with an automatic response 24/7.

##### *Q/A Keyword Texting Examples:*

*Office Hours, Contact, Park Reservations, Pay Utilities*

#### Report Issues

Citizens can text in keywords to report issues on the go.

Smart texting guides the user through the process, gaining intel on type of issue, address, detail, and even allows citizens to upload a picture of it. Once the issue is reported, it is sent to the correct department for review.

##### *Reporting Keyword Texting Examples:*

*Safety Issue, Pothole, Animal Control*

#### Receive Alerts

Citizens can opt-in to receive alerts, news, and events directly to their phone.

##### *Mass Texting Examples:*

*Road Closures, Community Celebrations, Council Updates*



#### Try It Out

Text **Hi** to 435.265.4446

#### Contact Us

Call 435.787.7222 , or Text **Demo** to 435.265.4446

View terms and privacy policy info at: [textmygov.com/opt-in-terms-conditions](http://textmygov.com/opt-in-terms-conditions).  
Msg & Data rates apply. Msg frequency varies. Text STOP at any time to opt-out. Text HELP for contact info

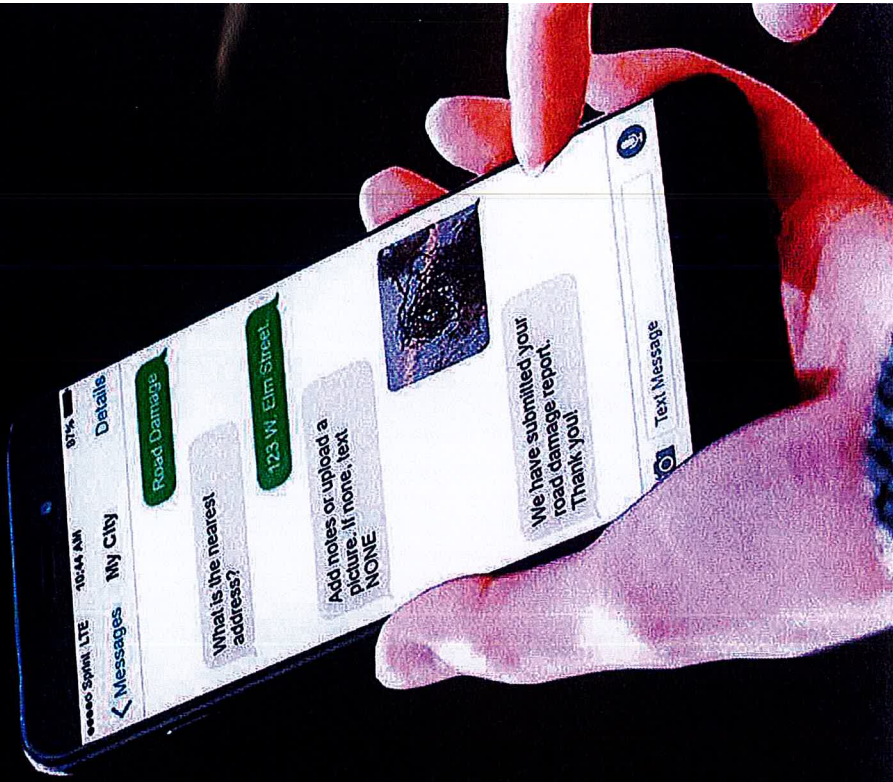
#### Visit the website

[TextMyGov.com](http://TextMyGov.com)



# TextMyGov

## The Simplest Way To Communicate With Citizens



**Make It Easy For Citizens To:  
Report Issues – Find Information – Receive Alerts**



## Let's Look At The Numbers

Over 70% of Americans prefer text over calling

80-90% of all downloaded apps are used once before being deleted

TextMyGov uses a mobile phone's regular messaging app (no usernames or passwords to remember)

Artificial Intelligence searches for keywords and automatically responds to inquiries, 24 hours a day



TextMyGov makes it easy for residents to find information quickly and easily by simply sending a text.

Text Smithfield City at  
**(435)265-4597**



Code Complaint

Animal control

Parking

Pay Utilities

Road damage

Park reservations



Report Issues  
Text in keywords: "Pothole" "Sign" "Tall Grass" "Tree Limbs" "Street Light"



Get Contact Info for Different Departments  
Text in keywords: "Contact" "pwy" "Code" "Park" "Bill Pay"

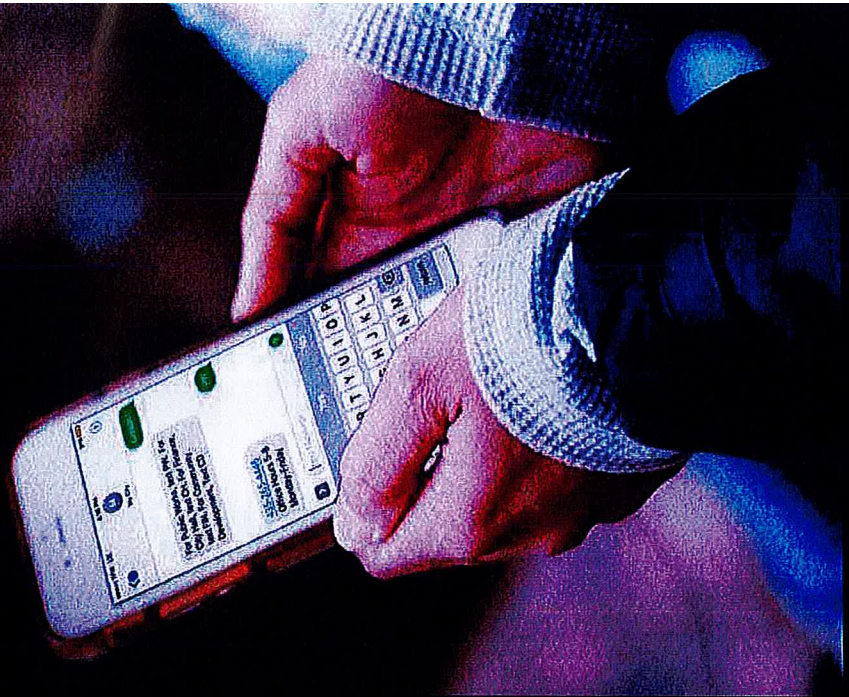


Find Schedule Information  
Text in keywords: "Office Hours" "FAQ" "Contact" "Trash"



Learn More  
Click the link to be directed to our informational site

Less Info



# TextMyGov

City employees have access to easy-to-use software, giving them the ability to send and receive texts, publish updates and keep track of interactions with citizens.

## Recent Log

- 05/14/2020 - +1[redacted] - What is the soccer schedule
- 05/14/2020 - +1[redacted] - Bus info
- 05/14/2020 - +1[redacted] - Hi
- 05/14/2020 - +1[redacted] - Attractions
- 05/14/2020 - +1[redacted] - Report
- 05/14/2020 - +1[redacted] - PERMIT INFO

[View More](#)

## One Response Word

### One Response Answer

## Animal Control

To report a stray animal, text REPORT, to receive a status update text STATUS.

## Send Message

Group Name:

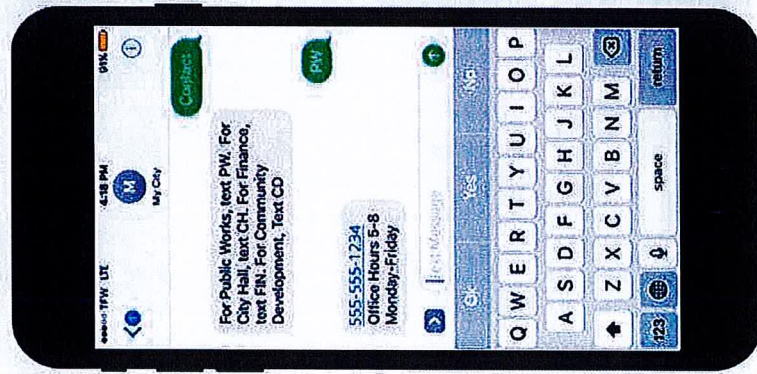
Message:

-Contact support to send a message-

Text city1 to '91896'

# Get Ready To Take Your Agency's Communication Service To The Next Level

Meet high-volume demands, & Reduce incoming phone calls while improving citizen communication.



## COMMUNICATE

Textmygov uses smart texting technology to communicate with citizens. Local government agencies can answer questions, send links to their website, and provide details on garbage pickup, utility payment, city news, events, office hours, department locations and more.

## ENGAGE

Textmygov uses smart texting technology to engage with citizens. Citizens can easily report code violation, public works issues like potholes, sign down, drainage problems, tree trimming, sewer smell, and more. Agencies can engage citizens, start a workflow, and ask specific guided questions regarding location, address, street name and more.

## BOOST WEBSITE TRAFFIC

Textmygov uses smart texting technology to maximize a city's website (compatible with any website). Citizens can text in key words like festival, parking, ticketing, and more. The smart texting technology can answer the question, or send a link from the city's website with additional information. Local government agencies spend thousands each year on their website and Textmygov is the best way to benefit from that investment.

# TextMyGov

## The Simplest Way to Communicate with Citizens

Section III. Item #3.

## Make it easy for citizens to:

### Find Information

Citizens can easily find information and get their questions answered by texting in keywords.

Smart texting answers questions instantly with an automatic response 24/7.

#### *Q/A Keyword Texting Examples:*

*Office Hours, Contact, Park Reservations, Pay Utilities*

### Report Issues

Citizens can text in keywords to report issues on the go.

Smart texting guides the user through the process, gaining intel on type of issue, address, detail, and even allows citizens to upload a picture of it. Once the issue is reported, it is sent to the correct department for review.

#### *Reporting Keyword Texting Examples:*

*Safety Issue, Pothole, Animal Control*

### Receive Alerts

Citizens can opt-in to receive alerts, news, and events directly to their phone.

#### *Mass Texting Examples:*

*Road Closures, Community Celebrations, Council Updates*



### Try It Out

Text **Hi** to 435.265.4446

### Contact Us

Call 435.787.7222 , or Text **Demo** to 435.265.4446

View terms and privacy policy info at: [textmygov.com/opt-in-terms-conditions](http://textmygov.com/opt-in-terms-conditions).  
Msg & Data rates apply. Msg frequency varies. Text STOP at any time to opt-out. Text HELP for contact info

### Visit the website

[TextMyGov.com](http://TextMyGov.com)



WWW.TEXTMYGOV.COM



**TextMyGov**

**PROPOSAL**

DATE: 01/08/2024



# INTRODUCTION TO TEXTMYGOV



TextMyGov was developed to open lines of communication with local government agencies and citizens. The system works 24 hours a day and easily connects with your website and other communication methods.

Using the regular messaging app on any smartphone, the smart texting technology allows the citizen to ask questions and get immediate responses, find links to information on the agency's website, address problems, report any issues and upload photos.

According to the Pew Research Center, 97% of smartphone owners text regularly. The technology analysts at Compuware reported that 80 to 90% of all downloaded apps are only used once and then eventually deleted by users.



# TEXTMYGOV SOLUTIONS



## Communicate

TextMyGov uses smart texting technology to communicate with citizens. Local government agencies can answer questions, send links to their website, and provide details on garbage pickup, utility payments, city news, events, office hours, just to name a few.



## Engage

TextMyGov uses smart texting technology to engage with citizens. Citizens can easily report issues to any department, such as potholes, drainage problems, tall grass, junk cars. The issue reporting function can be customized for each department and their most commonly reported items. Agencies can engage citizens and ask specific guided questions regarding location, address, street name, and more. If your goal is to engage with citizens and get smart valuable data- You need TextMyGov.



## Boost Website Traffic

TextMyGov uses smart texting technology to maximize a city's website. Citizens can text in keywords like festival, parking, ticketing, meeting, sporting event, etc. The smart texting technology can answer the question or send a link from the city's website with additional information. Local government agencies spend thousands of dollars each year on their website. TextMyGov is the best way to benefit from that investment. If your goal is to benefit from your website investment- You need TextMyGov.



## Track

TextMyGov uses smart texting technology to track and record all the information that is sent in. Agencies can track the cell phone number, date, and time of every request. If your agency wants to be compliant with FOIA- You need TextMyGov.



## Work

Smart texting uses detailed information to track a citizen's request or create a work order. Work orders and requests can be generated and completed. Smart texting allows you to easily collect information like name, location, street address, and allows the user to upload a photo. If your agency wants to track real requests and real work orders submitted by a real cell phone number- You need TextMyGov.



# IMPLEMENTATION

## GETTING STARTED

After the execution of the basic service agreement, a project manager will be assigned to assist the client through implementation. A local phone number will be obtained for use with TextMyGov.

## CONFIGURATION

The project manager will work with the client to customize interactive responses, create automation flows, and keyword lists. Training will be provided on how to quickly create and edit data.

## MEDIA KIT

Advertising materials will be provided to the client, including an infographic for the website and downloadable flyer for social media and other communication methods used by the agency.

## Unlimited Training and Support

After initial implementation and training, unlimited on-going support is included. Our experts are available Monday - Friday 6am-5pm MST.



# SUBSCRIPTION COST BREAKDOWN

This quote represents a subscription to TextMyGov with an initial TERM of Three-Years. The agreement is set to be automatically renewed after the initial term has finished. Support and services fees may increase in subsequent years but will increase no more than 5% per year. See below for the package price and other details.

*Terms and conditions can be printed and attached as Exhibit A or viewed at [www.TextMyGov.com/terms](http://www.textmygov.com/terms) HYPERLINK "http://www.textmygov.com/terms"*

<b>Package</b>	<b>Price</b>	<b>Billing</b>
<b>TextMyGov:</b> <ul style="list-style-type: none"> <li>• TextMyGov web-based software</li> <li>• Local phone number</li> <li>• Short code number (outgoing messages)</li> <li>• Unlimited users &amp; departments</li> <li>• Unlimited support for every user</li> <li>• 10 GB manage online data storage</li> <li>• 25,000 Text messages per year</li> </ul>	\$3,500	Annual
<b>Implementation/Setup Fee</b>	\$1,750	One Time
	<b>First year total</b>	Year one
	<b>Total recurring</b>	Annual

## Terms

- *This is a Three-Year Term.*
- *After the initial Three-Years , the agreement will revert to year-to-year*
- *Cancellation requires a 60-day written notice*
- *Customer is required to put TextMyGov widget on agency's website*
- *This proposal is valid for 30 days*
- *Customer is required to provide a copy of W-9*



# ADDITIONAL SERVICES

Additional Services	Price	Billing
<b>Enhanced Media &amp; Care Package</b> <ul style="list-style-type: none"> <li>Marketing material and expert implementation to promote and optimize TextMyGov, see us here for additional information: <a href="#">Enhance Media Package</a></li> </ul>	Price is based on population- See Account Executive for details.	Annual
<b>Additional Storage</b> <ul style="list-style-type: none"> <li>100 GB of additional storage.</li> </ul>	\$250 per unit	Annual
<b>Additional Text Messages</b> <ul style="list-style-type: none"> <li>25,000</li> <li>50,000</li> <li>100,000</li> </ul>	\$300 \$550 \$750	Annual
<b>Database</b> <ul style="list-style-type: none"> <li>Database of your local residence to improve citizen engagement</li> <li>Database might have been quoted in the original quote. See your package breakdown for details</li> </ul>	Price is based on population. See Account Executive for details.	



# AGREEMENT CONFIRMATION

We need two contacts for implementation. A cell phone is required for implementation. We also need the best contact for installing the widget on your agency's website.

### Implementation Contact 1

Name	
Title	
Email	
Office Phone	
Cell Phone	

### Implementation Contact 2

Name	
Title	
Email	
Office Phone	
Cell Phone	

### Billing Contact

Name	
Title	
Email	
Office Phone	
Address	
W-9	Please attach W-9 in a separate email.

### Agreement Signature

Name	
Title	
Date	
Signature	

### Widget Contact

Name	
Title	
Email	
Office Phone	

(This person is responsible for placing the TextMyGov widget (see options- [TextMyGov | Widget Link](#)) on the agency's website within 60 days of the agreement signature. The TextMyGov widget will remain on the agency's website for the duration of the agreement. If the widget is not placed on the City/County website within 60 days, the Agency agrees to pay an additional \$1,000 towards setup costs (this is to cover TextMyGov's time)



# TWILIO CONTACT

## Twilio Authorized Contact 1

<b>Name</b>	
<b>Title</b>	
<b>Email</b>	
<b>Office Phone</b>	
<b>Business Title:</b>	

## Twilio Authorized Contact 2

<b>Name</b>	
<b>Title</b>	
<b>Email</b>	
<b>Office Phone</b>	
<b>Business Title:</b>	

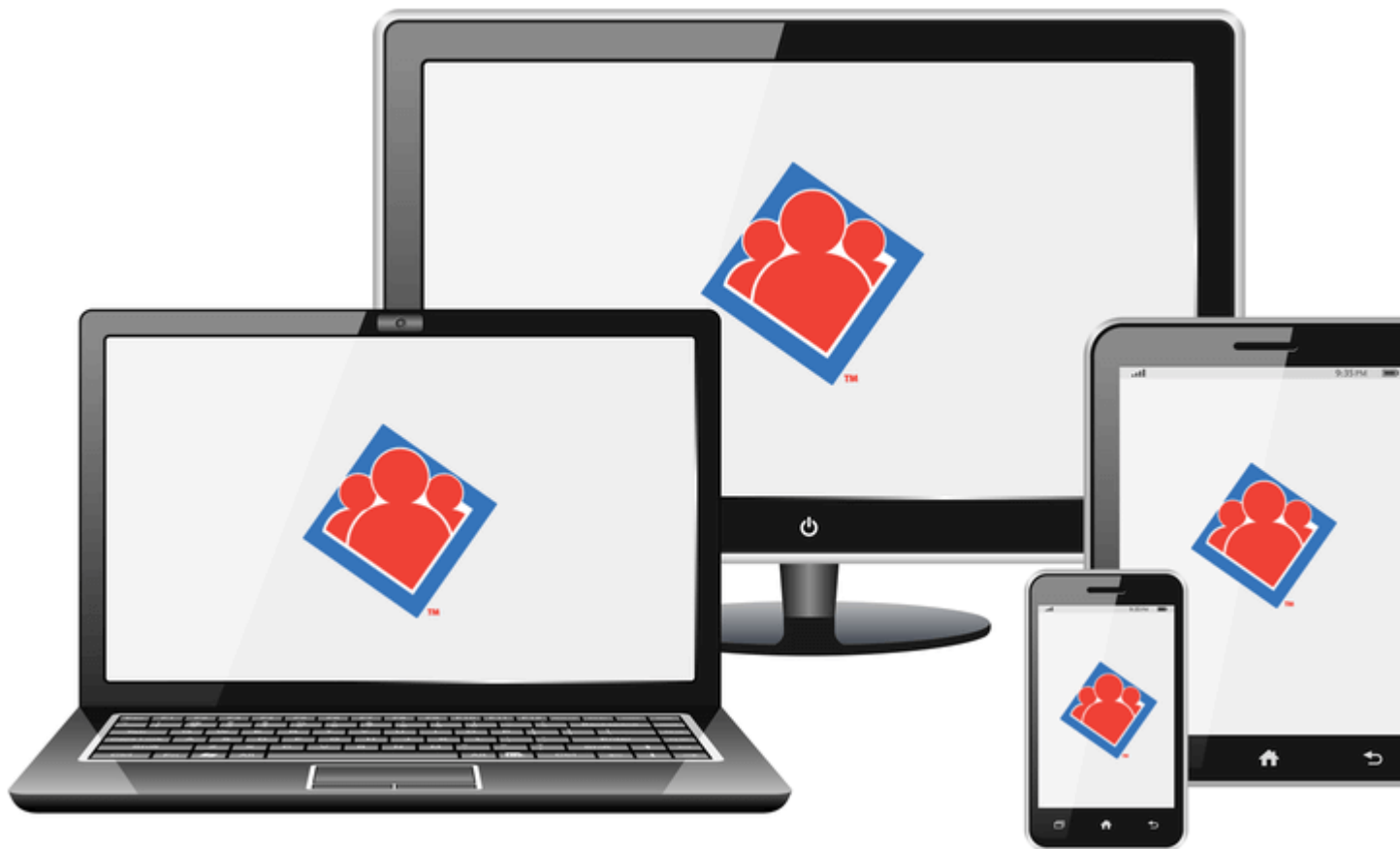
I confirm that my nominated authorized representatives agree to be contacted by Twilio.

Twilio contact can be the same as the implementation contact. Twilio requires us to have two authorized contacts. They rarely reach out, but if there are any support questions, they require these contacts.

# Savvy Citizen

## Essential Features for Communications

With Savvy Citizen, **Mass Notifications, Alerts, and Events** are pushed directly to residents in real time via their preferred method. Unlike social media and other communication methods, you can be assured that your message is received. Updates and mass notifications can be sent to residents in less than a minute with no training required. Our features help you communicate quickly and save critical time.



### **INTERACTIVE CALENDAR**

Your interactive calendar makes it easy to schedule and manage public events. Your residents and those of your neighboring communities will be able to see the events you have planned quickly.

### **ON-DEMAND NOTIFICATIONS**

The Savvy Citizen notification system makes it a snap whenever you need to get the word out, be it a quick reminder or an emergency response.



**MULTIPLE COMMUNICATION CHANNELS**

Your citizens can determine how they would like to be communicated with, making it convenient for everyone.

**A COMPLETE SOLUTION**

With Team Management, weather, and traffic integration critical event response teams, management, [affordability](#), and much more, Savvy Citizen is designed to accommodate all your needs. Save valuable time delivering the right message to keep people safe, save lives, and stay informed. Give your citizens some peace of mind with the ability to provide updates and access to real-time information during any critical event, crisis, or emergency.

## Interactive Calendar

Our interactive calendar system makes it easy to schedule and manage events. Your residents and those of your neighboring communities will be able to quickly see the events you have planned.

**Scheduling**

Savvy Citizen has a complete scheduling mass notification system that allows for creating one-time or recurring events as well as changing or canceling critical events or specific occurrences.

**Smart Preview**

Our smart preview will check your work, offer suggestions, and allow you to preview your event before making it public.

**Change Notices**

New event? Need to change a time or location? Have to cancel? We'll remind people of upcoming events and notify them if an event is changed or cancelled.

**Event Publicity**

Savvy Citizen gets the word out and allows your citizens to pass along the details using today's social media outlets. Your events become available through multiple channels: web pages, syndication, notifications, and social sharing.

**Synchronized**

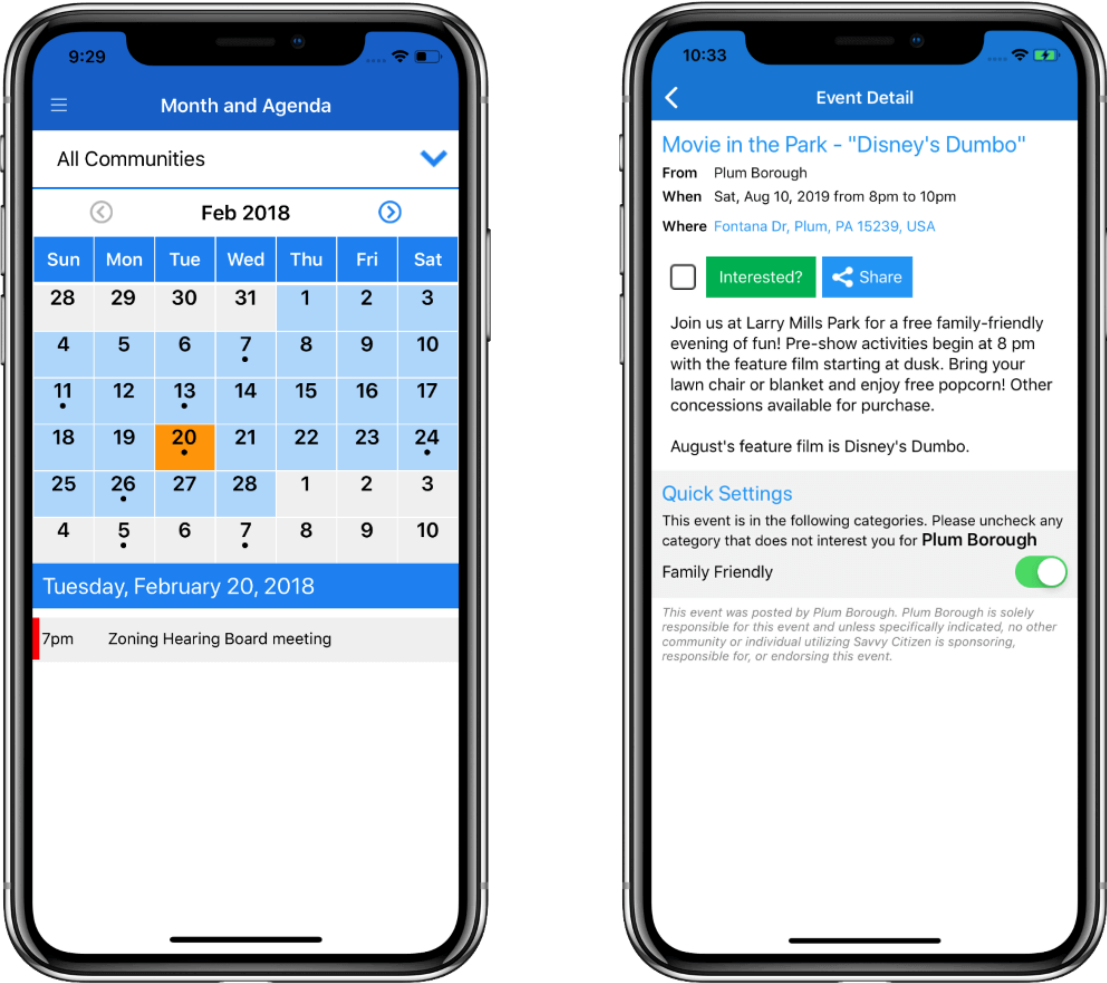
Don't want to keep multiple calendars up-to-date? Can't easily change your own website's calendar?

No worries! Our Plugin Add-on\* can replace the calendar on your website. Any events or changes put into Savvy Citizen will immediately appear on your website.

### Map Enabled

With your event, you can include multiple addresses or plot an area on a map. Your citizens will be able to quickly and easily see where your event is located.

### Citizens can quickly view your scheduled events.



## On-Demand Notifications

Any time you need to get the word out, be it a quick reminder or an emergency, Savvy Citizen makes it easy with just a few clicks.

## Standard Notices

Have a helpful reminder or general information you want to get out? With a few quick steps, you can create simple or robust messages and we'll ensure it gets to your residents (and non-residents if desired) at an appropriate time.

## Emergency Alerts

Alert your residents immediately with effective communication in case of an emergency. Savvy Citizen gives you the power to quickly and effectively let your citizens know what's happening.

## Map Enabled

With the integrated map feature, you can include multiple addresses or plot an area on a map. Your citizens will never have to wonder where to go... or avoid.

## Smart Preview

Just like with calendar events, our smart preview will check your work, offer suggestions, and allow you to preview your notification/alert before making it public.

## Scheduling

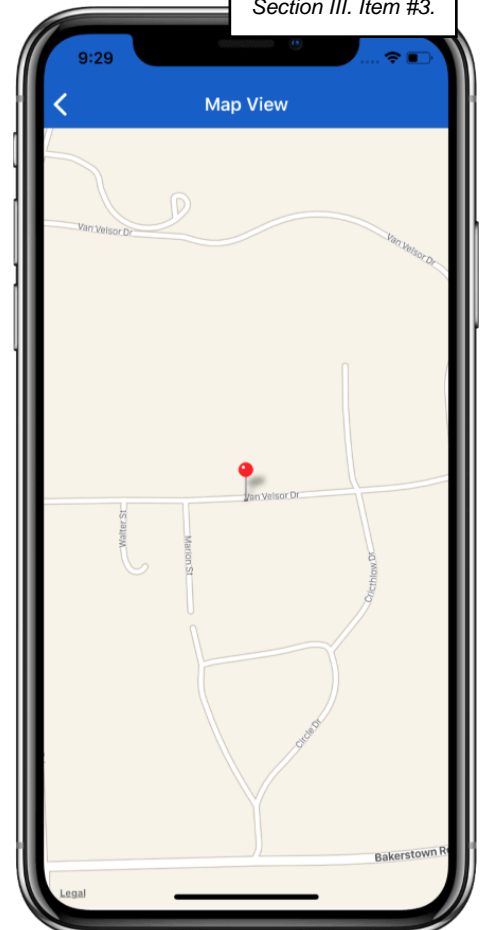
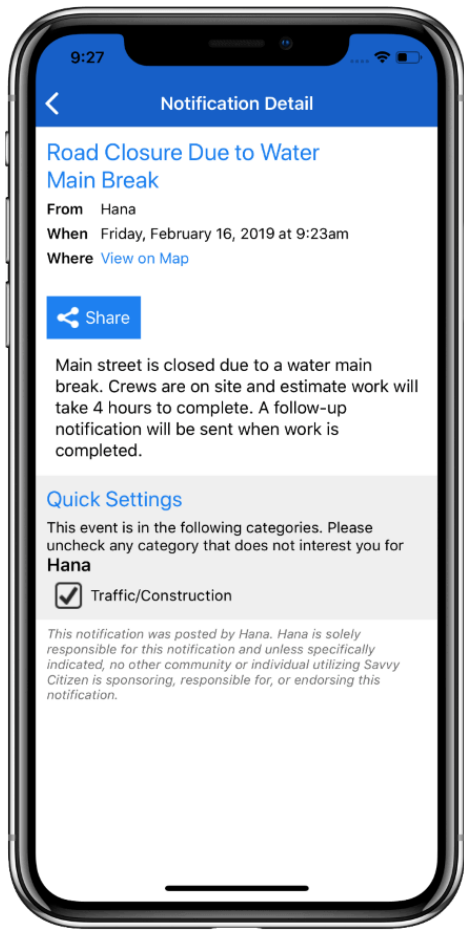
Notifications can be scheduled to go out whenever you want. Just pick a date, set it, and forget about it. Savvy Citizen will automatically send your notification on the chosen date.

## Geo Targeting

With the Targeted Notifications Add-on\*, you can create custom zones and send notifications to people in geographic regions.

Or, simply place a pin on a map and send it to people nearby.

**Citizens and Organizations get notifications quickly and efficiently with all of the details they need for what matters most to them.**



## Multiple Communication Channels

Your citizens can determine how they would like to be communicated with, making it convenient for everyone.

### Push Notifications

With our free and highly rated **Savvy Citizen app**, citizens can receive *interactive notifications* directly from local governments to their devices. They'll get a quick look at the details and can take actions such as marking interest in an event or sharing the details. They can also quickly view the full details.

### Text Messages

*Text messages* are an alternative to **push notifications** for those that don't want to install the Savvy Citizen app. Unlike other competitors, we provide a brief summary of the message and a link to get to the full details using their smartphone's web browser.

### Email

For those that prefer standard emails, we can send all details to as many email addresses as they wish.

## A Complete Solution

Savvy Citizen is designed to accommodate all of your needs.

### Team Management

Savvy Citizen allows you to set up your team based on your preferences. You can add as many team members and employees to your account as desired and even manage **access and control permissions** for those who require approval before events and notifications go public.

### Weather Integrated

Fully integrated with the National Weather Service (NWS) **emergency alerting system**, Savvy Citizen knows about the safety issues in your area.

In addition, Savvy Citizen knows about forecasted weather in your area and can provide emergency notification suggestions.

### Traffic Integrated

Savvy Citizen pulls traffic information including congestion, accidents/incidents, and construction so that you can quickly and easily relay timely information.

### Reliable

Built using the latest technologies and sitting on top of powerful servers with the ability to auto-scale and handle any amount of data traffic, our system is available 24x7 and never sleeps.

### Cost Effective

Unlike other solutions, Savvy Citizen is 100% stand-alone. There aren't any associated website systems to purchase or servers to maintain which makes Savvy Citizen affordable and easy to implement.

### Easy to Use

Our system is intuitive and straightforward with integrated help. Just schedule an event or create a notification and Savvy Citizen takes care of the rest.

## Getting started is easy.

In just a few simple steps, your community will be up and running.

1

### Register.

Registration is simple, easy, and free. We simply need a little bit of information to verify you represent your community. There is no commitment to use the service.

2

### Review offer.

Once approved, you'll receive an email letting you know that your account is ready to be setup. You'll be able to review your official price, payment options, and any discounts.

3

### Payment.

Choose your payment plan, and enter your payment method. Your chosen recurring payment will be setup and start immediately. You can cancel at any time from the website.

4

### Blast off.

You will immediately gain access to Savvy Citizen's administrative features for your community.

Start setting up shop by creating additional users, populating your calendar or sending a notification.

We'll work quickly to let your residents and those of your neighboring communities know they can now follow you on Savvy Citizen.

## Get a Free Month\*

# Savvy Citizen Price Quote

Prepared exclusively for **Eatonville**.

	Monthly	Yearly
<b>Base Rate</b>	\$99	\$1,089
<b>(Add-On) Plugins</b>	\$20	\$240
<b>(Add-On) Targeted Notifications</b>	\$20	\$240



There is a one-time marketing/setup fee of **\$300** that will be added to your first payment.  
Choosing to pay yearly offers a discount of **\$99** per year over the monthly plan.

## Special Item Explanations:

- **Website Plugins** is an optional add-on that allows you to put your Savvy Citizen content directly on your own website. Don't put up with the hassle of entering your community information twice.
- **Targeted Notifications** is an optional add-on that allows you to send notifications to people in geographic areas. You can create custom zones on an interactive map and send targeted notifications to residents in that area.
- **The Marketing/Setup fee** is an at-cost amount used to advertise your use of Savvy Citizen to your residents. This can include such things as Facebook advertising, road signs, handouts, etc. that the Savvy Citizen team will create and manage for you. The amount shown above is a suggested amount to spend and can be adjusted during the registration process.

## Register Now

We encourage you to register with Savvy Citizen to lock in current prices for six months. Please note that registration is not a commitment to use or purchase our service.

You can register by going to the following address or scanning the QR code: <https://savvycitizenapp.com/government/signup/6100>



## Contact Us

If you have any questions, please feel free to contact us. Our advisors are here to help you chart a course to successfully communicating with your residents.

You can contact us by going to the following address or scanning the QR code: <https://savvycitizenapp.com/government/contactus>



**We sincerely thank you for your consideration.**



# ROBO is a NO GO!



## Why using push notifications, text messages, or email is a better way to connect with your residents than Robocalls!



**1** Most "robocalls" are spam. How many times have you been offered to extend your car's warranty?

According to 2020 Pew research, 80% of users do not answer unknown calls, therefore the maximum reach is 20% on the first try.

**2**



**3**

Robocalls no longer have phone book advantage. There is a misconception that Robocall systems are easy and automatic. This is incorrect! Not only do most households no longer have landlines, there is no phone book for smartphones. This technique is not effective.

Phone calls and voicemails have limited info that is harder to retrieve as compared to text messages, emails, or the app.

Phone calls cannot convey maps or links. If you miss a message, you must listen again!

**4**



**5**

Most of your information is of a non-emergency priority and is better communicated in writing. A call about an event may annoy residents, but a text, push notification, or email is more welcoming.

With modern smartphones, users are notified in a similar fashion to phone calls, text messages, emails and push notifications.

**6**



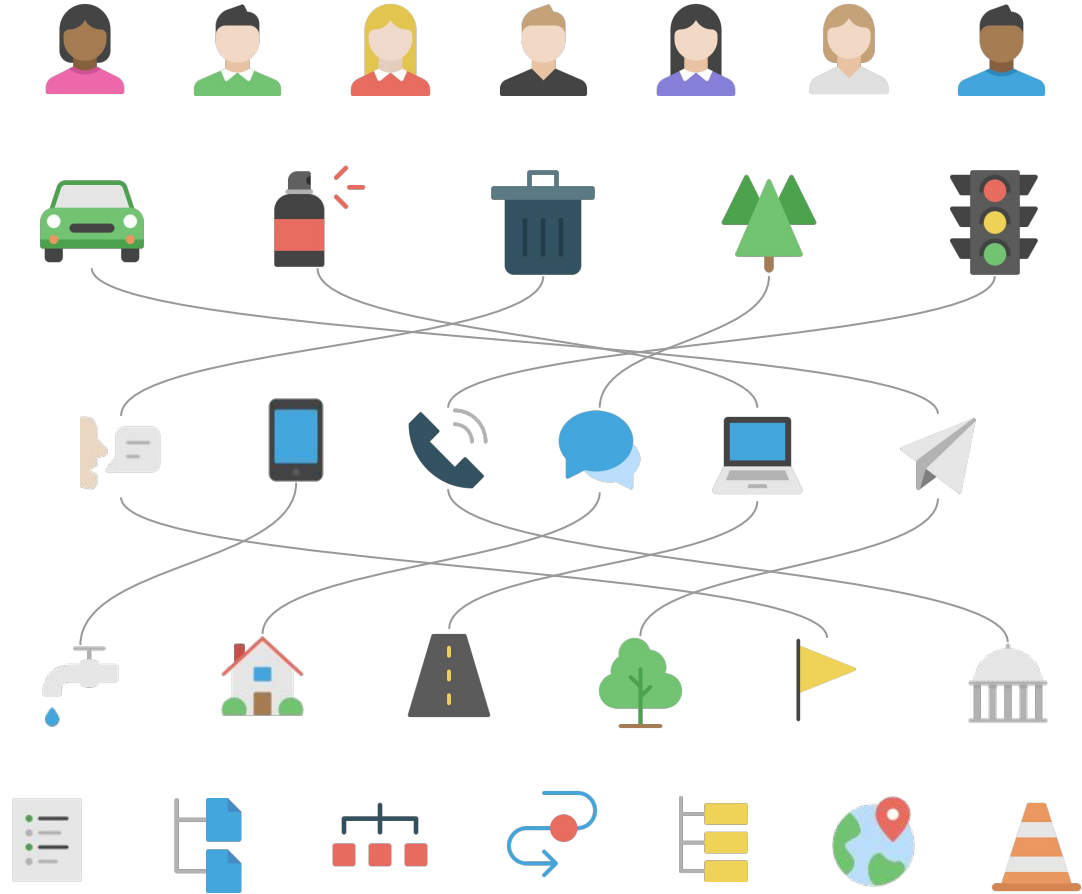
## THE MOST EFFECTIVE WAY FOR LOCAL GOVERNMENTS TO REACH THEIR RESIDENTS IS WITH SAVVY CITIZEN.



# SeeClickFix

# Problem

Section III. Item #3.<sup>2</sup>



## Citizen Engagement



Tools to collect all requests from all channels, keep citizens in the loop and engaged with their neighbors.

- iOS and Android
- Call Taker Tools
- Web Portal
- Notices
- Points of Interest
- Watch Areas

## Service Management



Tools to manage internal communication across the organization and keep the citizen in the loop.

- Desktop web app
- Mobile web app
- Assignment
- Recategorization
- Public commenting
- Internal commenting
- Duplicate detection
- Requests
- Work Orders
- Resources

## Integration

Section III. Item #3.



### Asset Management

Cartegraph  
Cityworks  
Lucity  
Dude Solution

### Codes & Permits

TRAKiT  
Accela  
EnerGov

### Data Analysis

Socrata  
OpenGov  
Tableau

### GIS

ArcGIS

# Why SeeClickFix

## Market Leadership

Experience Matters, over 425 signed clients  
20% of our installs are migrations from legacy App providers

## The Best Ratings in the Business

4.5 / 5.0 Stars in both App Stores (iOS and Android)  
The Citizen Experience Matters

## Unique Technology

Duplicate Detection  
Jurisdictional toggling

## Full Lifecycle CRM

Request Management / Work Order Management  
Performance Analytics Engine

## Integration Leadership

1/3 issues sourced by SCF integrate to other systems

# Customers

425+ Agencies

1 Million Users

9 Million Issues

88% Fixed

Open311 Standard

Code for America

Pioneer Award

Section III. Item #3.



# Submitting a Request

# Web Portal

The screenshot shows the City of Cambridge web portal. At the top left is the City of Cambridge logo and the text "CITY OF CAMBRIDGE". To the right are navigation links: "Quick Links", "Subscribe", "Translate", and a weather icon showing "41°". Below this is a search bar with "Services", "I Want To", and "Departments" dropdown menus. The main banner features an illustration of a hand putting a ballot into a box labeled "VOTE", with the text "Participatory Budgeting" and "Vote for Projects to Improve Cambridge Dec. 1 - 7, 2018". A red button says "Make your voice heard!". A vertical "Provide Feedback" link is on the right. Below the banner is a grid of ten service icons: "Pay a Bill Online", "Pay Parking Tickets", "Report an Issue Online", "View Property Database", "Street Cleaning", "Resident Parking Permit", "Apply for a Job", "Online Permitting", "Curbside Collections", and "Open Meeting Portal". A large orange arrow points from the "Report an Issue Online" icon to the right.

# Web Portal

Section III. Item #3.

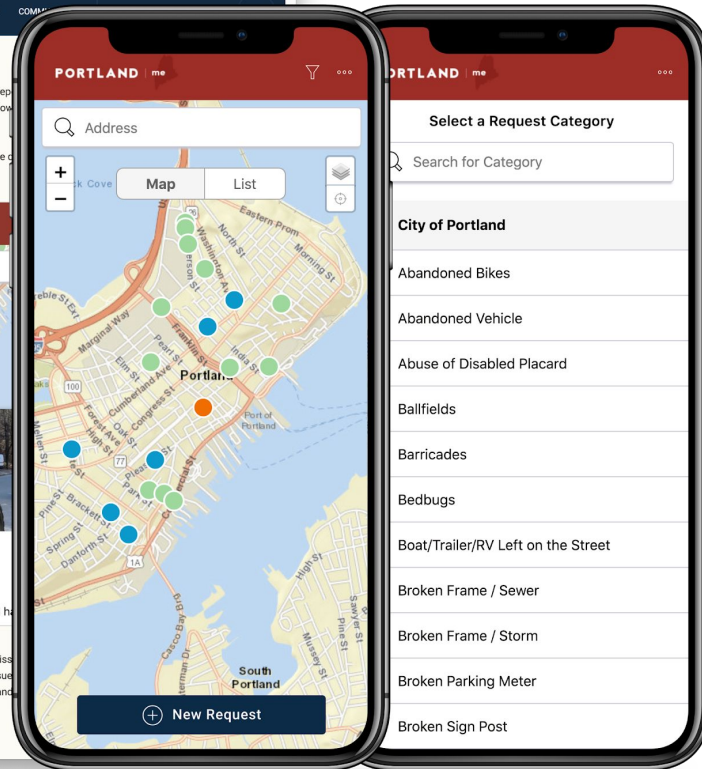
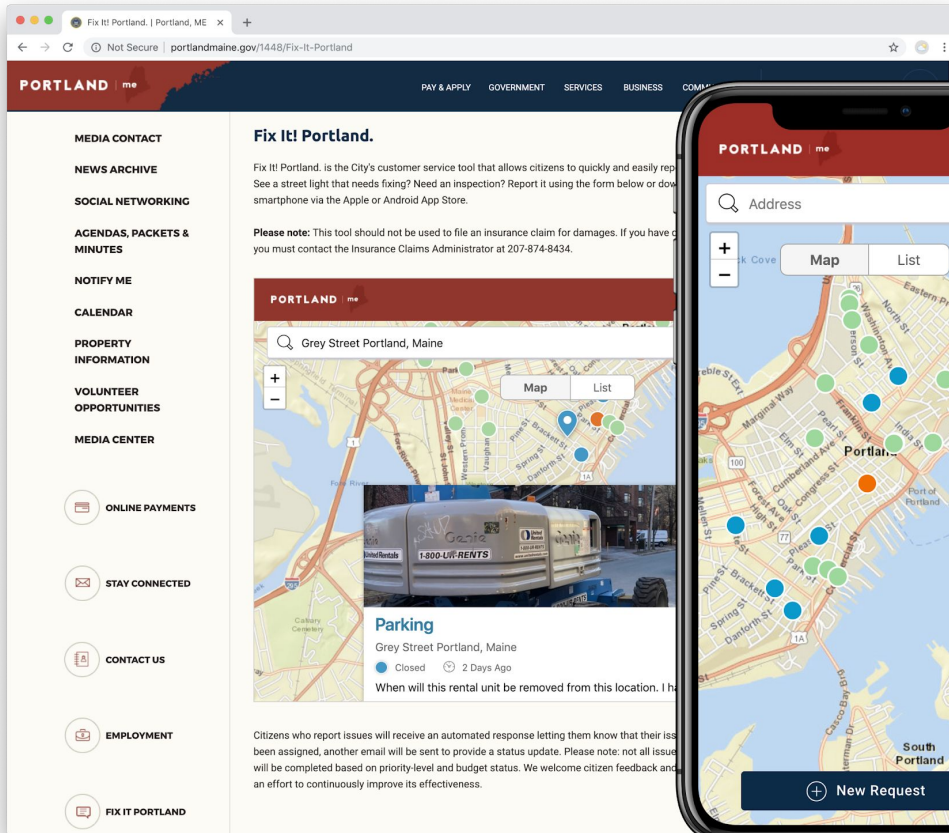
8

The screenshot shows the top navigation bar of the Madison, New Jersey web portal. It includes a green header with the text "Create an Account - Increase your productivity, customize your experience, and engage in information you care about." and a "Sign In" link. Below this is the "THE BOROUGH OF MADISON NEW JERSEY" logo, followed by navigation links for "How Do I...", "Government", and "Departments". A search bar is also present. A dark blue sidebar on the left contains social media icons for Facebook and Twitter. The main content area features a large image of red roses and a "CITIZEN HELP CENTER" section with six service tiles: "AGENDAS & MINUTES", "PERMIT APPLICATIONS", "TRAFFIC & ROAD UPDATES", "ONLINE BILL PAY", "ALERT MADISON SIGN UP", and "PARKING INFORMATION". At the bottom, there are two dark blue buttons: "Notify Me" and "Report a Concern", with a yellow arrow pointing to the right from the "Report a Concern" button.




# Web Portal


Section III. Item #3.



# Web Portal



CITY OF ALBUQUERQUE




Home / Solid Waste / Clean City Programs / **Graffiti Removal**

- Trash Collection & Drop-Off
- Recycling
- Green Waste
- Household Hazardous Waste
- Clean City Programs
  - Graffiti Removal**
  - Weed & Litter Removal
  - Wildflower Project
  - Keep Albuquerque Beautiful
- Clean and Green Retail Ordinance
- Frequently Asked Questions
- Our Department

## Graffiti Removal

Information about how to report graffiti to the City of Albuquerque.



**Want to Report Graffiti?**

[Report Graffiti Online](#)

If you witness graffiti or vandalism please call the Albuquerque Police Reporting Unit at (505) 768-2030.

### About Graffiti and How to Report It

Removing graffiti and repairing the damage it causes is costly. Business owners, community organizations, and individual households are not immune to the threat and effects of graffiti.

You can help reduce graffiti by immediately reporting all graffiti sightings to ABQ311. Graffiti removal paint crews work throughout the week to eliminate graffiti on public and private property free of charge.

#### Contact Information

Mila Romero  
Solid Waste Management Department  
(505) 761-8100  
milaromero@cabq.gov


Department Contact Information

Full contact information

- Trash Collection & Drop-Off
- Recycling
- Green Waste
- Household Hazardous Waste
- Clean City Programs
  - Graffiti Removal**
  - Weed & Litter Removal
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#### Report Graffiti Online

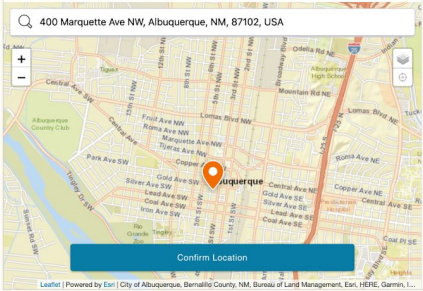
Report graffiti via the form below or call 311.

#### City of Albuquerque (ABQ311)

Graffiti

Location

400 Marquette Ave NW, Albuquerque, NM, 87102, USA

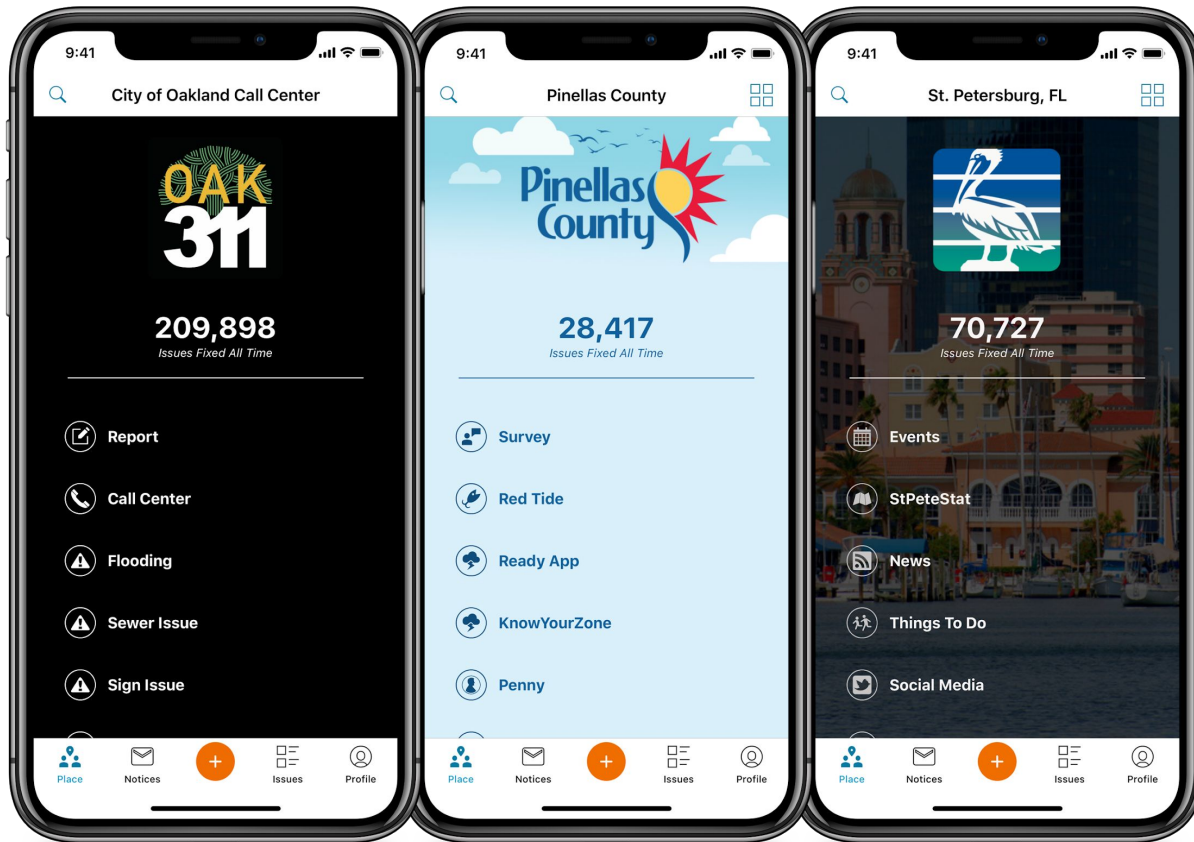


Confirm Location

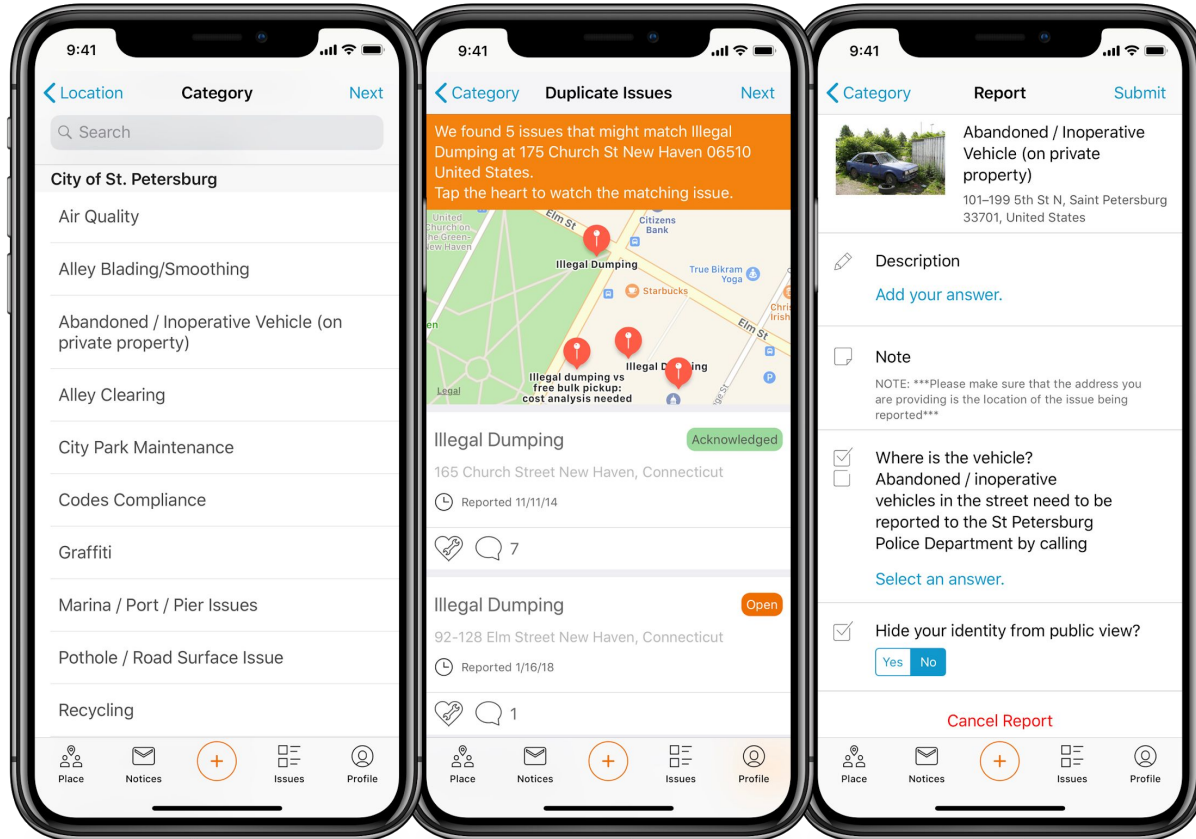
Leaflet | Powered by Esri | City of Albuquerque, Bernalillo County, NM, Bureau of Land Management, Esri, HERE, Garmin, L...

# Your City's Gateway App

Section III. Item #3.

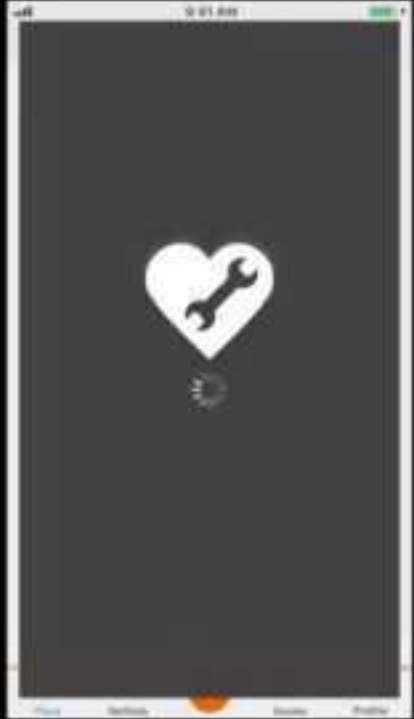


# Reporting



# Reporting

Section III. Item #3. <sup>3</sup>



# Taking Phone Calls

The screenshot shows the SeeClickFix 'New Request' form. The form includes a 'Location' field with a map showing '347 Temple Street, New Haven, CT'. Below the map is a 'Request Category' search field and a 'City of New Haven (Plus demo)' dropdown menu with 'Animal Control' selected. To the right of the form is a 'Potential Duplicates' section listing three entries with the description 'Graffiti has been spotted near city hall'. An 'Add Follower' modal is open in the foreground, prompting the user to 'Enter caller's email to add them as a follower of this request.' The modal contains the text 'Acknowledged Graffiti', the address '364 Temple Street New Haven, CT', and the description 'Graffiti has been spotted near city hall'. It also has an 'Email: (required)' input field and 'Cancel' and 'Add' buttons.

# Facebook

Section III. Item #3. 5

The screenshot shows the Facebook profile for the City of Portland, Maine. The profile picture is the official seal of the City of Portland, Maine, featuring a ship and the text 'CIVIL RESURGAM' and 'CITY OF PORTLAND - MAINE'. The cover photo is a night-time photograph of the Portland City Hall building, illuminated with colorful lights. Below the cover photo are buttons for 'Like', 'Follow', 'Share', 'Use App', and 'Send Message'. The main content area features a red header with the text 'PORTLAND me'. Below this is a 'Submit a Request' section. On the left, there is a search bar labeled 'Address' and a map of Portland, Maine, with a red location pin. On the right, there is a box labeled 'Select a location to get started'. At the bottom right, there is a 'Chat' button and icons for sharing and settings.

# Public Service Request Management



# Request Management

Section III. Item #3.

The image displays a web-based request management interface for the City of New Haven, alongside a mobile app view of a specific request.

**Web Interface:**

- Navigation:** City of New Haven (Plu...), Dashboard, Requests, Work Orders, Map.
- Search:** Search bar with a "Clear" button.
- Filters:** Created Date, Start Date (01/01/2008), End Date (10/11/2018), Due Date, Closed Date, SLA Percentage, Status, Priority.
- Actions:** Change Status, Change Due Date, Recategorize, Assign, Comment, Prioritize, Ma.
- Table:** 1-20 of 103 Results. Columns: ID, Status, Details.
  - 388696: Acknowledged, Graffiti, City Of New Haven CT, USA, Assignee: Andrew Shetty
  - 388695: Open, Graffiti, City Of New Haven CT, USA, Assignee: Field, TS
  - 388694: Open, Graffiti, City Of New Haven CT, USA, Assignee: Field, TS
  - 388358: Closed, Blight, 509 College St New Haven, CT, 06511, USA, Assignee: Caroline Smith, Code Enforcement Officer
  - 388352: Acknowledged, Graffiti, City Of New Haven CT, USA, Assignee: Ben
- Page Navigation:** 20, 1, 2, 3, 4, 5, »


**Mobile App View (Request #388696):**

- Status:** Acknowledged
- Map:** Shows location on a map with a pin.
- Details:** Leaflet | Powered by Esri | UConn/CTDEEP, Esri, HER... 41.3103740278006, -72.9240304526322
- Title:** Graffiti
- Created Date:** 08/31/2018 12:13 PM
- Location:** City Of New Haven CT, USA
- Secondary Questions:** Is it offensive? No Answer Given
- Comments:** Tucker | Admin Opened (a month ago); Manager, TS | Verified Official Assignment (a month ago). Comment: Manager, TS assigned this issue to Field, TS
- Category:** Graffiti
- Bottom Bar:** Report, Map, Requests, Menu

# Member Roles, Permissions and Controls

[← Back to All Members](#) REMOVE MEMBER

#8193  
**Tucker Subscribed**

 [Change Avatar](#)  
[Remove](#)

**Details**

Email	Display Name	Role
<input type="text" value="tucker+subscriber@seeclickfix.com"/>	<input type="text" value="Tucker Subscribed"/>	<input type="text" value="Owner"/>
Handle	Default Language	Default Time Zone
<input type="text" value="@ tucker_subs"/>	<input type="text" value="English"/>	<input type="text" value="America/New_York"/>

**Category Restrictions**

Restrict Member Access by Request Category

Grant access to the following agencies and/or request categories. Granting access to an entire agency will include access to categories added to that agency in the future.


CAUTION: Restricting a member from a category or agency will unassign and unsubscribe the user from any related requests or categories.


New Haven Demo ▼

<input type="checkbox"/> Abandoned Vehicle Active, Public	<a href="#">1 Unclosed Request</a>	<a href="#">Auto-Assignee</a>
<input checked="" type="checkbox"/> Dead Animal Active, Private		
<input checked="" type="checkbox"/> Drainage/Flooding Issue Active, Public		
<input checked="" type="checkbox"/> Graffiti Active, Public		


# Nothing gets lost

## Automations, Subscriptions and Escalation

 **SeeClickFix** <donotreply@seeclickfix.com> 5:00 AM (8 hours ago)  
to tucker+subscriber ▾

 The following items are overdue for the **New Haven Demo** organization

Title	Due Date
<b>Dead Animal #1318715</b>	05/17/2019

 **SeeClickFix Inc**  
770 Chapel Street, New Haven, CT 06510

### Automatic Assignment

Section III. Item #3.

Assigned by

Margaret Lee, City Manager (margaret+demo@seeclickfix.com)

Assign to

Manager, TS (tucker+manager@seeclickfix.com)

### SLA Escalation

Escalate To

Margaret Lee, City Manager (margaret+demo@seeclickfix.com)

### Automatic Subscribers

Users to be automatically subscribed to new requests in this category

× Mike Nargi (miken@seeclickfix.com)

### Due Date Escalation

Notify these users when an unclosed request passes its due date

× Manager, TS (tucker+manager@seeclickfix.com)

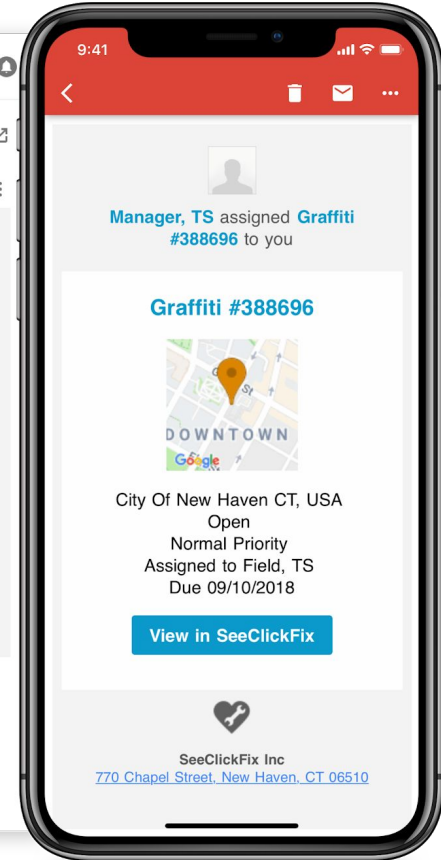
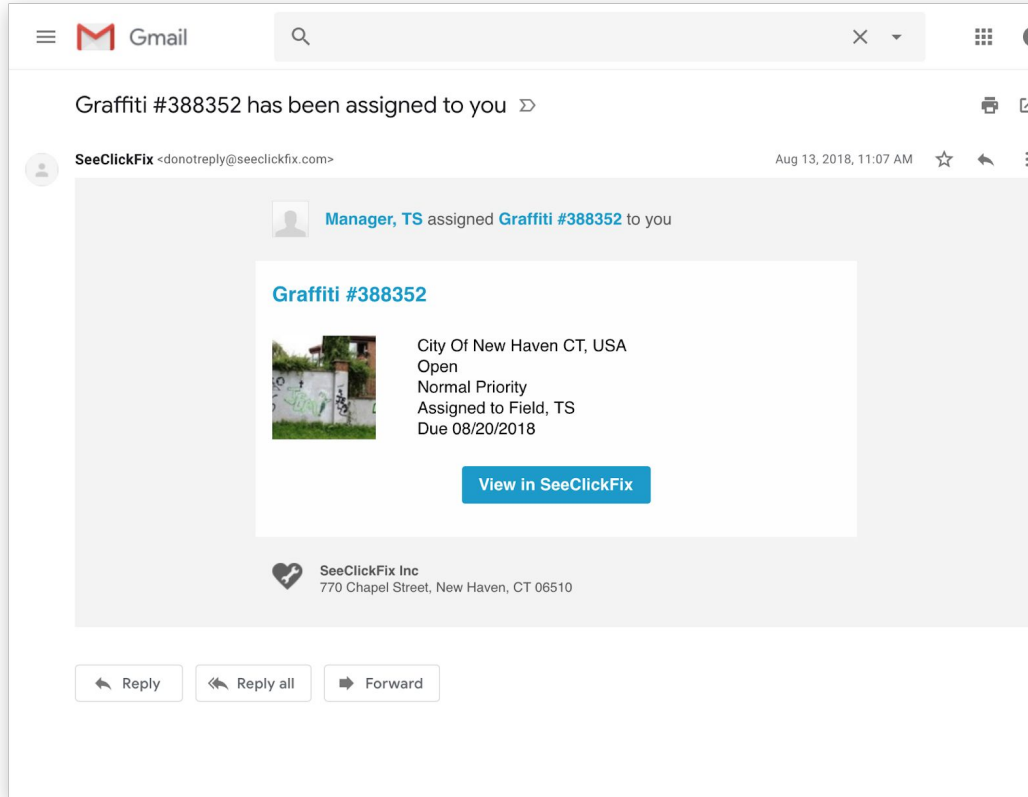
× Tucker (tucker@seeclickfix.com)

Notify Assignee

Notify Subscribers

# Assignee Notifications

Section III. Item #3.



# Request Acknowledged

Section III. Item #3.

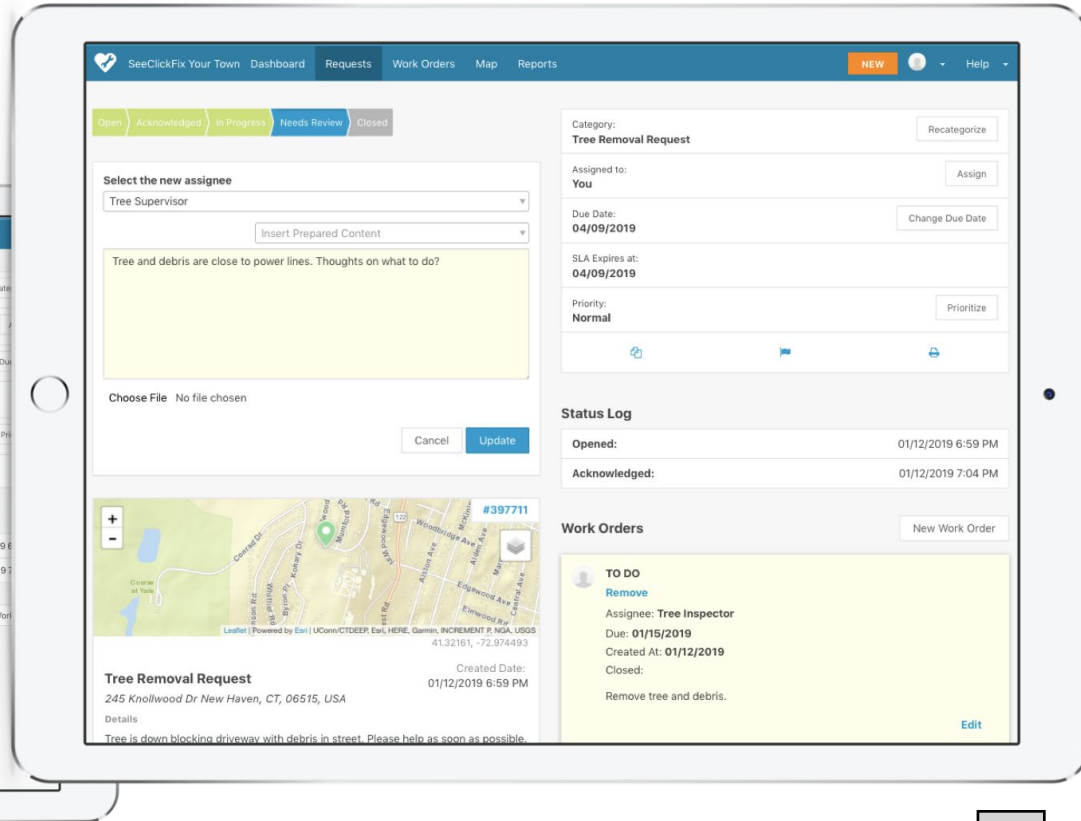
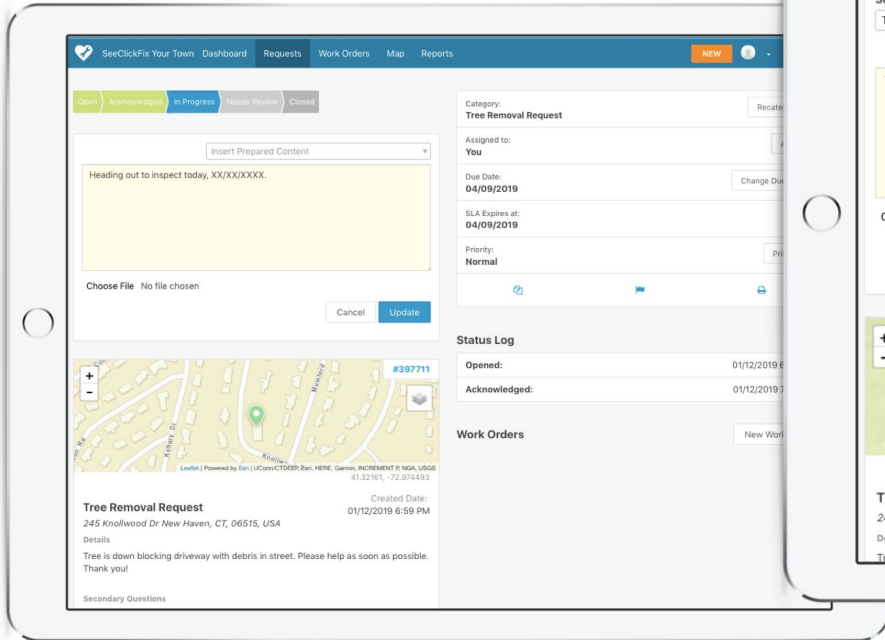
The screenshot displays the SeeClickFix web application interface. At the top, the navigation bar includes 'SeeClickFix Your Town', 'Dashboard', 'Requests', 'Work Orders', 'Map', and 'Reports'. A 'NEW' badge is visible in the top right corner. Below the navigation bar, there are tabs for 'Open', 'Acknowledged', 'In Progress', 'Needs Review', and 'Closed', with 'Acknowledged' being the active tab.

The main content area is divided into several sections:

- Select the new assignee:** A dropdown menu shows 'Tree Inspector' as the selected assignee. Below it is an 'Insert Prepared Content' dropdown.
- Text description:** A text box contains the following message: "The Tree Dept. has received your request. A Tree Inspector will inspect the tree and schedule the appropriate action. Regular pruning usually occurs within 3-4 months of a request, unless it poses a safety emergency. Requests for planting trees are reviewed by the City Arborist and they or someone from their staff will follow up with the requester directly. If you have any questions, please call the Your Town Public Works Urban Forestry Division at (XXX)XXX-XXXX."
- File upload:** A 'Choose File' button is present, with the text 'No file chosen' next to it. 'Cancel' and 'Update' buttons are at the bottom of this section.
- Map:** A map view shows a residential street with a red location pin. The address '#397711' is displayed in the top right corner of the map area.
- Request Details:**
  - Category:** Tree Removal Request (with a 'Recategorize' button)
  - Assigned to:** You (with an 'Assign' button)
  - Due Date:** 04/09/2019 (with a 'Change Due Date' button)
  - SLA Expires at:** 04/09/2019
  - Priority:** Normal (with a 'Prioritize' button)
- Status Log:** A table entry shows 'Opened: 01/12/2019 6:59 PM'.
- Work Orders:** A 'New Work Order' button is located at the bottom right of the interface.

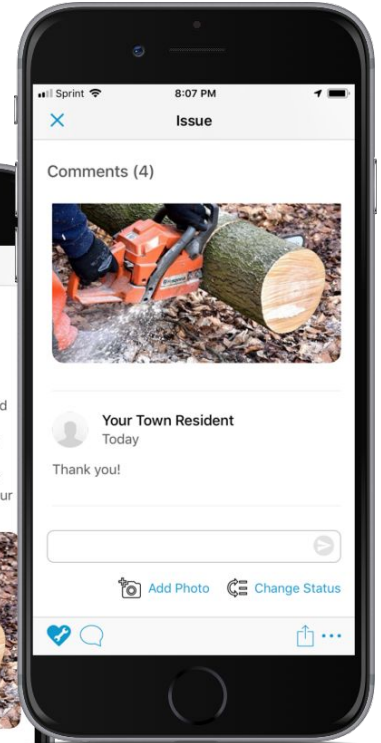
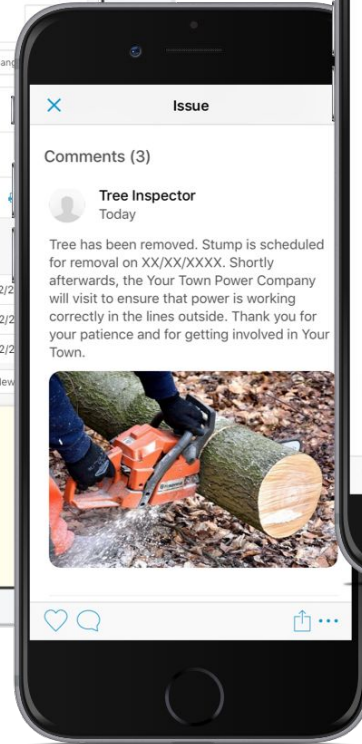
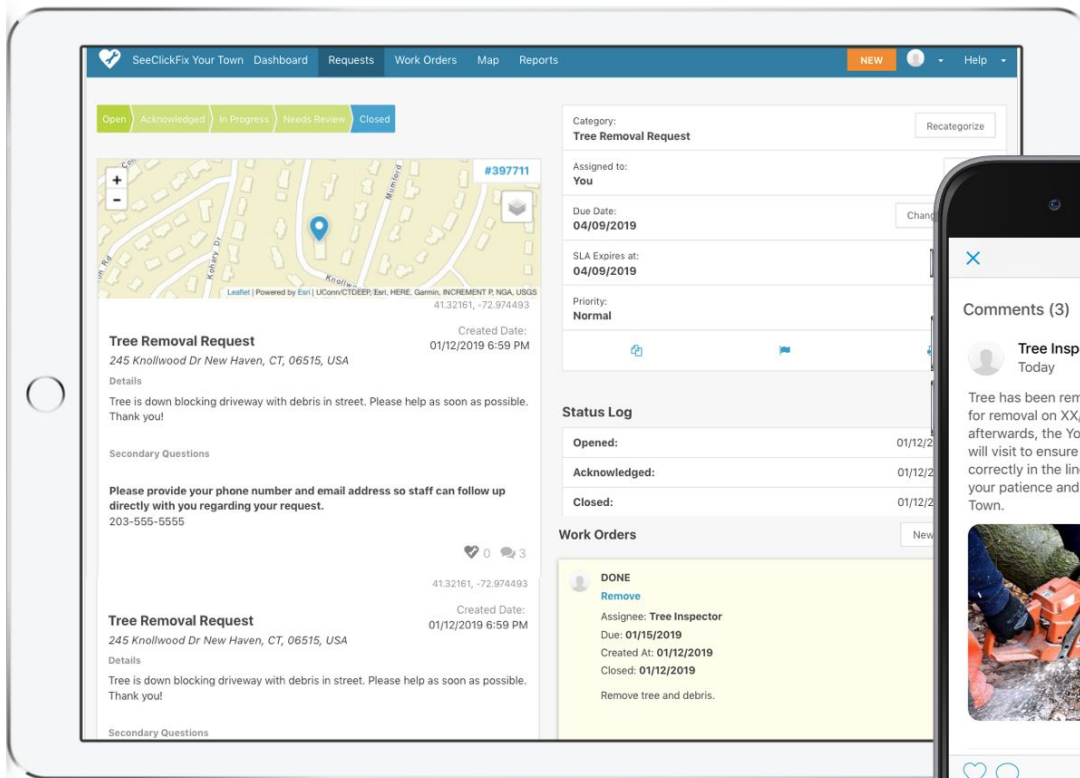
# In Progress & Needs Review

Section III. Item #3.



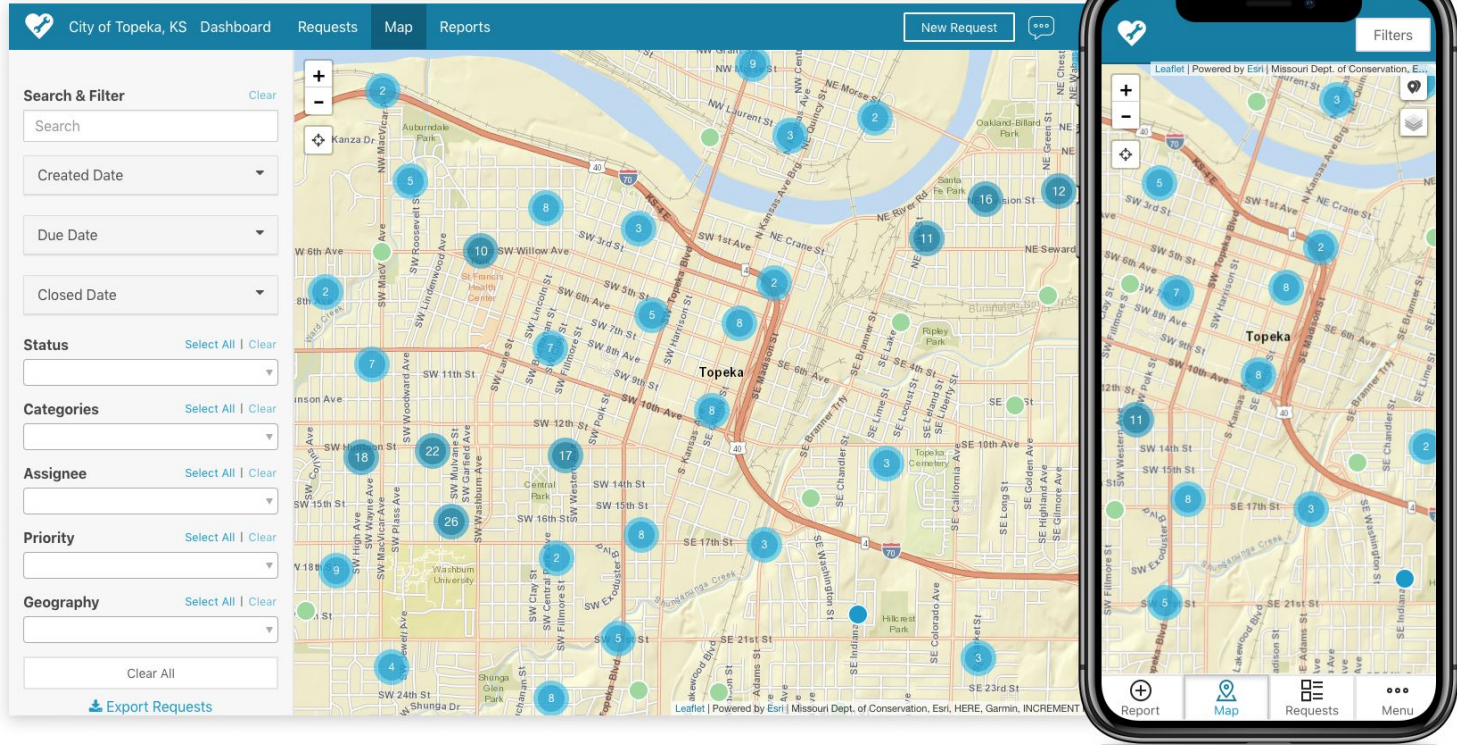
# Request Closed

Section III. Item #3.



# Discovery Map

Section III. Item #3. 4





# Work Management

# Work Order Management

Section III. Item #3.

The image displays a web application interface for Work Order Management, showing a desktop view and a mobile view of a 'Stop Sign Replacement' work order.

**Desktop View:**

- Header:** New Haven Demo | Requests | Work Orders | Map | Reports
- Breadcrumbs:** < Back to Work Orders
- Title:** [WO-90] Stop Sign Replacement
- Map:** A map showing the location of the work order at the intersection of College Street and Grove Street in New Haven, CT. A red pin marks the location.
- Request Photos:** A section for uploading photos related to the request.
- Work Order Photos:** A section for uploading photos related to the work order.
- Request Details:**
  - ID:** 90
  - Request:** 1318647 - Sign Problem
  - Location:** 505 College Street New Haven, CT
  - Created:** 03/29/2019
  - Closed:** Not Closed
  - Due:** 03/31/2019
  - Assignee:** Jerry Gergich
- Description:** Jerry please take care of this asap.
- Budgeted Resources:**

Stop Sign	1 Signs	+
Cement Bag	4 Bag	+
Field Staff 1	3 Hours	+
Ford F150 Long Title — FHE83SD	40 Miles	+
- Buttons:** TO DO (dropdown), EDIT

**Mobile View:**

- Header:** 9:41 | [WO-90]
- Breadcrumbs:** < Back
- Map:** A map showing the location of the work order at the intersection of College Street and Grove Street in New Haven, CT. A red pin marks the location.
- Request Details:**
  - ID:** 90
  - Request:** 1318647 - Sign Problem
  - Location:** 505 College Street New Haven, CT
  - Created:** 03/29/2019
  - Closed:** Not Closed
  - Due:** 03/31/2019
  - Assignee:** Jerry Gergich
- Description:** Jerry please take care of this asap.
- Budgeted Resources:**

Stop Sign	1 Signs	+
Cement Bag	4 Bag	+
- Buttons:** TO DO (dropdown), EDIT

**Right Panel (Desktop View):**

- Sign Problem Request** (IN PROGRESS)
- Actions:** Change Status, Change Assignee, Add Comment
- Description:** Citizen found broken stop sign at the corner of college and grove st.
- Status:** In Progress
- SLA:** 04/02/2019
- SLA4 days left**
- Sign Problem**
- Location:** 505 College Street New Haven, CT
- Assignee:** Leslie Knope
- Priority:** Normal Priority
- Full page view**
- Comments:**
  - All** | Public Only | Internal Only
  - NewHavenDemoCollaborativeNeighbor** | Registered User | Opened
  - Description:** Citizen found broken stop sign at the corner of college and grove st.
  - Date:** 03/29/2019 5:00
  - Status:** Verified Official | Assignment

# Work Completed

Section III. Item #3.

SeeClickFix Your Town Requests Work Orders Map Reports

< Back to Work Orders [WO-547] Remove Tree

Remove Tree

ID: 547  
Request: [592525 - Tree Removal Request](#)  
Location: 245 Knollwood Dr New Haven, CT, 06515, USA  
Created: 05/21/2019  
Closed: 05/21/2019  
Due: 05/21/2019  
Assignee: Your Town Tree Crew

**Description:**  
Remove tree and debris and let me know when it's complete. Thanks.

**Budgeted Resources**

Tree Crew Member	24 Hours	+
Bucket Truck	40 Miles	+
Tree Removal (Harness, ropes, chainsaw, pruner, etc.)	4 Hours	+

**Used Resources**

Tree Crew Member	12 Hours	☒
Bucket Truck	40 Miles	☒

Request Photos

Work Order Photos

**Work Orders**

[WO-547] Done

**Remove Tree**  
245 Knollwood Dr New Haven, CT, 06515, USA  
Assignee: **Your Town Tree Crew**  
Created: 05/21/2019  
Due: 05/21/2019  
Closed: 05/21/2019

Remove tree and debris and let me know when it's complete. Thanks.

[WO-548] To Do

**Stump Removal**  
245 Knollwood Dr New Haven, CT, 06515, USA  
Assignee: **Stump Removal Crew**  
Created: 05/21/2019  
Due: 05/24/2019

Please remove stump between XX/XX/XXXX & XX/XX/XXXX. Thank you.

[WO-549] To Do

**Check Power (Power Company)**  
245 Knollwood Dr New Haven, CT, 06515, USA  
Assignee: **Power Company**  
Created: 05/21/2019  
Due: 05/25/2019

Please check power connection after tree and stump are removed. Should be all set anytime on XX/XX/...

# Understand the Work

The screenshot displays the SeeClickFix web application interface. At the top, there are navigation tabs for 'Requests', 'Work Orders', and 'Map Requests'. A 'NEW' button and a 'Help' dropdown are visible in the top right. The main area features a search bar and a list of work orders. A modal dialog titled 'Exporting Data' is open in the center, displaying the message 'Your data is ready!' and offering two options: 'CSV format (.csv)' and 'Excel format (.xlsx)'. A 'Continue' button is located at the bottom right of the dialog. The background work order list includes columns for ID, Status, Details, Created At, Due At, and Closed. The 'Details' column contains text such as '245 Knollwood Dr New Haven, CT, 06515, USA' and 'Please remove stump between XX/XX/XXXX ...'. The 'Status' column shows various states like 'Done', 'To Do', and 'Stump Removal'. The 'Created At', 'Due At', and 'Closed' columns show dates ranging from 01/12/2019 to 12/14/2018.

ID	Status	Details	Created At	Due At	Closed
549	Done	Check Power 245 Knollwood Dr New Haven, CT, 06515, USA Please check power to stump.	05/21/2019	05/25/2019	05/21/2019
548	Done	Stump Removal 245 Knollwood Dr New Haven, CT, 06515, USA Please remove stump between XX/XX/XXXX ...	05/21/2019	05/24/2019	05/21/2019
547	Done	Remove Tree 245 Knollwood Dr New Haven, CT, 06515, USA Remove tree and debris and let me know ...	05/21/2019	05/21/2019	05/21/2019
493	Done	Stump Removal 245 Knollwood Dr New Haven, CT, 06515, USA Please remove the stump. Thank you.	03/15/2019	03/16/2019	03/15/2019
492	Done	Stump Removal 245 Knollwood Dr New Haven, CT, 06515, USA Please remove stump between XX/XX/XXXX ...	03/15/2019	03/16/2019	04/15/2019
490	Done	Stump Removal 245 Knollwood Dr New Haven, CT, 06515, USA Please remove stump between XX/XX/XXXX ...	03/15/2019	03/16/2019	03/15/2019
437	Done	Stump Removal 245 Knollwood Dr New Haven, CT, 06515, USA please grind this stump	01/17/2019	01/30/2019	03/15/2019
428	To Do	Stump Removal 245 Knollwood Dr New Haven, CT, 06515, USA Please remove stump between XX/XX/XXXX ...	01/12/2019	01/18/2019	
384	Done	Stump Removal 245 Knollwood Drive New Haven, CT The stump for this will be available to...	12/04/2018	12/14/2018	03/15/2019

# Connected Work Management

# Integrations



## CONNECT YOUR SYSTEMS

# Measuring Success & Sharing Data

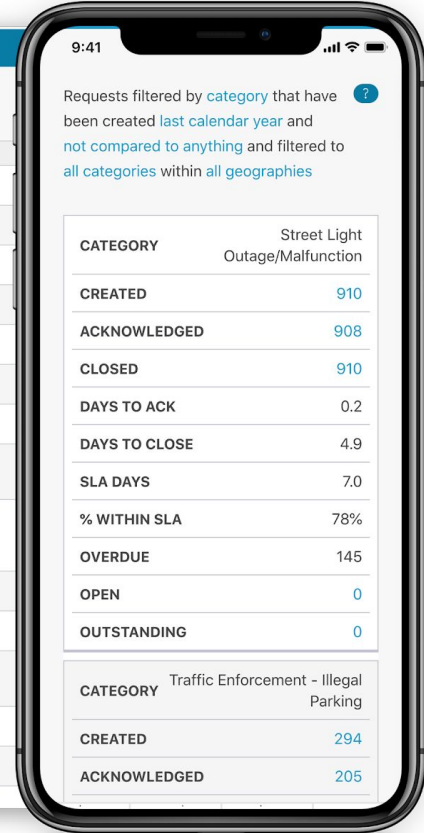
# Report Card

Section III. Item #3.

Gilbert 311 Dashboard Requests Work Orders Map Reports Insight

Requests filtered by category that have been created last calendar year and not compared to anything and filtered to all categories within all geographies

Category	Created	Acknowledged	Closed	Days To Ack	Days To Close	SLA Days	% Within SLA
Street Light Outage/Malfunction	910	908	910	0.2	4.9	7.0	78%
Traffic Enforcement - Illegal Parking	294	205	294	0.3	1.3	1.0	64%
Bulk Trash (Uncontained) - Out Too Early	178	178	178	0	3.5	2.0	37%
Abandoned Vehicle	111	77	111	0.3	1.1	1.0	61%
Other	110	36	110	1.1	3.3	4.0	79%
Code Compliance Violation	107	16	107	0.3	4.7		
Trip Hazard/Concrete Repair	88	88	88	0.9	15.2		
Traffic Enforcement- Reoccurring Speeding Issues	84	66	84	0.8	4.2	3.0	65%
Traffic Signs (i.e. Knocked Down/Damaged/Missing Stop Signs, Speed Limit Signs, etc.)	72	70	72	0.2	6.1	1.0	28%
Traffic Signal Outage	71	71	71	0.2	7		
Road Hazard	64	64	64	0.1	1.1	1.0	64%
Traffic Engineering (Requests for Speed Humps, Traffic Signals, Signs, etc.)	62	20	62	0.3	10.2		
Mosquitos & Midge Files	60	60	60	0	11.3		
Trash & Recycling Container (Repair)	57	56	57	0	6.2		
Trash & Recycling (We missed your pickup)	57	57	57	0.1	3.5		





# Measuring Success

Gilbert 311 Requests Work Orders Map Reports

Requests filtered by category that have been created last month and not compared to anything and filtered to all categories within all geographies

DTA: Days to Acknowledge DTC: Days to Close O&O: Open and Overdue

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA			
Street Light Outage/Malfunction	165	165	165	0.1	3.3	7.0	92%			
Trash & Recycling (We missed your pickup)	71	71	71	0.0	1.6	0.0	0			
Bulk Trash (Uncontained) - Out Too Early	48	48	43	0.0	2.6	2.0	35%			
Traffic Enforcement - Illegal Parking	36	21	36	0.4	0.8	1.0	67%			
Water Efficiency Checkup	35	34	35	0.3	6.1	7.0	69%	12	0	0
Abandoned Vehicle	34	32	34	0.2	1.4	1.0	56%	16	0	0
Bulk Trash (Uncontained) - We Missed Your Pickup	34	34	34	0.0	1.8	2.0	62%	22	0	0
Road Hazard (dead animals, spills, road debris, etc.)	30	30	29	0.0	1.0	1.0	70%	9	1	1
Barking Dogs & Noisy Animals	29	0	29	0.0	1.4	0.0	0	0	0	0

### Share via email

Manage Exports

Title  
Weekly Dept Report

Recipients  
Public Works - Angie

Frequency  
Weekly on Monday

Schedule

# Notices

Section III. Item #3.

The screenshot shows the 'Send a Notice' web application interface. The top navigation bar includes 'City of New Haven, CT', 'Dashboard', 'Requests', 'Work Orders', 'Map', 'Reports', and a 'NEW' button. A left sidebar contains navigation options under 'ORGANIZATION', 'DATA MANAGEMENT', 'COMMUNICATIONS', and 'SECLICKFIX ADMIN'. The main content area is titled 'Send a Notice' and includes a 'PUBLISHED' badge and an 'UPDATE' button. The 'Content' section contains form fields for 'Internal Title' (with a 'Not visible to public' label), 'From' (with a 'Visible to public, 40 character limit' label), and 'Subject' (with a 'Visible to public, 80 character limit' label). The 'Body' section features a rich text editor with a toolbar and the text: 'Storm Clean Up', 'Please be advised that a parking ban will from 9am to 12pm on Saturday April 1st. You can find more information here:', a bulleted list with links to 'Street plowing schedule' and 'City winter storm protocols', and a paragraph about a warning system of yellow lights. The 'Delivery' section includes 'Notify users in this geography' (with 'New Haven' selected), 'Send Email and Mobile Push' (with 'Added to notice lists by default'), 'Display notice on the web' (with 'Show on place page and map widget'), and 'Send and display publicly' (with a 'Send now' button). At the bottom, there is a 'Display notice on web until' field set to 'September 27, 2018 6:00 AM' and a 'SAVE A DRAFT AND SEND A PREVIEW TO SUPPORT@SECLICKFIX.COM' button with a 'Save a draft and view a web preview' link.

The screenshot shows the 'Send a Notice' mobile application interface. The top status bar displays '9:41' and signal strength. The app header includes a 'PUBLISHED' badge and a 'Send a Notice' title with a help icon. The 'Content' section contains form fields for 'Internal Title' (with a 'Not visible to public' label), 'From' (with a 'Visible to public, 40 character limit' label), and 'Subject' (with a 'Visible to public, 80 character limit' label). The 'Body' section features a rich text editor with a toolbar and the text: 'Storm Clean Up', 'Please be advised that a parking ban will from 9am to 12pm on Saturday April 1st. You can find more information here:', a bulleted list with a link to 'Street plowing schedule', and a paragraph about a warning system of yellow lights.

# Notices



## GET SeeClickFix IMPLEMENTED IN 60-90 DAYS \*\*Integrations May Vary Time\*\*

- Turnkey implementation within sandbox / training environment
- Dedicated implementation and client success managers with regularly scheduled KPI check-ins
- Comprehensive training for native system and integrations
- On-going technical support and moderation escalation system

Cityworks | Inbox | Requests | Work Orders | Inspections | Calendar | Reports | Projects | Asset Search | Designer | PLL Admin

Inbox | New User Tab

New Domain Panel

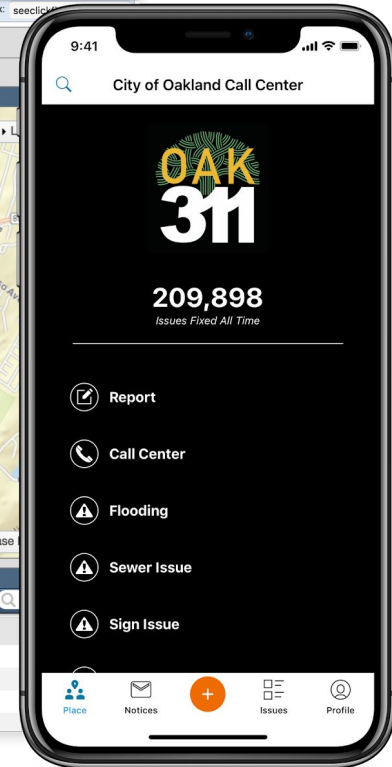
All SR's

**58**  
**Illegal Dumping**

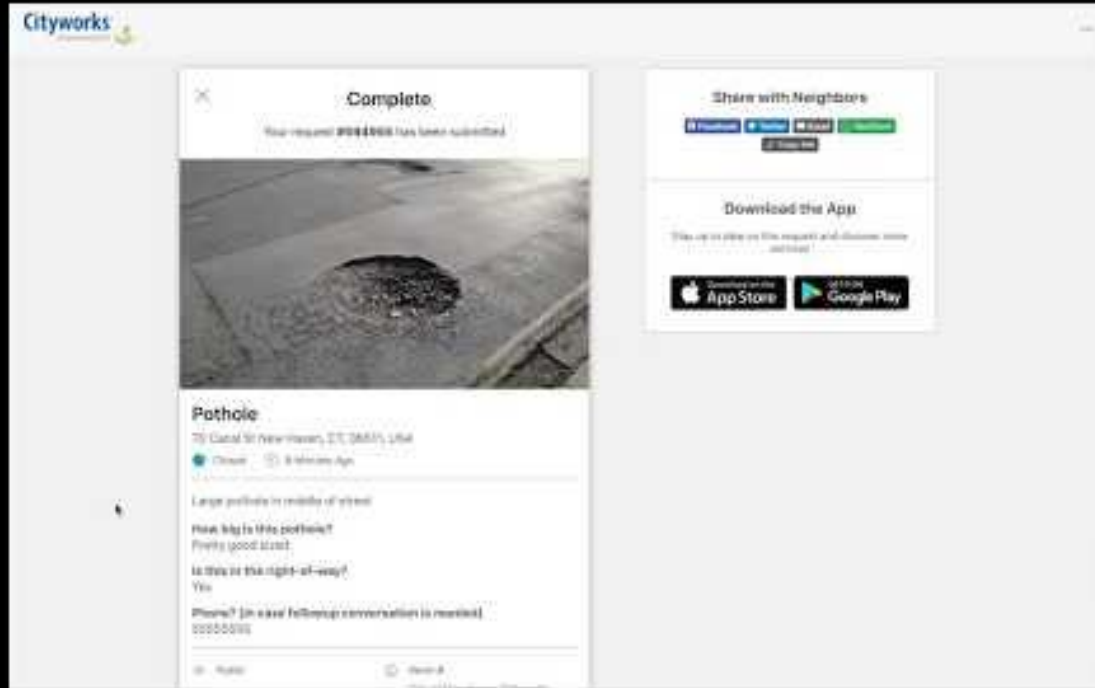
REQUESTID: 58  
 Problem Code: DUMPING  
 Date Initiated: 2017/08/24 9:58:41  
 Description: Illegal Dumping  
 Priority: 3  
 Category:  
 Submit To: Gergich, Jerry  
 Address: 301 Humphrey St  
 Initiated By: SeeClickFix,  
 Status:  
 Other System Id: 344470  
 Domain: 1  
 X: 955080.359  
 Y: 675736.017

All SR's

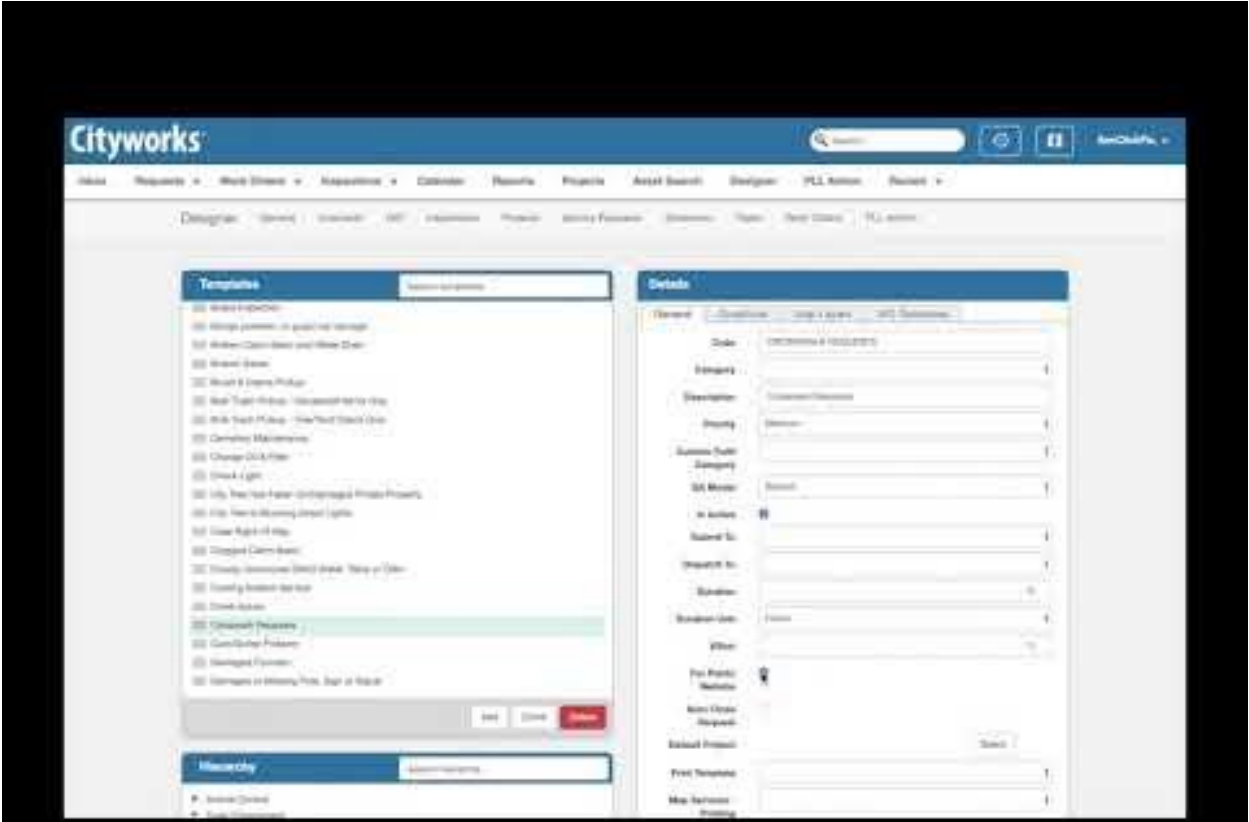
Open	Sr	Problem Code	Date Initiated	Description	Priority	Category	Submit To	Address	Initiated By	Status
<input type="checkbox"/>	60	BROKEN CB	2017-08-28 1:45 PM	Broken Catch Basin and Water Drain	3			46 Dediego Ct	SeeClickFix,	
<input type="checkbox"/>	59	DUMPING	2017-08-28 1:28 PM	Illegal Dumping	3		Gergich, Jerry	495 Chapel St	SeeClickFix,	CLOSED
<input type="checkbox"/>	58	DUMPING	2017-08-24 7:58 AM	Illegal Dumping	3		Gergich, Jerry	301 Humphrey St	SeeClickFix,	
<input type="checkbox"/>	57	GRAFFITI	2017-08-23 10:13 AM	Graffiti Removal	3	F	Gergich, Jerry	607 Elm St	SeeClickFix,	



# Lifecycle of a Request

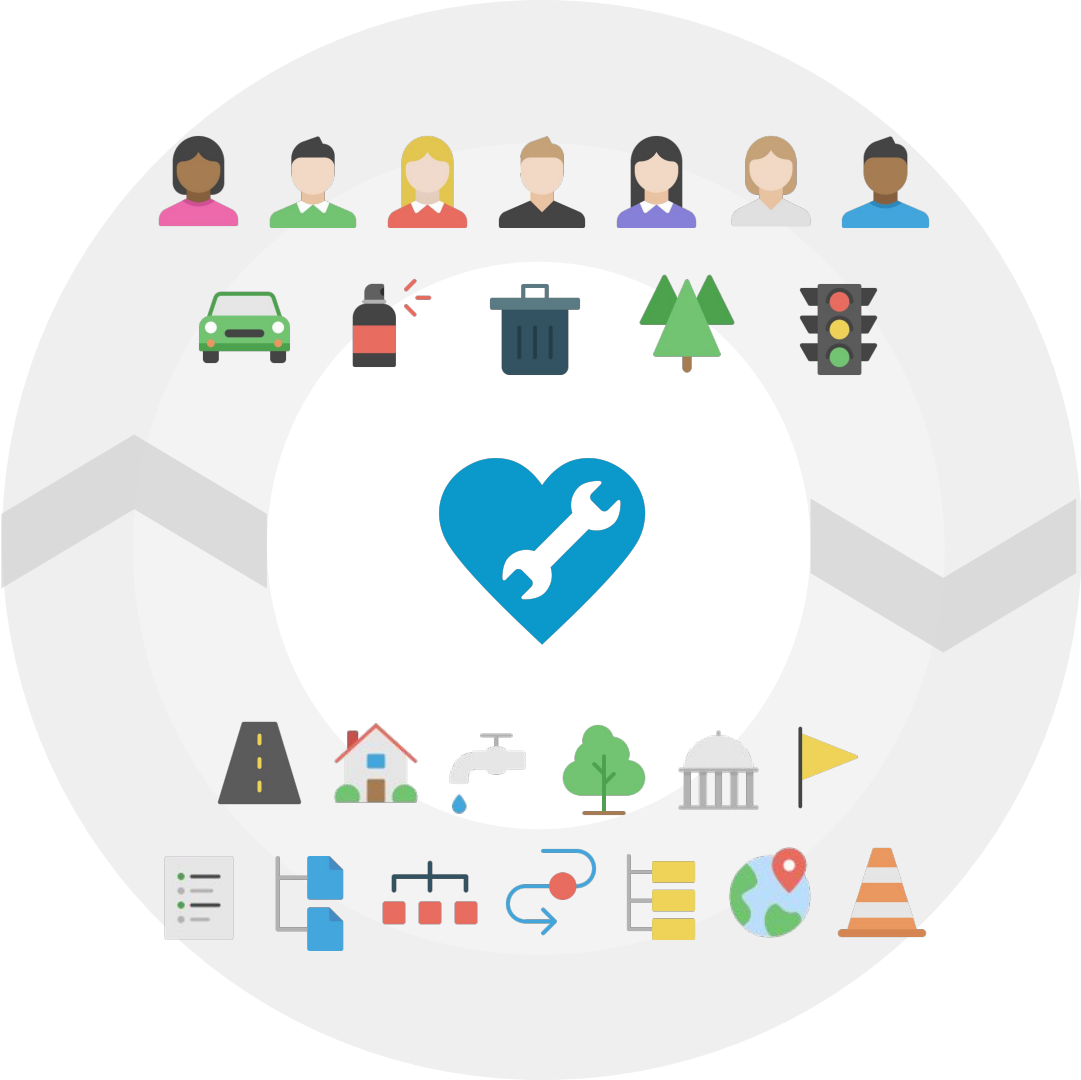


# Syncing Systems

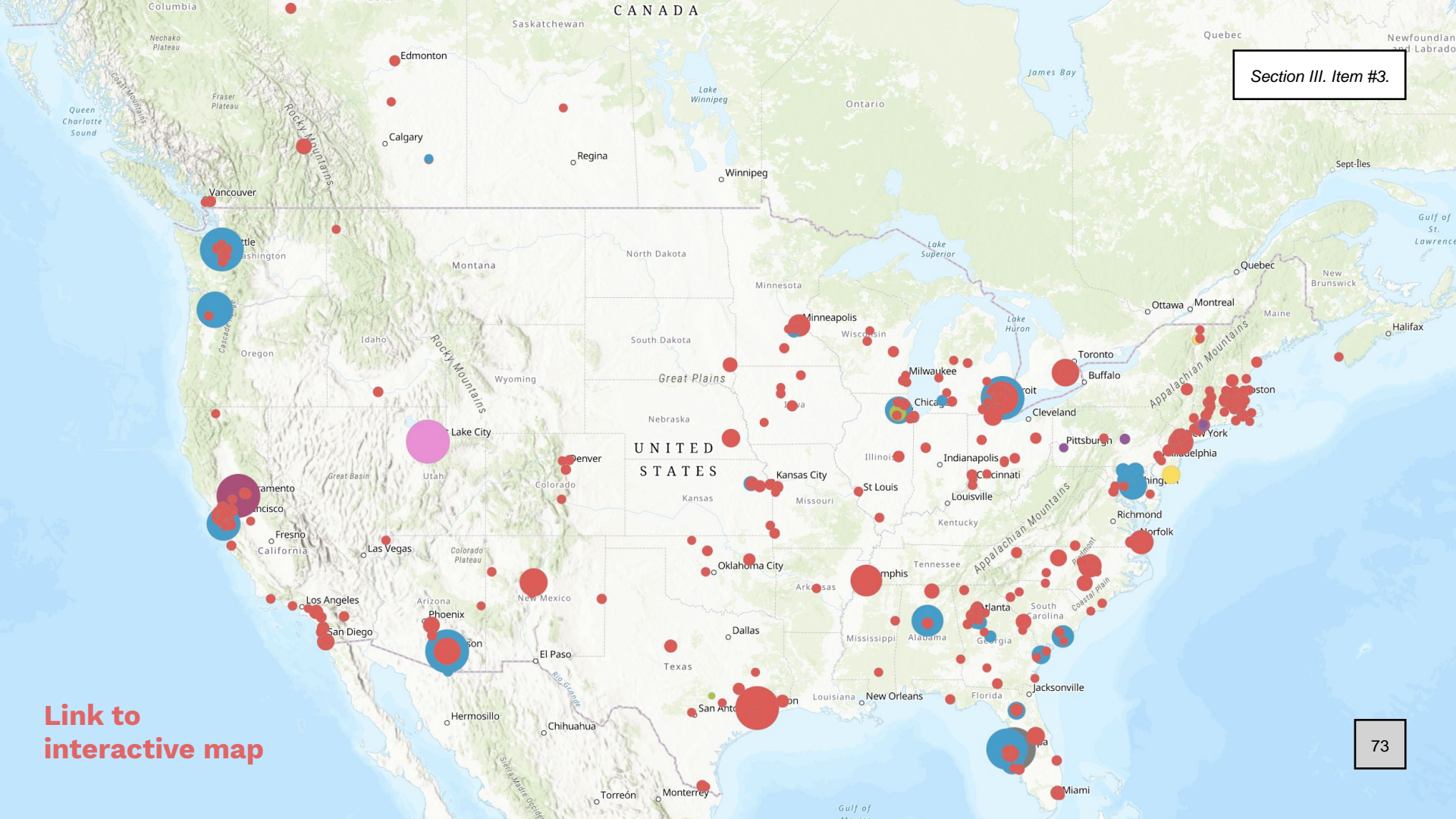


# Solution

Section III. Item #3.







Section III. Item #3.

[Link to interactive map](#)

# Web Portal

Section III. Item #3. <sup>2</sup>

