



HISTORIC TOWN OF EATONVILLE, FLORIDA

COUNCIL WORKSHOP AGENDA

Tuesday, January 16, 2024, at 6:30 PM

Town Hall - 307 E Kennedy Blvd

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. To Discuss National Women's History Month (**Councilwoman Wanda D. Randolph**)
2. To Discuss Ordinance -- Article III - Commercial Containers (**Councilwoman Wanda D. Randolph**)

3. Communication App Product Review (**Clerk Office/Public Work**)

IV. COMMENTS

4. Staff Comments

V. ADJOURNMENT

The Town of Eatonville is subject to the Public Records Law. Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

****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
TUESDAY, JANUARY 16, 2024, AT 6:30 PM
Cover Sheet**

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

ITEM TITLE:

To Discuss National Women’s History Month
(Councilwoman Wanda D. Randolph)

TOWN COUNCIL ACTION:

| | | |
|---------------------------------------------------------|-----|--------------------------------|
| PROCLAMATIONS, AWARDS, AND PRESENTATIONS | | Department: LEGISLATIVE |
| INTRODUCTIONS | | Exhibits: • N/A |
| CONSENT AGENDA | | |
| COUNCIL DISCUSSION | YES | |
| ADMINISTRATIVE | | |

REQUEST: To discuss and consider for the Town of Eatonville to celebrate and honor all women who served in the capacity of an elected or appointed Town Council Government Official as Mayor or Councilwoman.

SUMMARY: March is National Women’s History Month. During the month of March, extra attention to honor amazing accomplishments of strong, determined women. Our charter provided an opportunity for women to serve in The Historic Town of Eatonville as we celebrate and honor those women who have served as elected officials and not to overlook their contributions and resilience through their determination and strength to the community, history, culture, and society.

National Theme: “Women Who Advocate for Equity, Diversity, and Inclusion”

Suggested Theme: “Women Who Advocate Determination and Strength”

Suggested Program:

- Opening
- Prayer
- Proclamation
- Honorees Message - (Past, Present, and Future) (2 minutes)
- Presentation
- Closing

RECOMMENDATION: For The Town of Eatonville to honor these distinguished women of our town, as listed: Former and present: The Honorables Ada Sims, Earlene Watkins Watts, Marilyn Davis Sconions, Frances P. Sealey, Merrile Glover- Gambles, Valerie Vereen Flowers, Angela Thomas, Angela Gardner, and Wanda Deleveaux Randolph.

FISCAL & EFFICIENCY DATA: Honorariums to be presented from the Town with a brief program and location. Open to the public. Support of staff coordination within the FY 2023-2024 budget - Notifications to honorees, past and present officials, etc. - Estimate \$1,000 or TBD by staff



**HISTORIC TOWN OF EATONVILLE,
FLORIDA
TOWN COUNCIL WORKSHOP
TUESDAY, JANUARY 16, 2024, AT 6:30 PM
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ITEM TITLE:

To Discuss Ordinance -- Article III - Commercial Containers
(Councilwoman Wanda D. Randolph)

TOWN COUNCIL ACTION:

| | | |
|---------------------------------------------------------|-----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| PROCLAMATIONS, AWARDS, AND PRESENTATIONS | | Department: LEGISLATIVE |
| INTRODUCTIONS | | Exhibits: <ul style="list-style-type: none"> • Town of Eatonville Code of Ordinances, Chapter 30 – • Notice of Violation • Pictures |
| CONSENT AGENDA | | |
| COUNCIL DISCUSSION | YES | |
| ADMINISTRATIVE | | |

REQUEST: To discuss the Town of Eatonville Code of Ordinance, Part II - Code of Ordinances, Chapter 30 - Solid Waste, Article - III - Commercial Collection and Disposal, Section 30 --59; Commercial containers - Location.: Sections 30-60 - Same Gate required - Same - Existing enclosers.

SUMMARY: The Town of Eatonville Code Enforcement Division sent notices in October and November to commercial businesses pertaining to commercial containers to be on concrete pad in an area measuring 12 feet by 12 feet, enclosed by a concrete masonry wall on three sides and shall be limited to 6 feet in height. A gate shall be constructed of chain-link/vinyl slating, wood, wrought iron, and must shield the commercial container from visual view. Most of the town’s small business community lot size (50 feet wide or less, etc.) is not conducive for meeting this requirement due to maximum space capacity, parking, and financial hardship.

RECOMMENDATION: The Town Council to discuss, review, and amending the Ordinance for space accommodation or other alternative solutions.

FISCAL & EFFICIENCY DATA: N/A

ARTICLE III. COMMERCIAL COLLECTION AND DISPOSAL

Sec. 30-58. Violation and penalties.

- (a) Any person, corporation, or agent who shall violate a provision of this article or fail to comply therewith or with any requirement thereof shall be guilty of a violation of this article.
- (b) Each day such violation is committed or permitted to continue shall constitute a separate offense and shall be punishable as such. Nothing herein contained shall prevent the town from taking such other lawful action as necessary to prevent or remedy any situation.

(Ord. No. 2006-5, § 6, 7-11-2006)

Sec. 30-59. Commercial containers—Location.

Enclosures for commercial containers will be located on a concrete or asphalt pad in an area measuring 12 feet by 12 feet, enclosed by a concrete masonry wall on three sides and shall be limited to six feet in height. The opening of the enclosure should face the most accessible area for waste removal on the commercial property.

(Ord. No. 2006-5, § 1, 7-11-2006)

Sec. 30-60. Same—Gate required.

A gate shall be constructed, in the enclosed section, of the commercial container enclosure area. The gating can be constructed of chainlink/vinyl slating, wood, wrought iron or ornamental iron, and must shield the commercial container from visual view.

(Ord. No. 2006-5, § 2, 7-11-2006)

Sec. 30-61. Same—Existing enclosures.

Current existing enclosures will be reviewed by town code personnel to ascertain the conditions of the existing enclosures to determine consistency with these specifications and shall make recommendation to the property owner on the applicability of these specifications and the needed improvements to the enclosure, if need be. The property owner on receipt of the recommendation by the town will have 120 days to comply with the recommendation. Failure to comply shall constitute a violation of this article.

(Ord. No. 2006-5, § 3, 7-11-2006)

Sec. 30-62. Town planning, permitting, building inspection personnel to have final determination on location, use of, permits for construction of enclosures.

Town planning, permitting and building inspection personnel will review consistency with these specifications as it relates to existing commercial containers and shall have final determination on the location, use of materials, and the issuance of permits for the construction of enclosures for commercial containers. A map

showing the location, measurements and elevations in relationship to the structure to be serviced by the commercial container must be submitted for permitting review.

(Ord. No. 2006-5, § 4, 7-11-2006)

Sec. 30-63. Owner to maintain structure.

The owner shall maintain the structure and the integrity of the concrete masonry wall and gating. At no time shall the owner allow waste outside the enclosure.

(Ord. No. 2006-5, § 5, 7-11-2006)

Sec. 30-64. Enforcement procedures.

It shall be the duty of the code enforcement inspector to enforce this chapter pursuant to article VI of chapter 2, regarding code enforcement.

Secs. 30-65—30-86. Reserved.



Town of Eatonville - Code Enforcement Division

NOTICE OF VIOLATION

Section III. Item #2.

11/2/2023

Town of Eatonville
Code Enforcement Division
307 East Kennedy Boulevard
Eatonville, FL 32751

| | | | |
|-------------------------------------|------------------------|--------------------------|------------------------|
| <input checked="" type="checkbox"/> | 1 st NOTICE | <input type="checkbox"/> | 2 nd NOTICE |
| <input type="checkbox"/> | 3 rd NOTICE | <input type="checkbox"/> | FINAL NOTICE |

668 WEST KENNEDY, LLC.
REF: BAGEL KING WHOLESALE BAKERY
4041 GULF SHORE BOULEVARD, N UNIT 1205
NAPLES, FL 34103

CODE CASE#: **23-000281**
DATE OF NOTICE: **11/01/2023**
COMPLIANCE DATE: **03/06/2024**

First Notice - This **is an OFFICIAL NOTIFICATION of your obligation to bring the property, BAGEL KING BAKERY, located at 668 WEST KENNEDY BOULEVARD, ORLANDO, FL 32810, Parcel ID: 34-21-29-0000-00-045** into compliance with **Town of Eatonville's Code of Ordinances, PART II - CODE OF ORDINANCES, Chapter 30 - SOLID WASTE, ARTICLE II. - RESIDENTIAL COLLECTION AND DISPOSAL SERVICE, Sec. 30-27. - Frequency of collections; use and maintenance of container tops. ARTICLE III. - COMMERCIAL COLLECTION AND DISPOSAL, Section 30-60. - Same-Gate required; Same-Existing enclosers.**

TO: 668 WEST KENNEDY, LLC.,

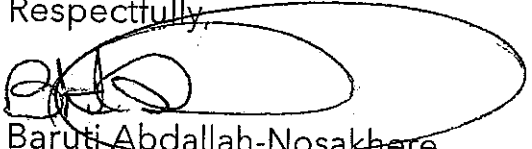
You are hereby notified, the property located at **668 WEST KENNEDY BOULEVARD, ORLANDO, FL 32810** is in violation of the provision of the Town of Eatonville Code of Ordinances set forth above. Specifically, the commercial container is not located on concrete pad and enclosed. In order to correct this violation. **Sec. 30-27.**, In all cases where garbage is deposited in a container, the container top shall be kept closed at all times except when the container is being filled. **Sec. 30-60.** A gate shall be constructed. In the enclosed section, of the commercial container enclosure area. The gating can be constructed of chain-link/vinyl slating, wood, wrought iron, and must shield the commercial container from visual view.

Please be advised that if the violation is not cured by **[03/06/2024]** this case will be scheduled for a hearing before the Code Enforcement Board or Special Magistrate and a fine of up to \$250.00 per day may be imposed each day the property remains in non-compliance. Upon curing the violation, it is your responsibility to notify the undersigned Code Enforcement Officer, in writing, that the violation has been cured so that a follow-up inspection may be conducted. Please note, if the violation is cured

but then allowed to recur, the case may still be presented to the Code Enforcement Board or Special Magistrate.

Pursuant to Chapter 50 of the Town of Eatonville Code of Ordinances, the Town is authorized to remedy the violation described herein and charge any cost incurred, including administrative costs, to you if you fail to cure the violation by the compliance date set forth herein.

Respectfully,



Baruti Abdallah-Nosakhere
Code Enforcement Officer
Town of Eatonville, Eatonville Town Hall
307 East Kennedy Boulevard
Eatonville, FL 32751
Phone: (407) 623-8908 | Fax: (407) 623-8919
E: bnosakhere@townofeatonville.org



Town of Eatonville - Code Enforcement Division

Section III. Item #2.

10/20/2023

NOTICE OF VIOLATION

Town of Eatonville
Code Enforcement Division
307 East Kennedy Boulevard
Eatonville, FL 32751

| | | | |
|-------------------------------------|------------------------|--------------------------|------------------------|
| <input checked="" type="checkbox"/> | 1 st NOTICE | <input type="checkbox"/> | 2 nd NOTICE |
| <input type="checkbox"/> | 3 rd NOTICE | <input type="checkbox"/> | FINAL NOTICE |

ASPIRE HEALTH PARTNERSHIP, INC.
REF: ASPIRE HEALTH PARTNERSHIP
5151 ADANSON STREET, SUITE 200
ORLANDO, FL 32804

CODE CASE#: **23-000299**
DATE OF NOTICE: **10/20/2023**
COMPLIANCE DATE: **02/19/2024**

First Notice - This is an OFFICIAL NOTIFICATION of your obligation to bring the property, ASPIRE HEALTH PARTNERSHIP, located at 434 WEST KENNEDY BOULEVARD, ORLANDO, FL 32810, Parcel ID: 35-21-29-0000-00-132 into compliance with **Town of Eatonville's Code of Ordinances, PART II - CODE OF ORDINANCES, Chapter 30 - SOLID WASTE, ARTICLE II. - RESIDENTIAL COLLECTION AND DISPOSAL SERVICE, Sec. 30-24. - Cans, carts, containers--Location; ARTICLE III. - COMMERCIAL COLLECTION AND DISPOSAL, Sec. 30-59. - Commercial containers--Location.; Section 30-60. - Same--Gate required; Same--Existing enclosers.**

TO: ASPIRE HEALTH PARTNERSHIP,

You are hereby notified, the property located at **434 WEST KENNEDY BOULEVARD, ORLANDO, FL 32810** is in violation of the provision of the Town of Eatonville Code of Ordinances set forth above. Specifically, the commercial container is not located on concrete pad and enclosed. In order to correct this violation, **Sec. 30-24.**, you must ensure that your commercial container is located on concrete pad and the **Sec. 30-59.**, enclosures for the commercial containers will be located on a concrete pad in an area measuring 12 feet by 12 feet, enclosed by a concrete masonry wall on three sides and shall be limited to 6 feet in height. The opening of the enclosure should face the most accessible area for waste removal on the commercial property. **Sec. 30-60.** A gate shall be constructed. In the enclosed section, of the commercial container enclosure area. The gating can be constructed of chain-link/vinyl slating, wood, wrought iron, and must shield the commercial container from visual view.

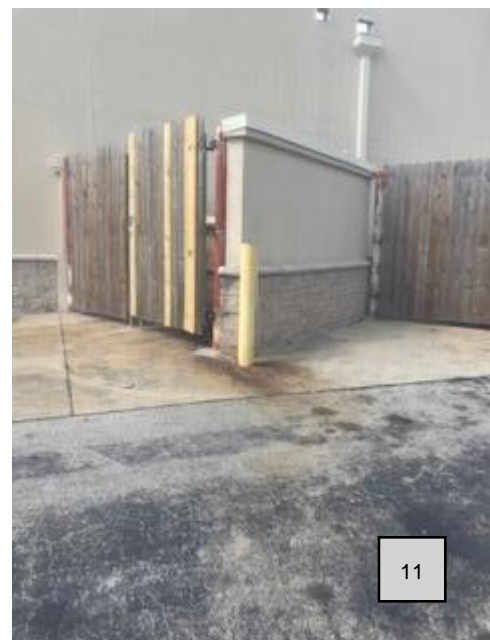
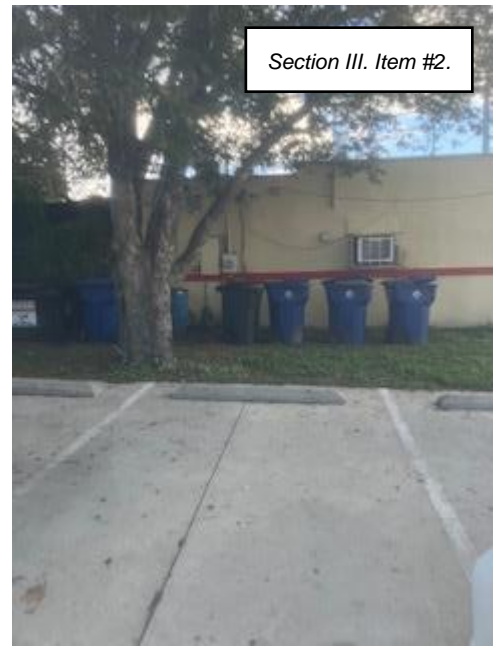
Please be advised that if the violation is not cured by **[02/19/2024]** this case will be scheduled for a hearing before the Code Enforcement Board or Special Magistrate and a fine of up to \$250.00 per day may be imposed each day the property remains in non-compliance. Upon curing the violation, it is your responsibility to notify the undersigned Code Enforcement Officer, in writing, that the violation has been cured so that a follow-up inspection may be conducted. Please note, if the violation is cured but then allowed to recur, the case may still be presented to the Code Enforcement Board or Special Magistrate.

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Respectfully,



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TOWN COUNCIL WORKSHOP

TUESDAY, JANUARY 16, 2024, 6:30 PM

Cover Sheet

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ITEM TITLE: Communication App Product Review

TOWN COUNCIL ACTION:

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

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.

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.

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.

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

| Savvy Citizen - | Monthly | Yearly |
|---------------------------------|---------|---------|
| Base Rate | \$99 | \$1,089 |
| (Add-On) Plugins | \$20 | \$240 |
| (Add-On) Targeted Notifications | \$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.

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

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.
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

TextMyGov

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

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Contact Us

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

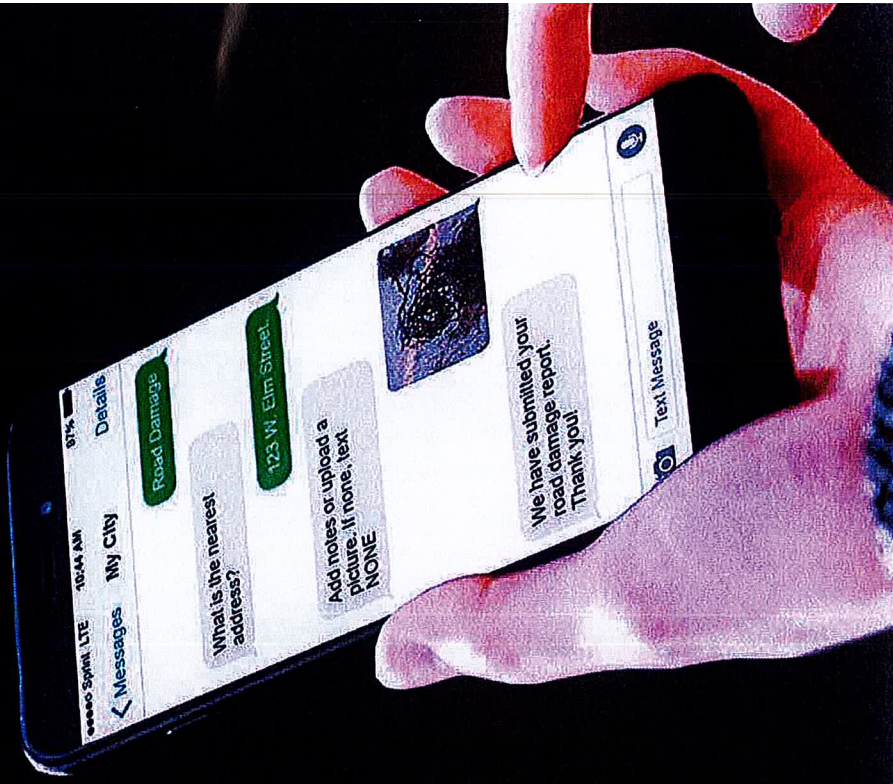
View terms and privacy policy info at: textmygov.com/opt-in-terms-conditions.
Msg & Data rates apply. Msg frequency varies. Text STOP at any time to opt-out. Text HELP for contact info

Visit the website

TextMyGov.com

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"

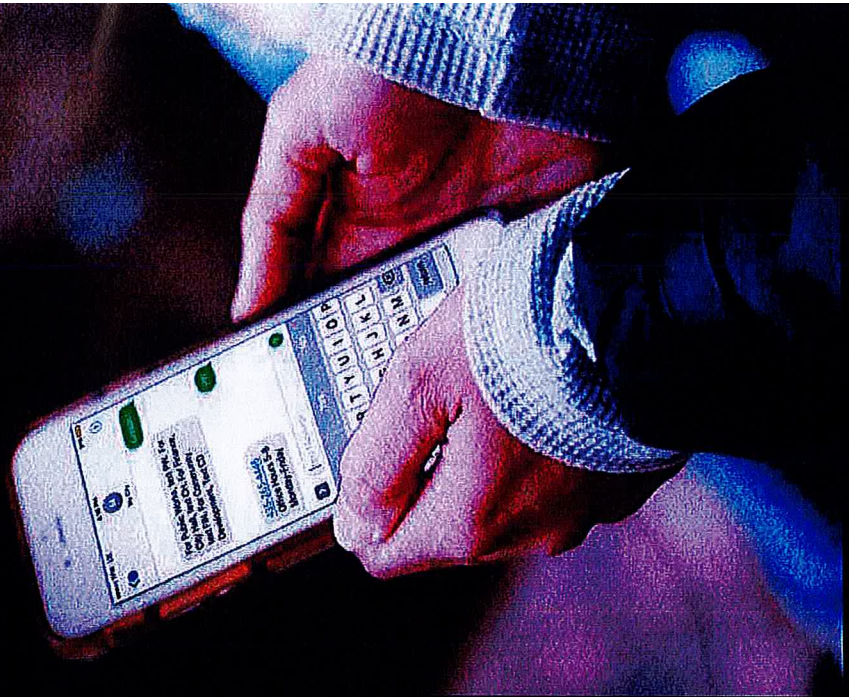


Find Schedule Information
Text in keywords: "Office Hours" "FAQ" "Contact" "Trash"



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: City Alerts

Message:

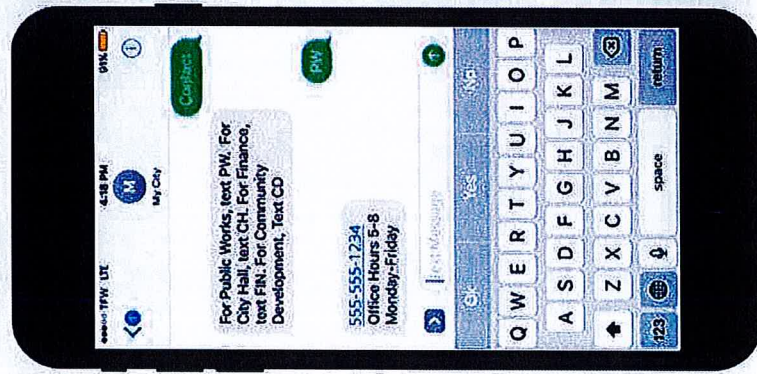
[account-name] must be included in your message.

-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 24/7. Local government agencies can answer question, 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 question regarding location, address, street name and more.

BOOST WEBSITE TRAFFIC

Textmygov uses smart texting technology to maximize a cities 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 cities 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.



WW.TEXTMYGOV.COM



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"

| Package | Price | Billing |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|----------------|
| TextMyGov: <ul style="list-style-type: none"> • TextMyGov web-based software • Local phone number • Short code number (outgoing messages) • Unlimited users & departments • Unlimited support for every user • 10 GB manage online data storage • 25,000 Text messages per year | \$3,500 | Annual |
| Implementation/Setup Fee | \$1,750 | One Time |
| | First year total | Year one |
| | Total recurring | 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 |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------|---------|
| Enhanced Media & Care Package <ul style="list-style-type: none">Marketing material and expert implementation to promote and optimize TextMyGov, see us here for additional information: Enhance Media Package | Price is based on population- See Account Executive for details. | Annual |
| Additional Storage <ul style="list-style-type: none">100 GB of additional storage. | \$250 per unit | Annual |
| Additional Text Messages <ul style="list-style-type: none">25,00050,000100,000 | \$300 \$550 \$750 | Annual |
| Database <ul style="list-style-type: none">Database of your local residence to improve citizen engagementDatabase might have been quoted in the original quote. See your package breakdown for details | 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

| | |
|------------------------|--|
| Name | |
| Title | |
| Email | |
| Office Phone | |
| Business Title: | |

Twilio Authorized Contact 2

| | |
|------------------------|--|
| Name | |
| Title | |
| Email | |
| Office Phone | |
| Business Title: | |

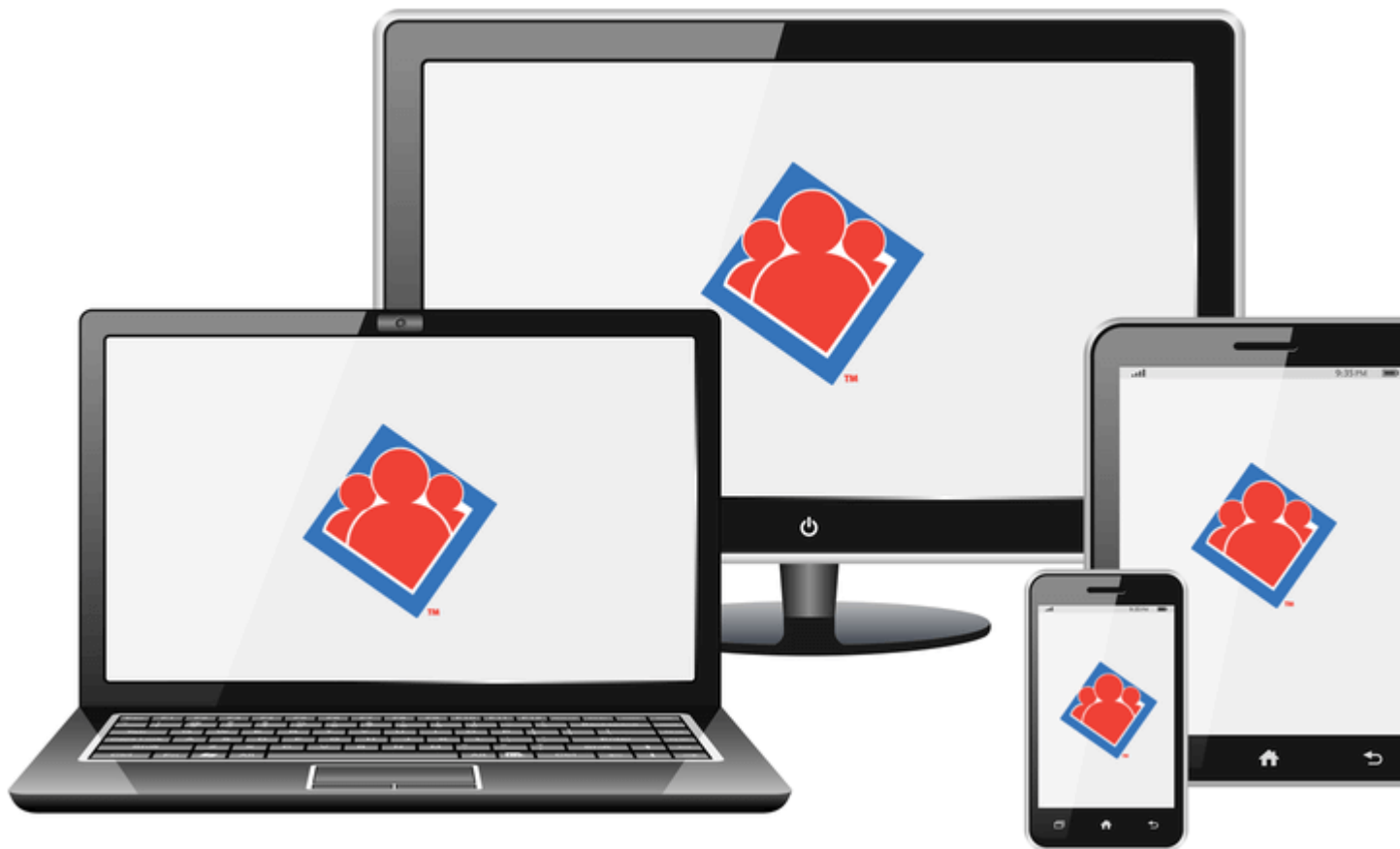
I confirm that my nominated authorized representatives agree to be contacted by Twilio.

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

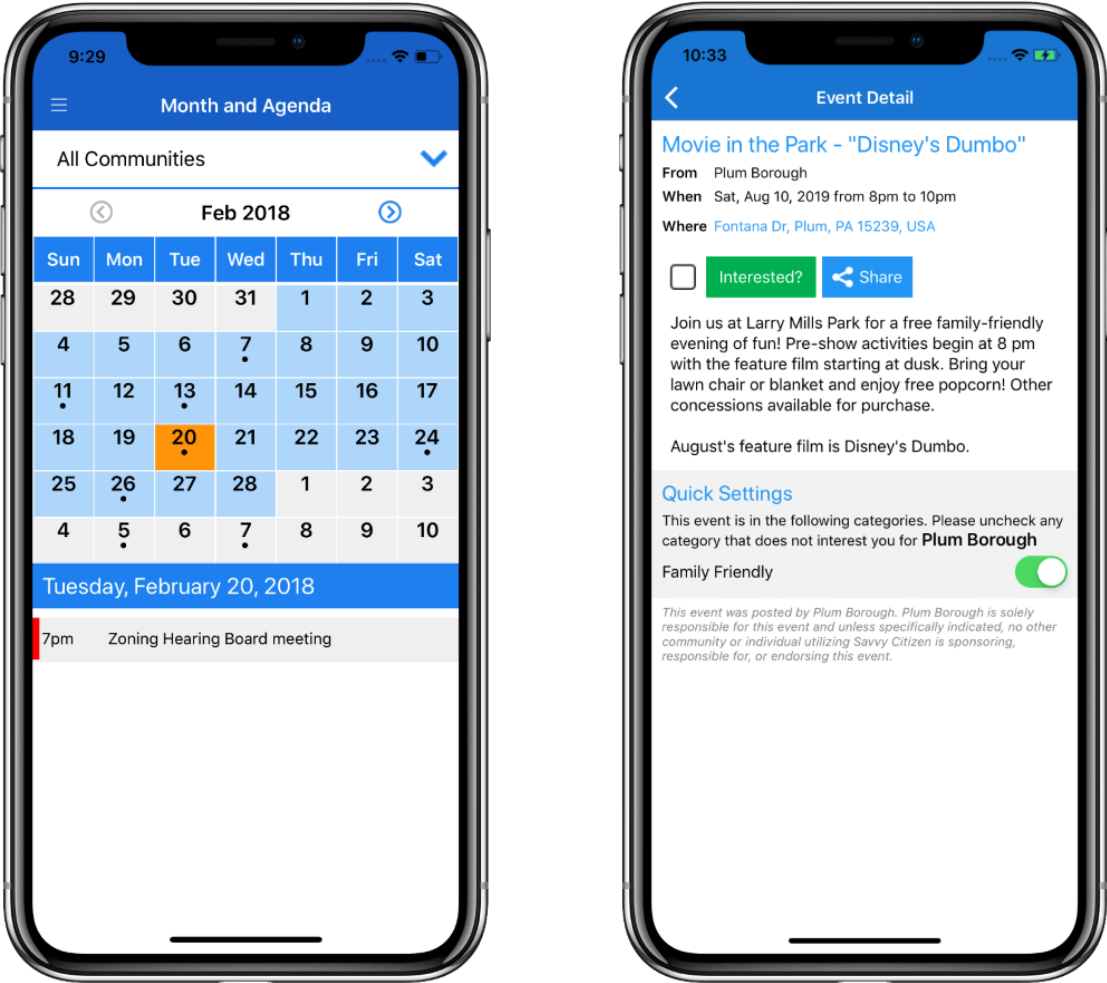
Don't want to keep multiple calendars up-to-date? Can't easily change your own website's calendar?

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

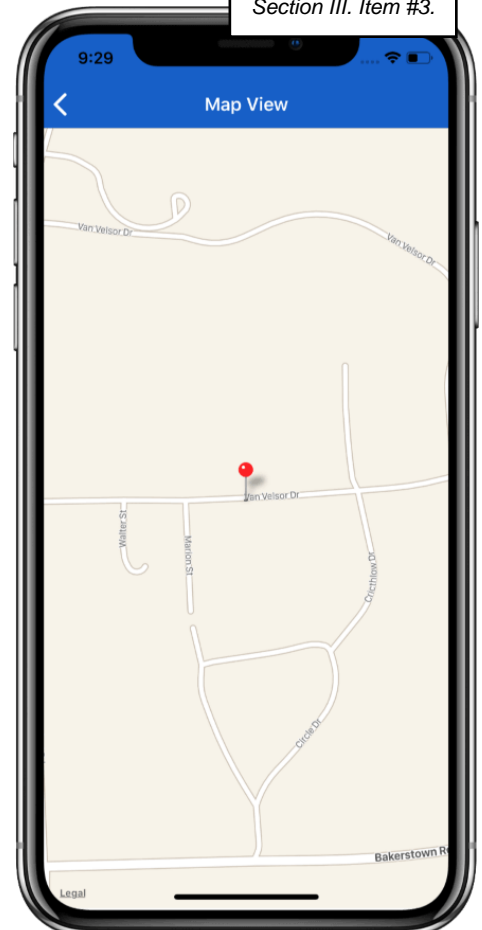
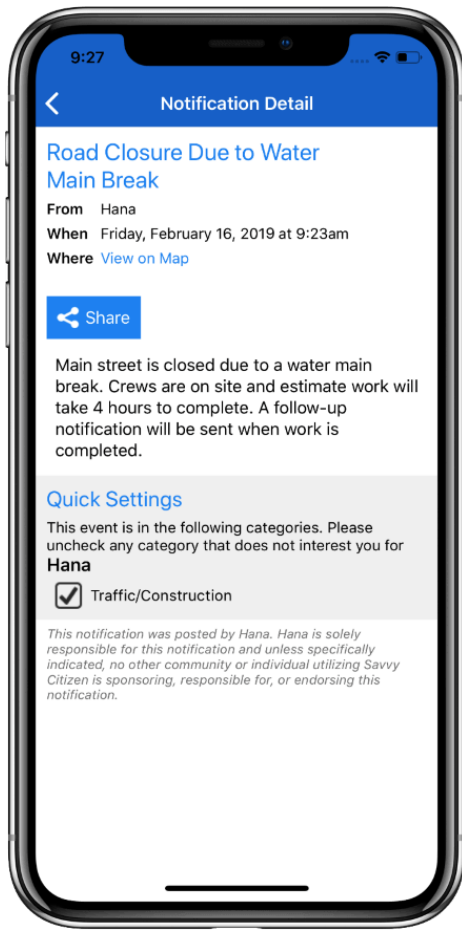
Notifications can be scheduled to go out whenever you want. Just pick a date, set it, and forget about it. Savvy Citizen will automatically send your notification on the chosen date.

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 |
|----------------------------------------|---------|---------|
| Base Rate | \$99 | \$1,089 |
| (Add-On) Plugins | \$20 | \$240 |
| (Add-On) Targeted Notifications | \$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>

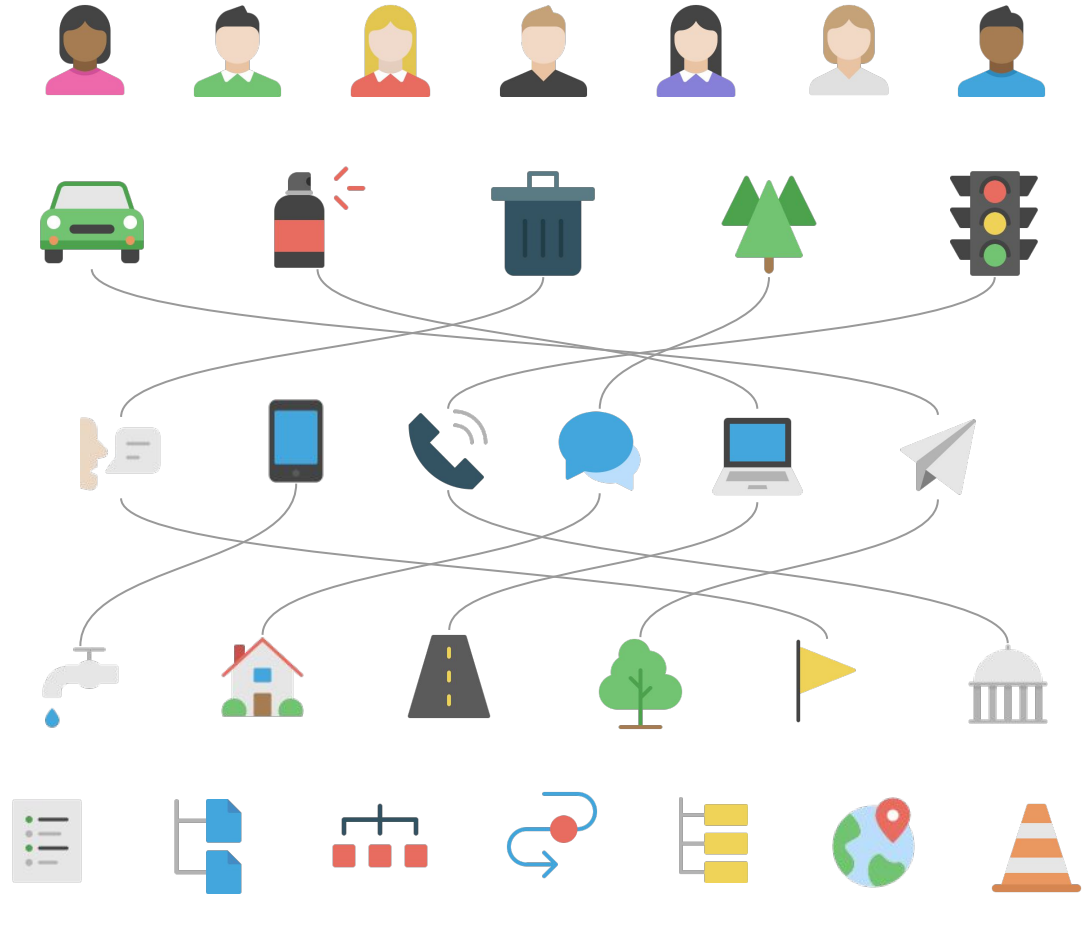


We sincerely thank you for your consideration.

SeeClickFix

Problem

Section III. Item #3.²



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.

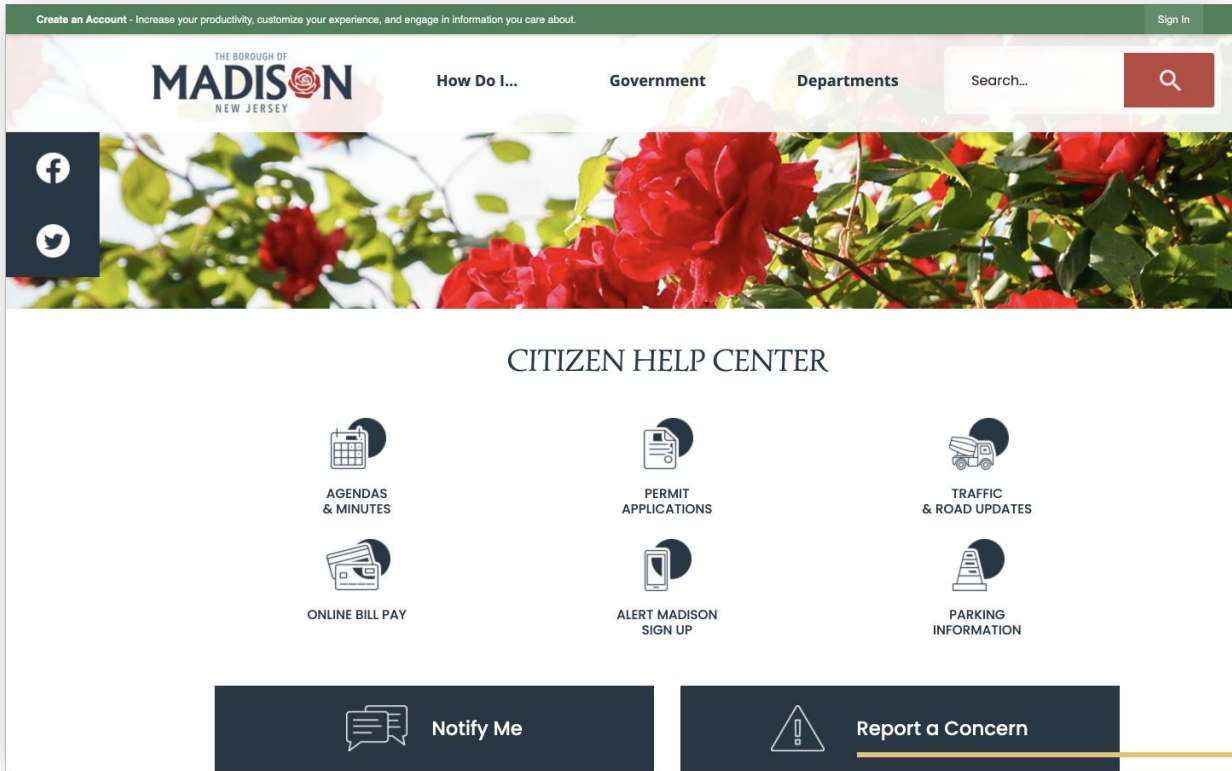


Submitting a Request

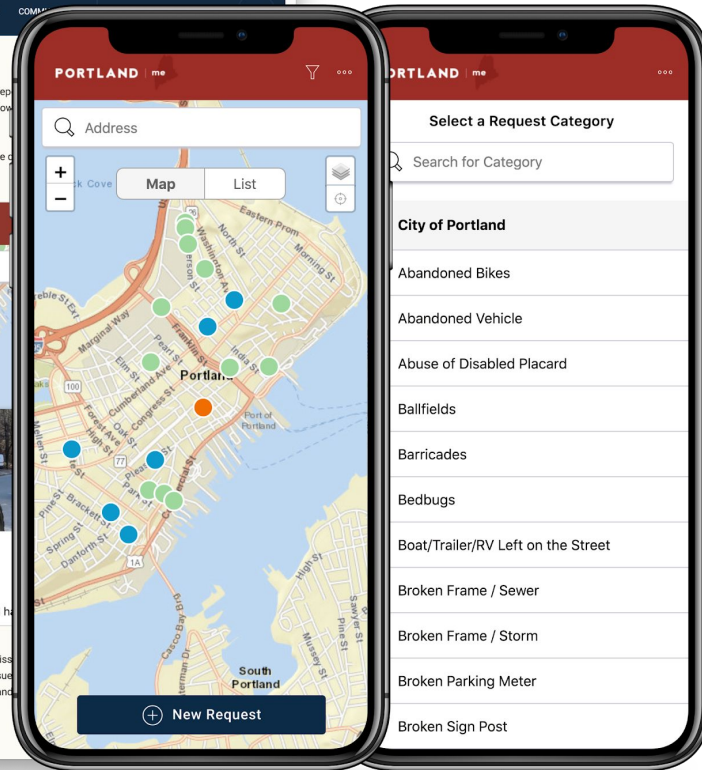
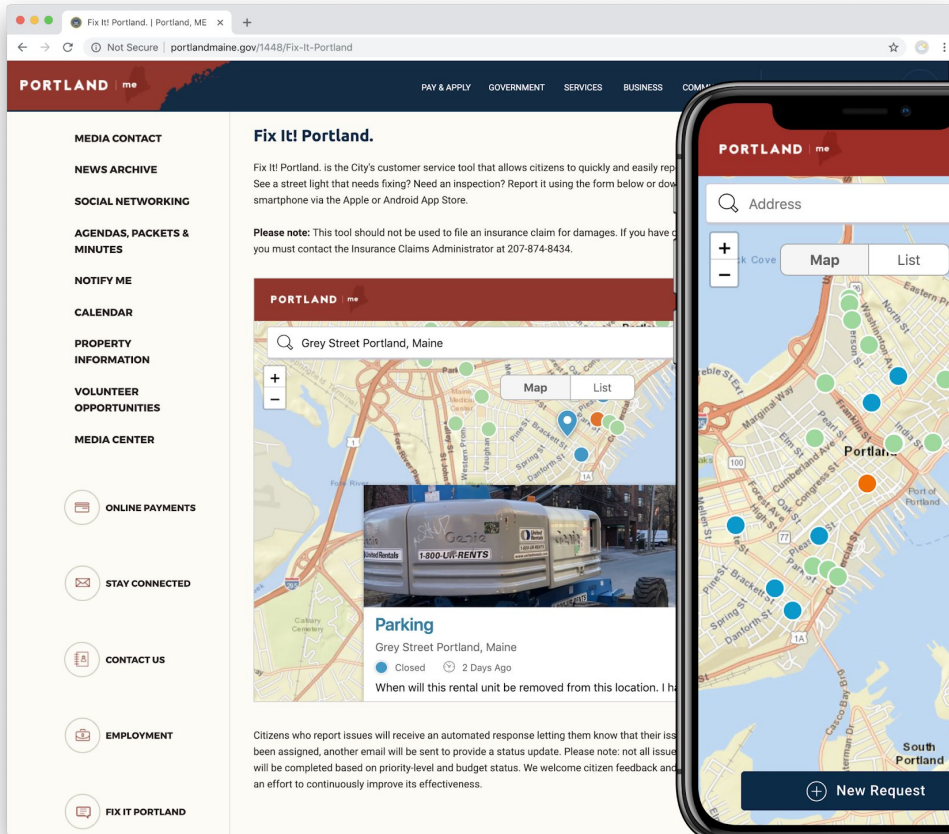
Web Portal

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 these are "Services", "I Want To", and "Departments" dropdown menus, followed by a search bar. 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" (dollar sign), "Pay Parking Tickets" (lightbulb), "Report an Issue Online" (exclamation mark in a circle), "View Property Database" (house), "Street Cleaning" (street sweeper), "Resident Parking Permit" (P in a circle), "Apply for a Job" (handshake), "Online Permitting" (clipboard with checkmark), "Curbside Collections" (trash bin), and "Open Meeting Portal" (gavel). A large orange arrow points from the "Report an Issue Online" icon to the right.


Web Portal




Web Portal



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

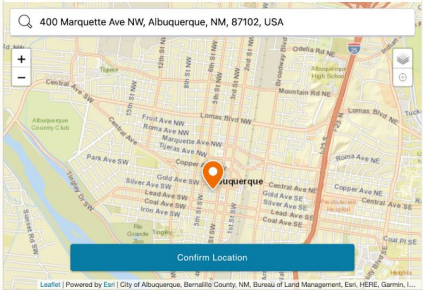
Report graffiti via the form below or call 311.

City of Albuquerque (ABQ311)

Graffiti

Location

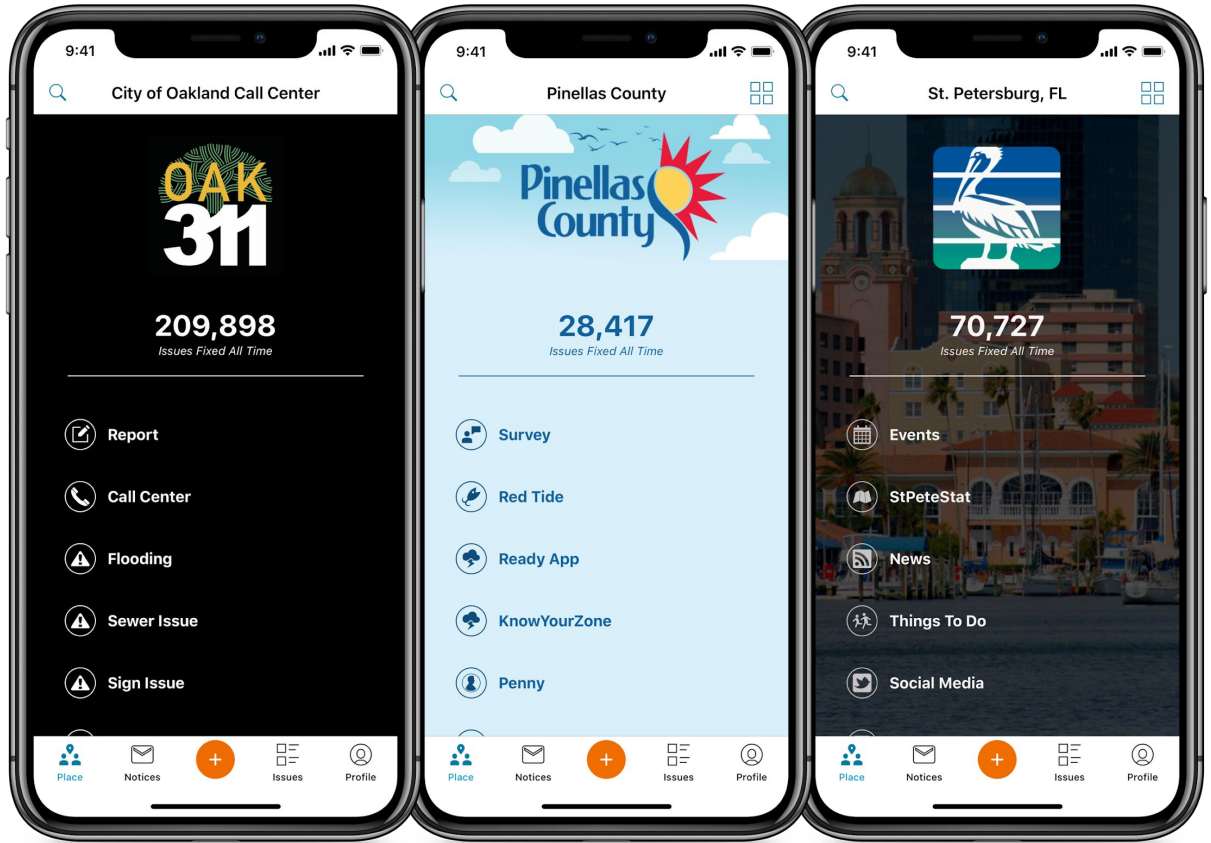
400 Marquette Ave NW, Albuquerque, NM, 87102, USA



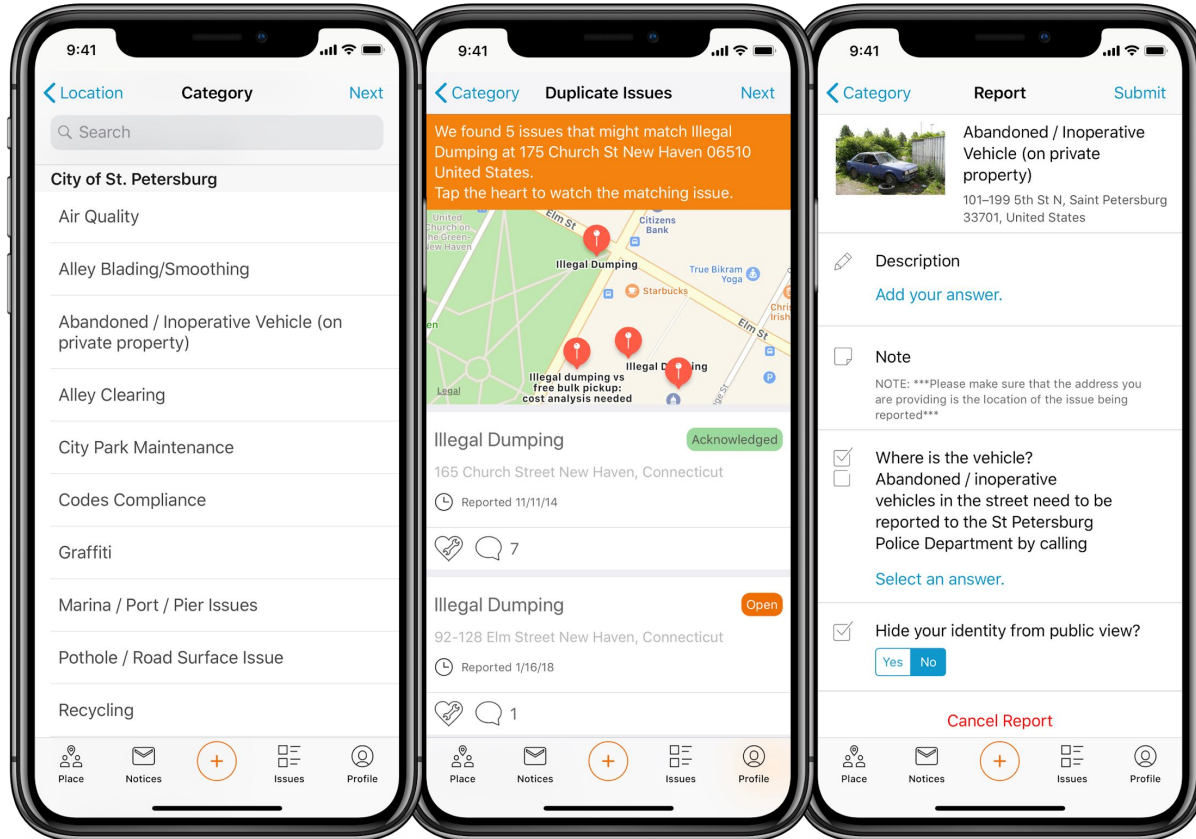
Confirm Location

Your City's Gateway App

Section III. Item #3. ¹



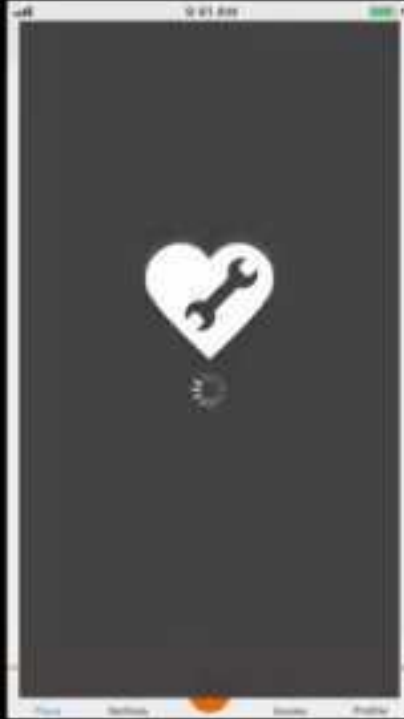
Reporting



Reporting

Section III. Item #3.

3



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' field with a search box and a dropdown menu showing 'City of New Haven (Plus demo)' and 'Animal Control'. To the right of the form is a 'Potential Duplicates' section listing similar requests. 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 a text input field for the email, a 'Cancel' button, and an 'Add' button. The background form shows a request for 'Graffiti' at '364 Temple Street New Haven, CT' with the description 'Graffiti has been spotted near city hall'.

Facebook

Section III. Item #3. 5

The screenshot shows the Facebook profile for the City of Portland, Maine. The profile picture is a night-time photograph of the Portland City Hall building, illuminated with red and blue lights. The page includes a navigation menu on the left with options like Home, About, Posts, and Fix It! Portland. The main content area features a 'Submit a Request' section with a search bar for an address and a map of Portland, Maine, with a red location pin. A 'Select a location to get started' button is also present. The bottom right corner of the page has a 'Chat' button and a settings icon.

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.
- Request List (1-20 of 103 Results):**

| ID | Status | Category | Location | Assignee |
|--------|--------------|----------|------------------------------------------|------------------------------------------|
| JD | Status | Details | | |
| 388696 | Acknowledged | Graffiti | City Of New Haven CT, USA | Andrew Shetty |
| 388695 | Open | Graffiti | City Of New Haven CT, USA | Field, TS |
| 388694 | Open | Graffiti | City Of New Haven CT, USA | Field, TS |
| 388358 | Closed | Blight | 509 College St New Haven, CT, 06511, USA | Caroline Smith, Code Enforcement Officer |
| 388352 | Acknowledged | Graffiti | City Of New Haven CT, USA | Ben |
- Request Details (388696):**
 - Status:** Acknowledged
 - Due Date:** 09/10/2018
 - SLA:** month late
 - Category:** Graffiti
 - Location:** City Of New Haven CT, USA
 - Assignee:** Andrew Shetty
 - Priority:** Normal
- Comments:**
 - Tucker** (Admin) | Opened (a month ago)
 - Manager, TS** (Official) | Verified Assignment (a month ago): "Manager, TS assigned this issue to Field, TS"


Mobile App View:

- Request ID:** #388696
- Status:** Acknowledged
- Map:** Shows location on a map with a green pin.
- Details:** City Of New Haven CT, USA, Created Date: 08/31/2018 12:13 PM.
- Secondary Questions:** Is it offensive? No Answer Given.
- Category:** Graffiti
- Actions:** 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 | 1 Unclosed Request | Auto-Assignee |
| <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 |
|-----------------------------|------------|
| Dead Animal #1318715 | 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)

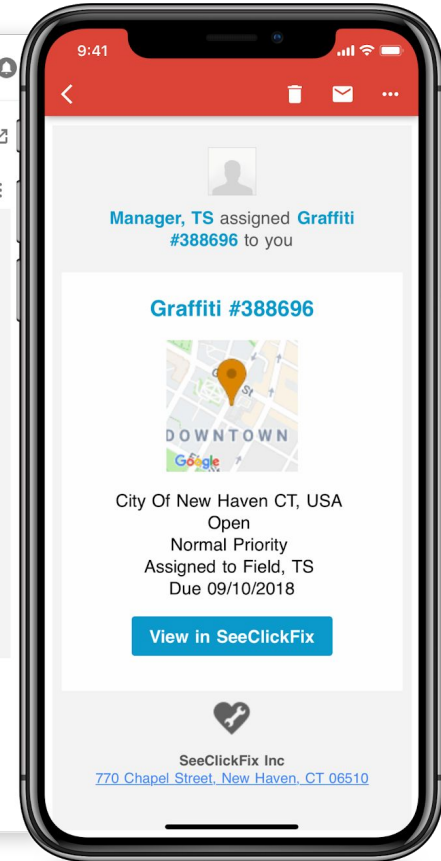
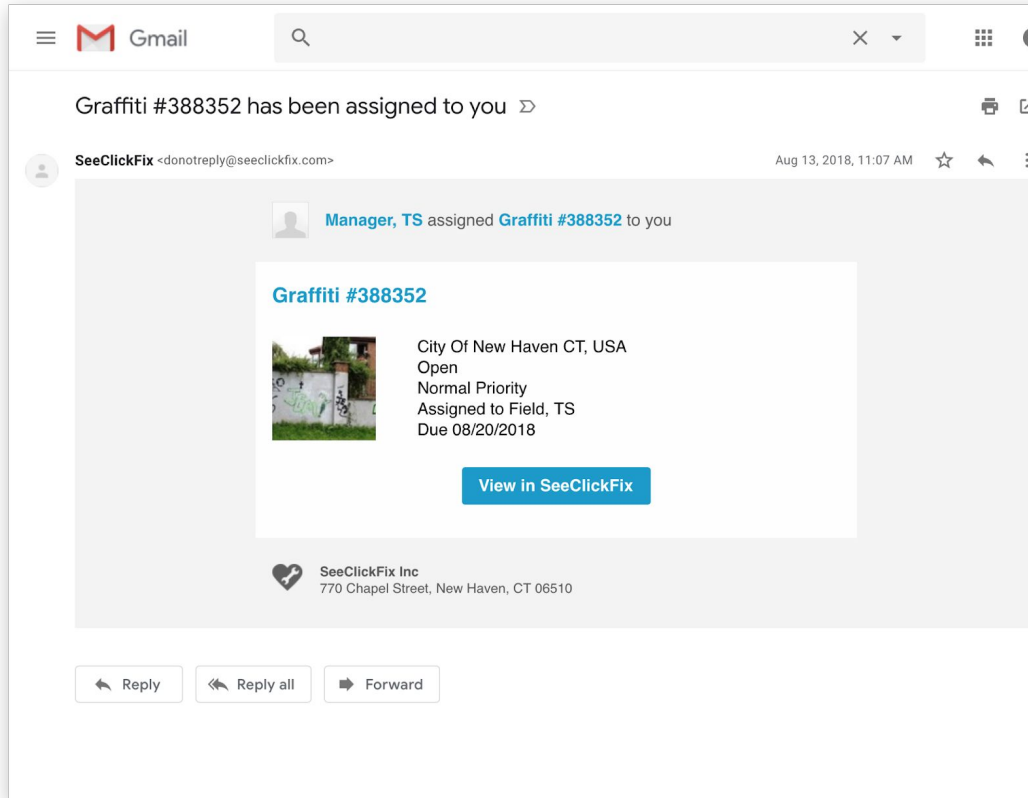
× Tucker (tucker@seeclickfix.com)

Notify Assignee

Notify Subscribers

Assignee Notifications

Section III. Item #3.



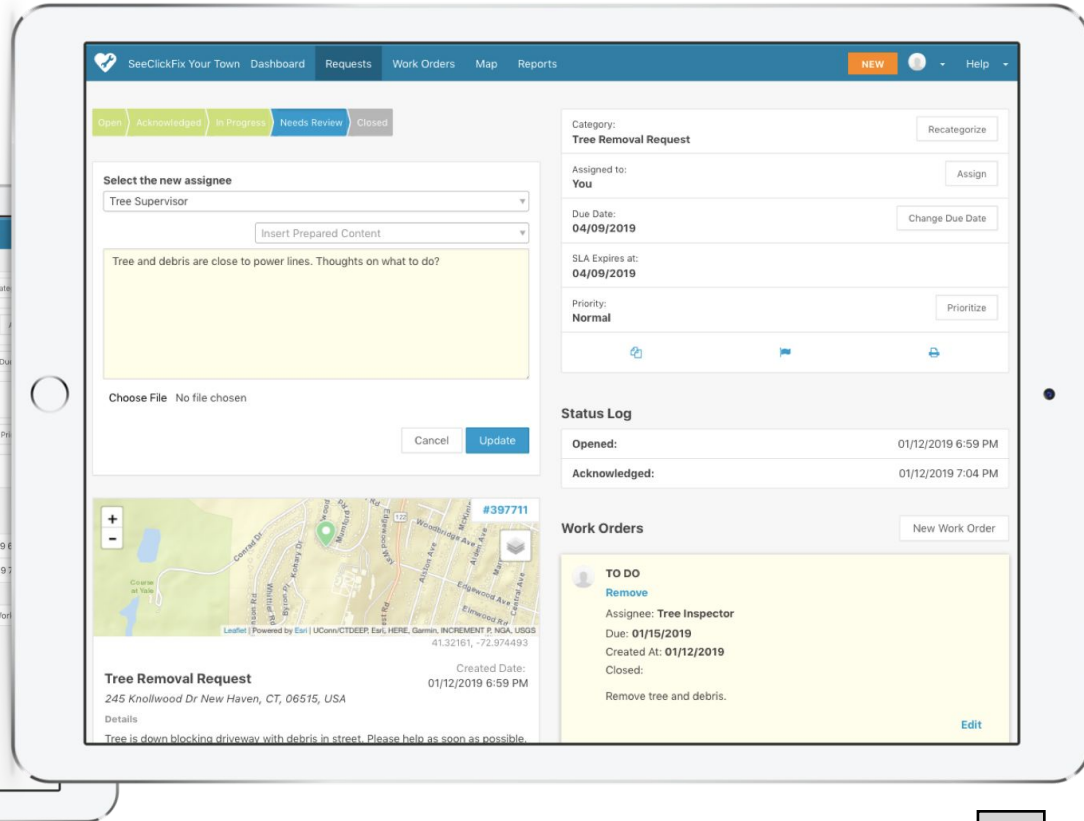
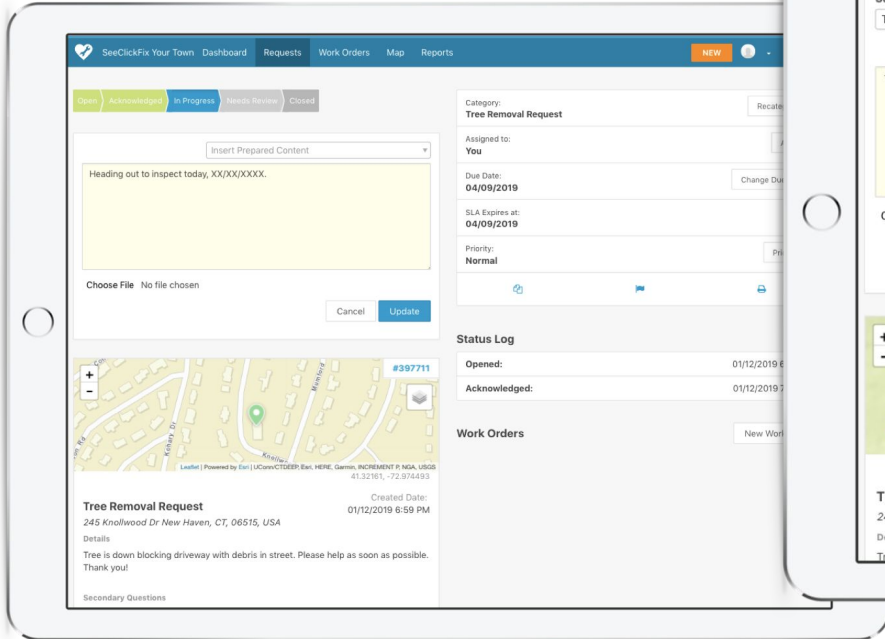
Request Acknowledged

Section III. Item #3.

The screenshot displays the SeeClickFix web application interface. At the top, a navigation bar includes 'SeeClickFix Your Town', 'Dashboard', 'Requests', 'Work Orders', 'Map', and 'Reports'. A 'NEW' button and a user profile icon are also present. Below the navigation bar, a status filter shows 'Open', 'Acknowledged' (selected), 'In Progress', 'Needs Review', and 'Closed'. The main content area is divided into two columns. The left column features a 'Select the new assignee' dropdown menu with 'Tree Inspector' selected, an 'Insert Prepared Content' dropdown, a text area with a message from the Tree Dept., and a 'Choose File' button. The right column displays 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'; and 'Priority: Normal' with a 'Prioritize' button. Below these are three social media sharing icons. A 'Status Log' section shows 'Opened: 01/12/2019 6:59 PM'. At the bottom, a 'Work Orders' section includes a 'New Work Order' button. A map at the bottom left shows a location pin on a residential street, with the request ID '#397711' displayed. The Dell logo is visible on the laptop bezel.

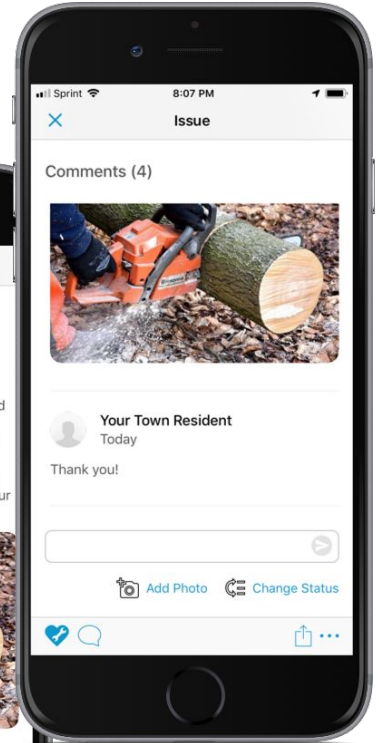
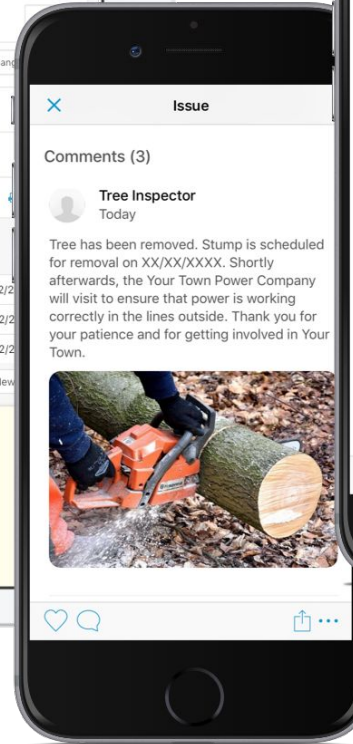
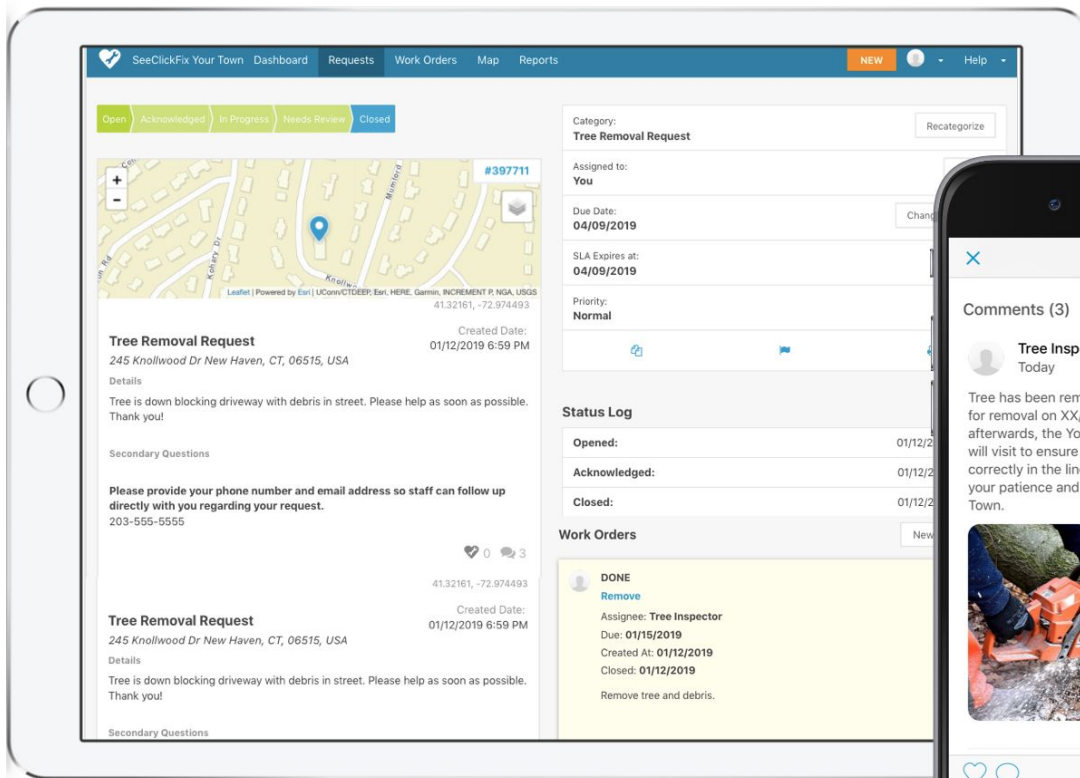
In Progress & Needs Review

Section III. Item #3.



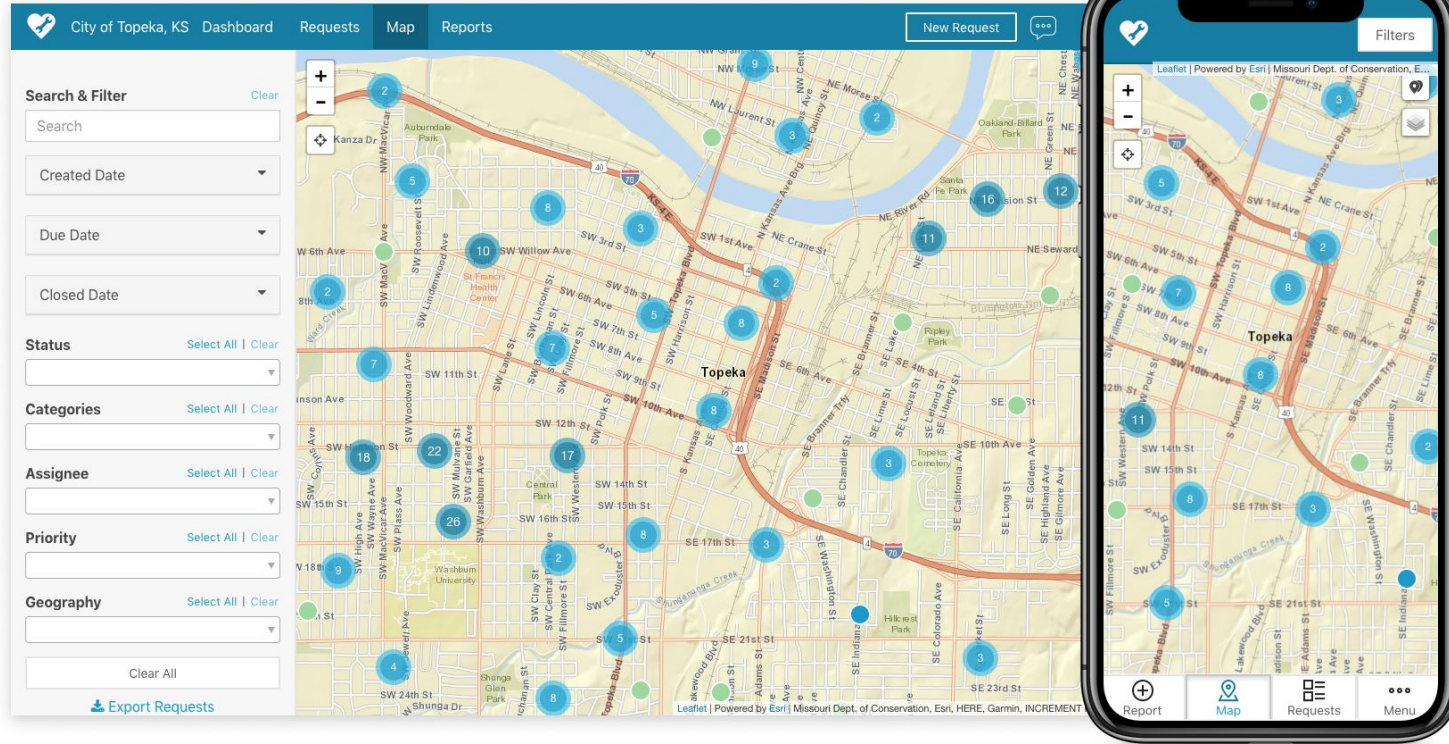
Request Closed

Section III. Item #3.



Discovery Map

Section III. Item #3.



Work Management

Work Order Management

Section III. Item #3.

6

The screenshot displays a web application interface for Work Order Management, showing a desktop view and a mobile phone view. The desktop view displays a map, request details, and a table of budgeted resources. The mobile view shows a simplified version of the same information.

Desktop View:

- Navigation: New Haven Demo, Requests, Work Orders, Map, Reports
- Request Title: [WO-90] Stop Sign Replacement
- Map: Shows the location of the stop sign at the intersection of College Street and Grove Street.
- 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 | + |

Mobile View:

- Request Title: [WO-90]
- Map: Shows the location of the stop sign at the intersection of College Street and Grove Street.
- 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 | + |

Work Completed

Section III. Item #3.

The screenshot shows the SeeClickFix mobile app interface on a tablet. At the top, there's a navigation bar with 'SeeClickFix Your Town', 'Requests', 'Work Orders', 'Map', and 'Reports'. Below this, a header for the current work order reads '[WO-547] Remove Tree'. A map shows the location with a red pin. To the right of the map are sections for 'Request Photos' and 'Work Order Photos'. Below the map, the work order details are listed: 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. A description follows: 'Remove tree and debris and let me know when it's complete. Thanks.' Below this are sections for 'Budgeted Resources' and 'Used Resources', each with a table of items and their respective hours or miles.

| 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 | 🗑️ |

Work Orders

New Work Order

[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. A modal dialog box titled "Exporting Data" is centered on the screen, indicating that the data is ready for export. The dialog offers two options: "CSV format (.csv)" and "Excel format (.xlsx)", with a "Continue" button at the bottom right. The background shows a table of requests with columns for ID, Status, Details, Created At, Due At, and Closed. The table contains several rows of data, including requests for stump removal and tree removal. The interface also features a search bar, filter options, and a navigation menu at the top.

| ID | Status | Details | Created At | Due At | Closed |
|-----|--------|-----------------------------------------------------------------------------------------------------------|------------|------------|------------|
| 549 | Done | Check Power 245 Knollwood Dr New Haven, CT, 06615, 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, 06615, 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, 06615, 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, 06615, 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, 06615, 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, 06615, 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, 06615, 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, 06615, 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

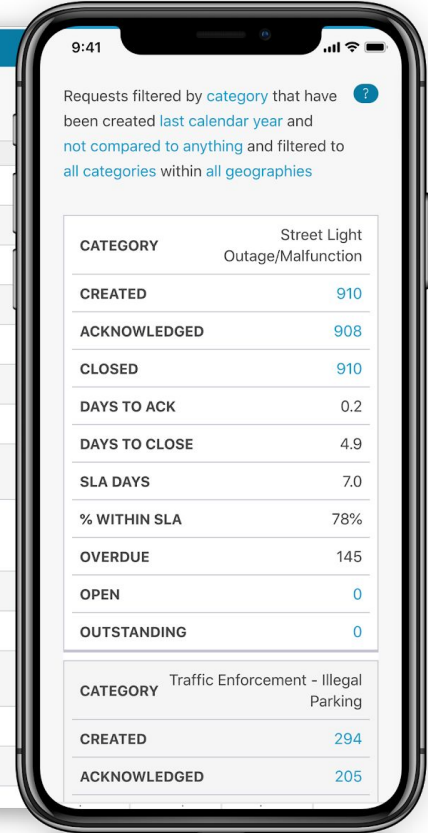
Report Card

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 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 categories: ORGANIZATION (Settings, Members), DATA MANAGEMENT (Request Categories, Work Order Categories, Mobile App Buttons, Mobile App Branding, Geographies, Recurring Data Exports, Report Card Exports, ArcGIS Connector, Integrations), COMMUNICATIONS (Portal Settings, Prepared Content, Email Customization, Notices, Field App), and SEECLICKFIX ADMIN (Settings, Integrations). The main content area is titled 'Send a Notice' and includes a 'PUBLISHED' badge and an 'UPDATE' button. The 'Content' section has three fields: 'Internal Title' (value: 'Parking ban active Saturday', character limit: 38), 'From' (value: 'City of New Haven • Streets Department', character limit: 40), and 'Subject' (value: 'Parking ban active Saturday 9am to 12pm for snow clean up. Thank you.', character limit: 80). The 'Body' section has a rich text editor with a toolbar and the following 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:

- [Street plowing schedule](#)
- [City winter storm protocols](#)

We maintain a warning system of yellow lights mounted on utility poles throughout the city. These lights are activated when a snow parking ban is declared. When the lights are on, parking is prohibited on any street in the residential areas from 10:00 p.m. to 7:00 a.m. and in the downtown/ Marketplace areas from 12:00 midnight to 6:00 a.m. This prohibition

The screenshot shows the 'Send a Notice' mobile app interface. The top status bar shows the time '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 has three fields: 'Internal Title' (value: 'Parking ban active Saturday', character limit: 38), 'From' (value: 'City of New Haven • Streets Depart', character limit: 40), and 'Subject' (value: 'Parking ban active Saturday 9am', character limit: 80). The 'Body' section has a rich text editor with a toolbar and the following 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:

- [Street plowing schedule](#)

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

Inbex | New User Tab

New Domain Panel

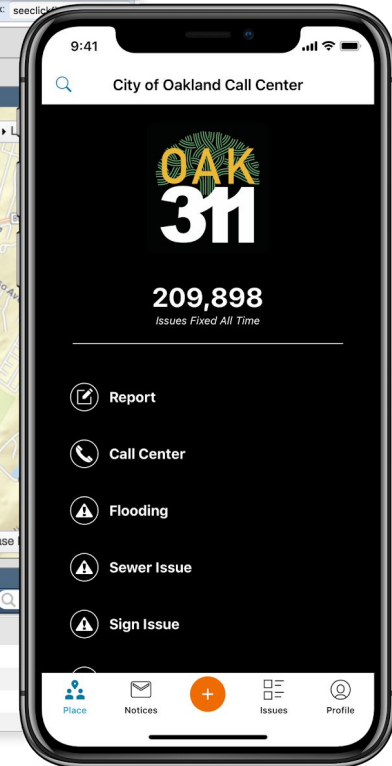
All SR's

58
Illegal Dumping

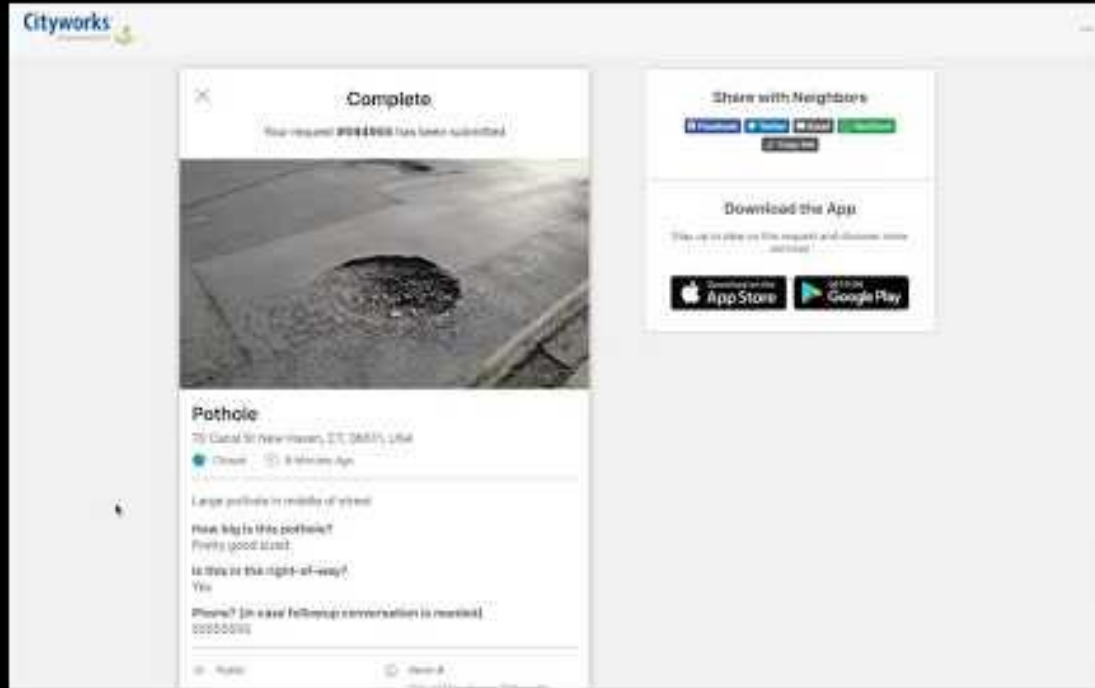
REQUESTID: 58
 Problem Code: DUMPING
 Date Initiated: 2017/08/24 9:58:41
 Description: Illegal Dumping
 Priority: 3
 Category: Gergich, Jerry
 Submit To: 301 Humphrey St
 Address: SeeClickFix,
 Status:
 Other System Id: 344470
 Domain: 1
 X: 955080.359
 Y: 675736.017

All SR's

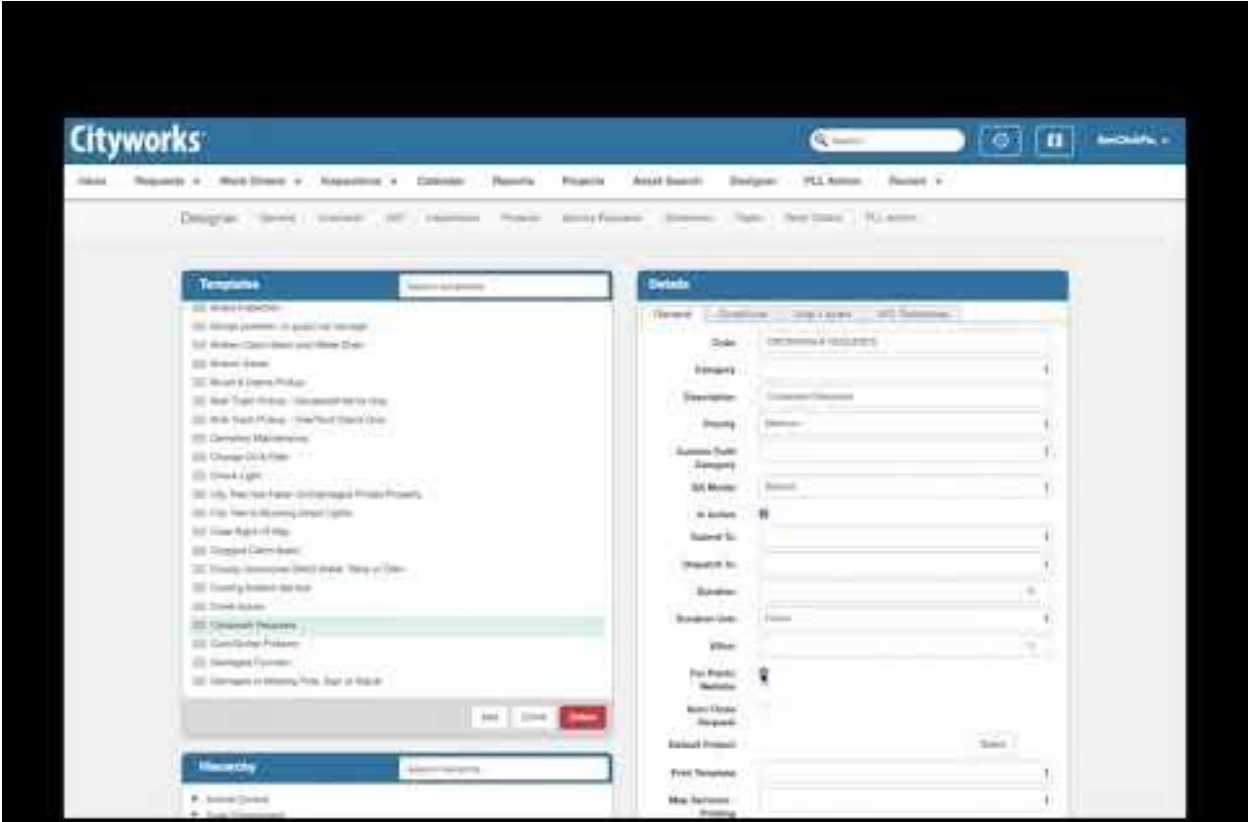
| Open | Print | Expand | Configure | Map | | | | | | |
|--------------------------|--------------|----------------|---------------------|------------------------------------|----------|----------------|---------------------------|--------------|--------|--|
| Sr | Problem Code | Date Initiated | Description | 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

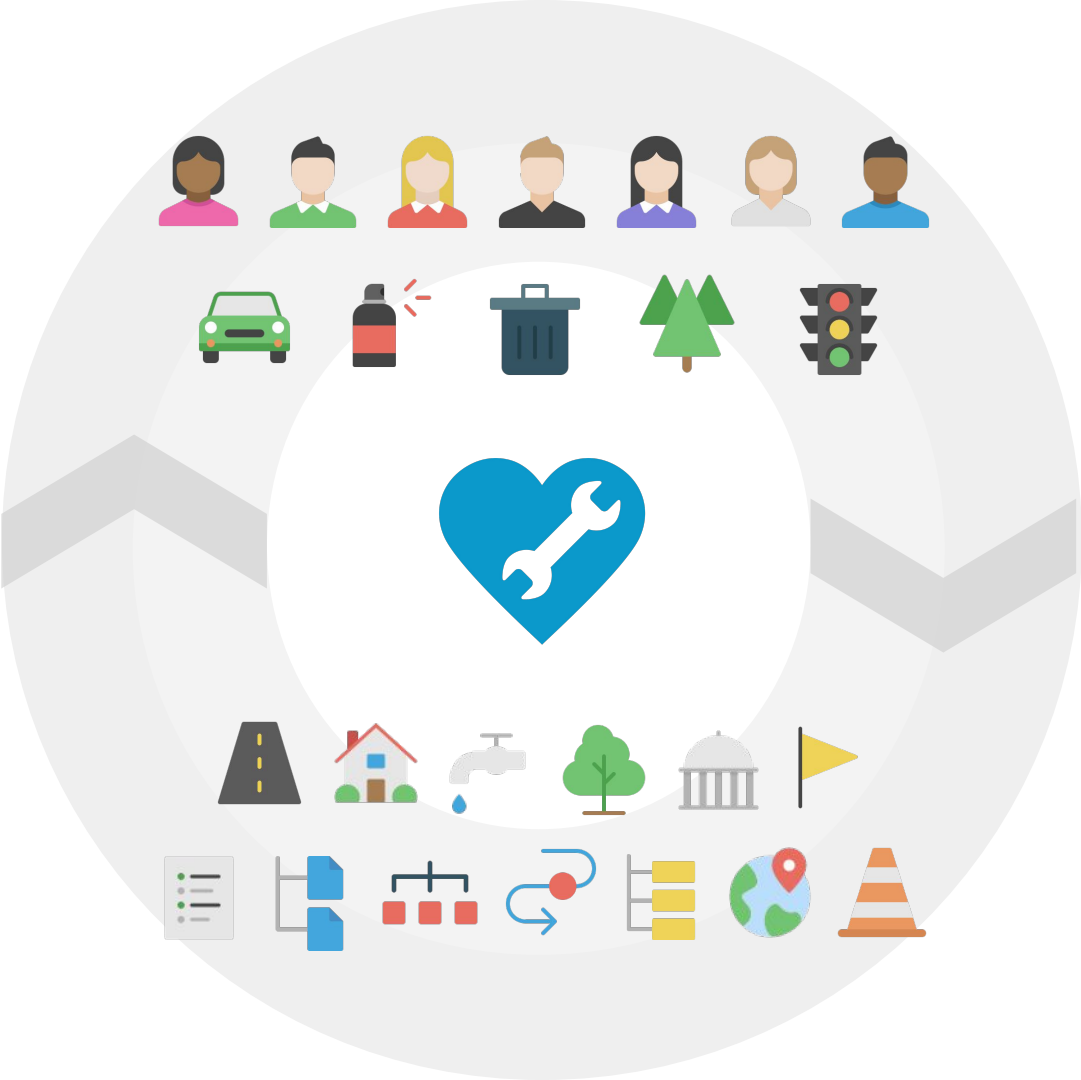


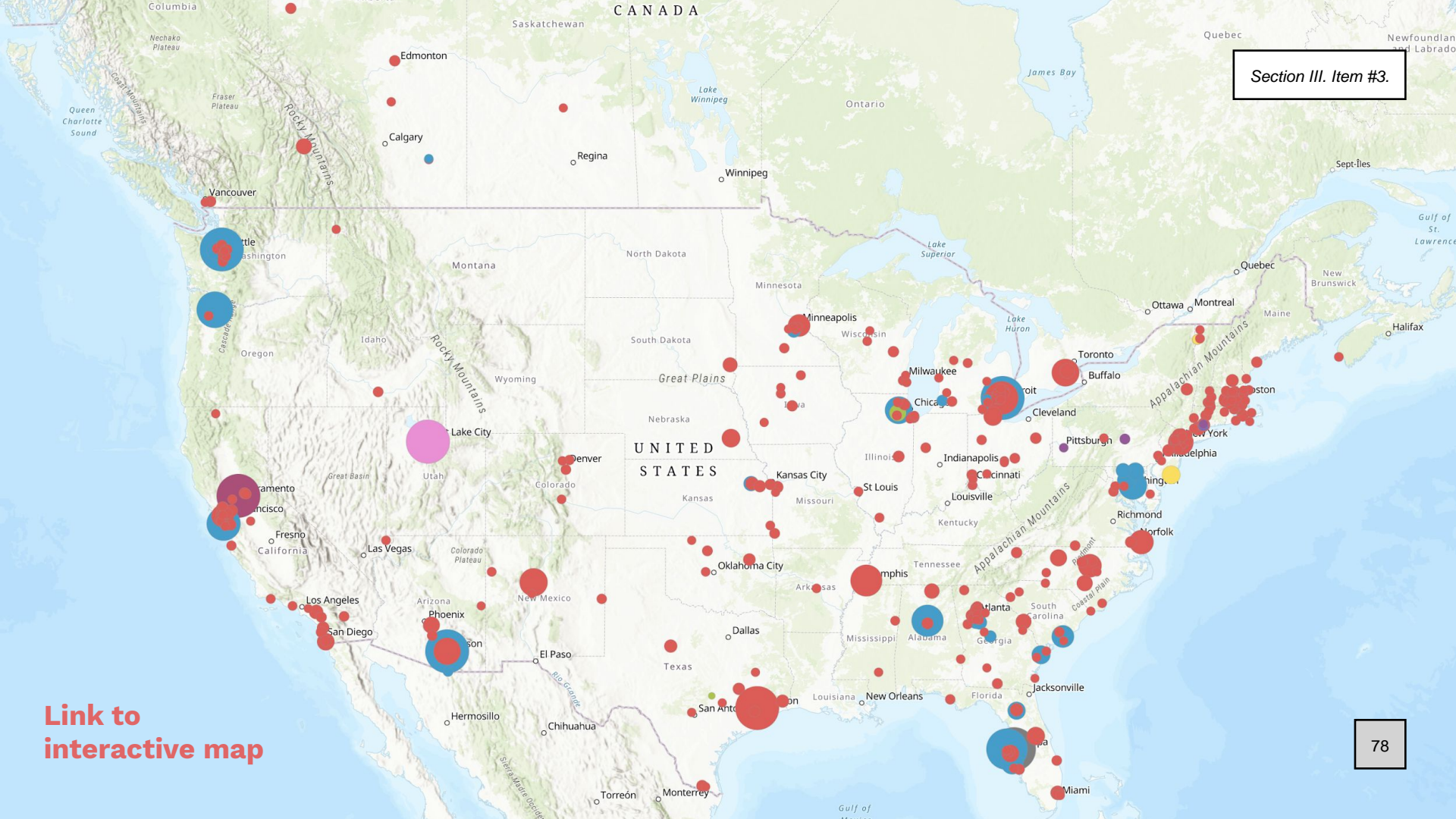
Syncing Systems



Solution

Section III. Item #3.





Section III. Item #3.

[Link to interactive map](#)

Web Portal

Section III. Item #3. ²

