JOPLIN CITY COUNCIL

INFORMAL MEETING AGENDA

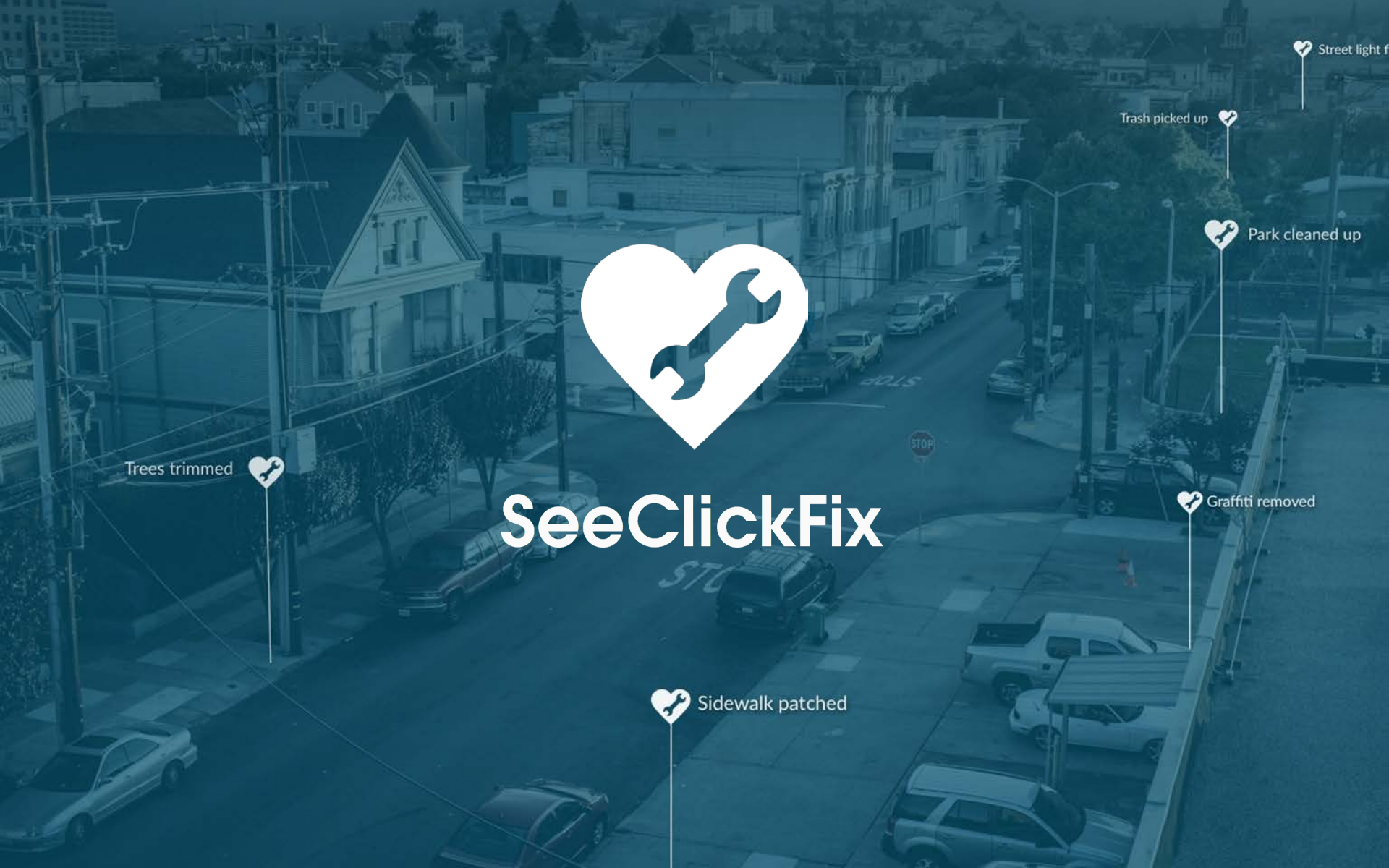
5TH FLOOR INFORMAL COUNCIL ROOM

AUGUST 20, 2018

5:15 P.M.

1. Citizen Request Tracking System presentation by IT Director Mark Morris
2. Boards/Commissions - Reappointments & Appointments
3. Any other business

Notice posted at 12:30 pm. on this 16th day of August 2018. (RSMo 610.020)


Street light f
Trash picked up
Park cleaned up
Trees trimmed
Graffiti removed
Sidewalk patched
SeeClickFix



SeeClickFix Background

- 320+ Municipal Governments
- In Business since 2008
- Largest Network of Both Citizen and Government Users

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Objectives

- Service level boost
- Operational efficiency
- Data insight across departments
- Gain public trust

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Request Collection: Mobile App



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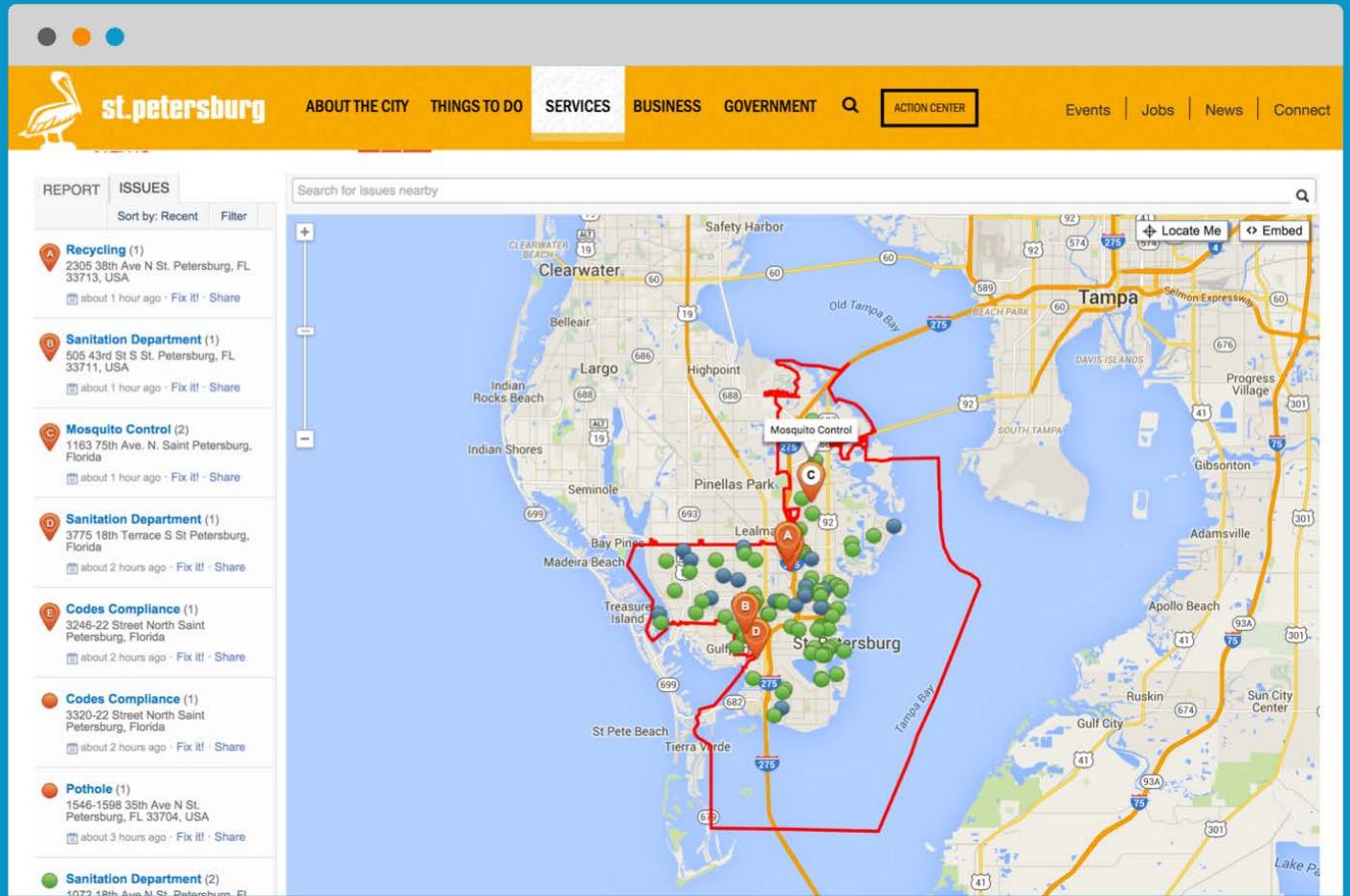
Request Collection: Website



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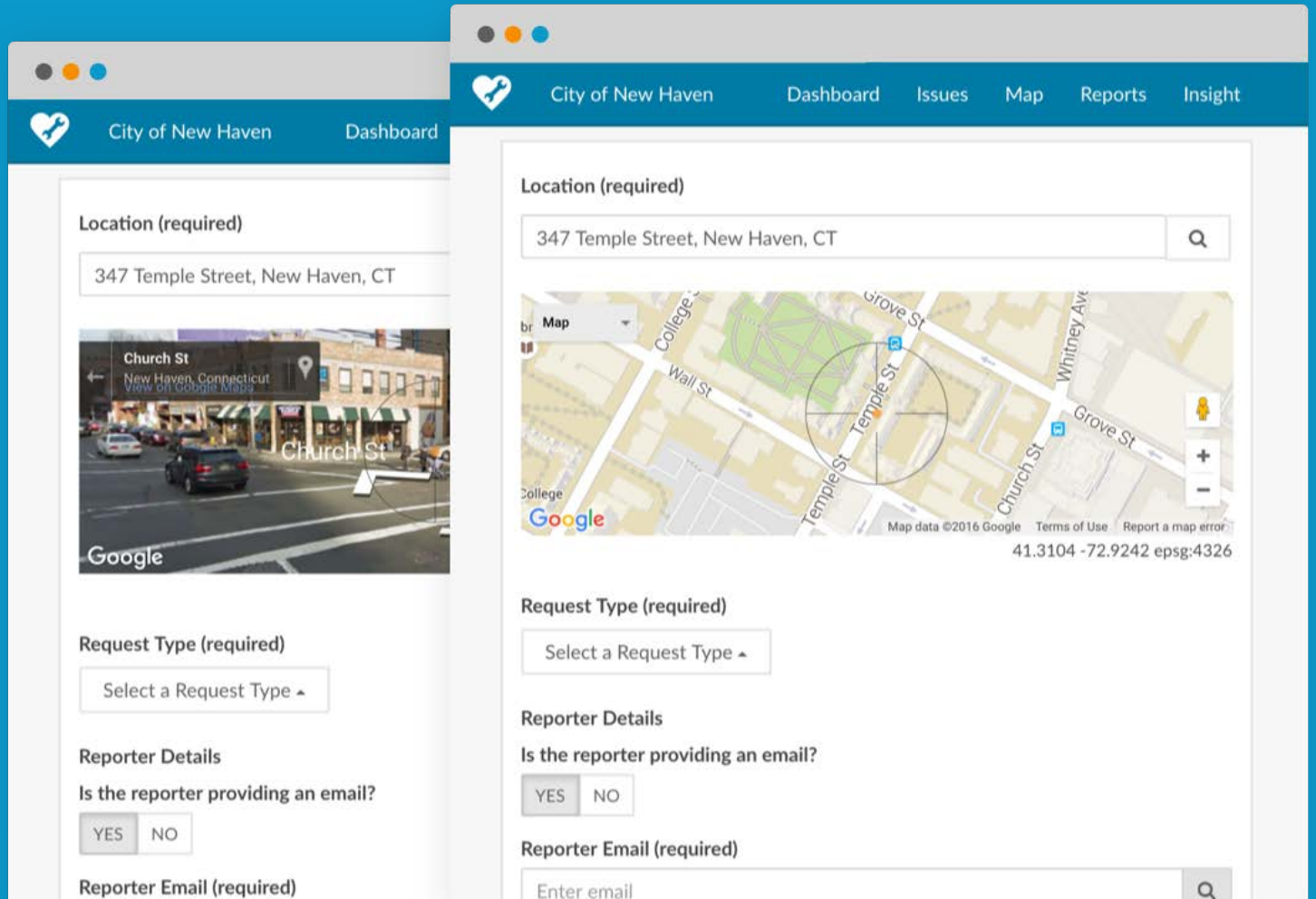
Request Collection: Phone Calls



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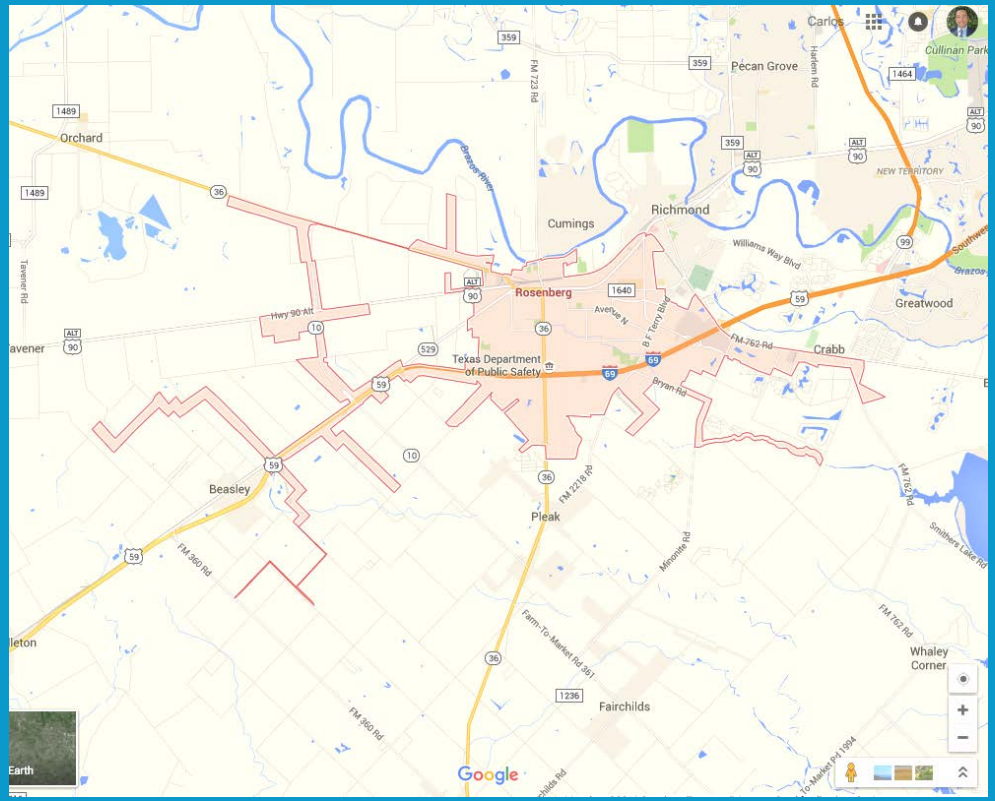
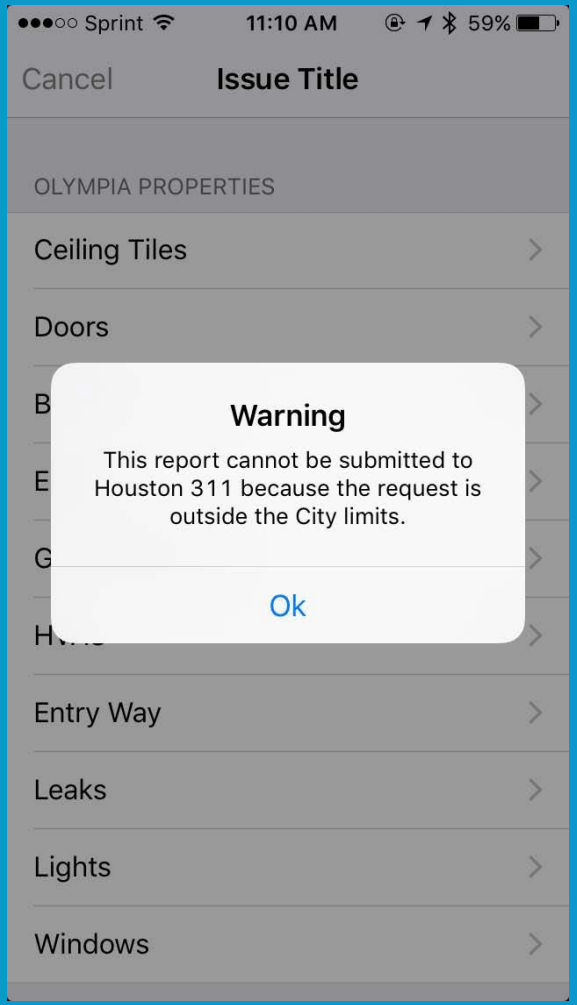
City Limits





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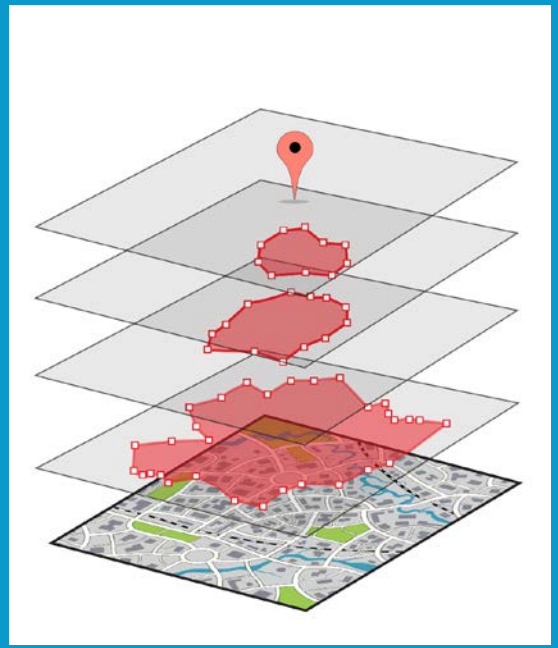
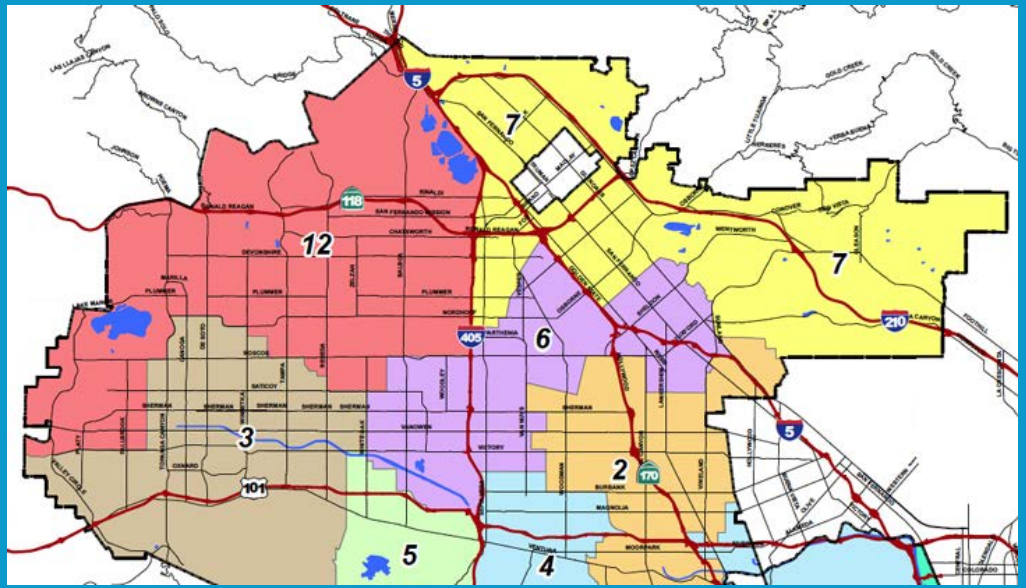
Regionalization and Complex Jurisdictions





- Multi -Agency Governments
- Complex Geos = User Confusion
- SeeClickFix Is a Network

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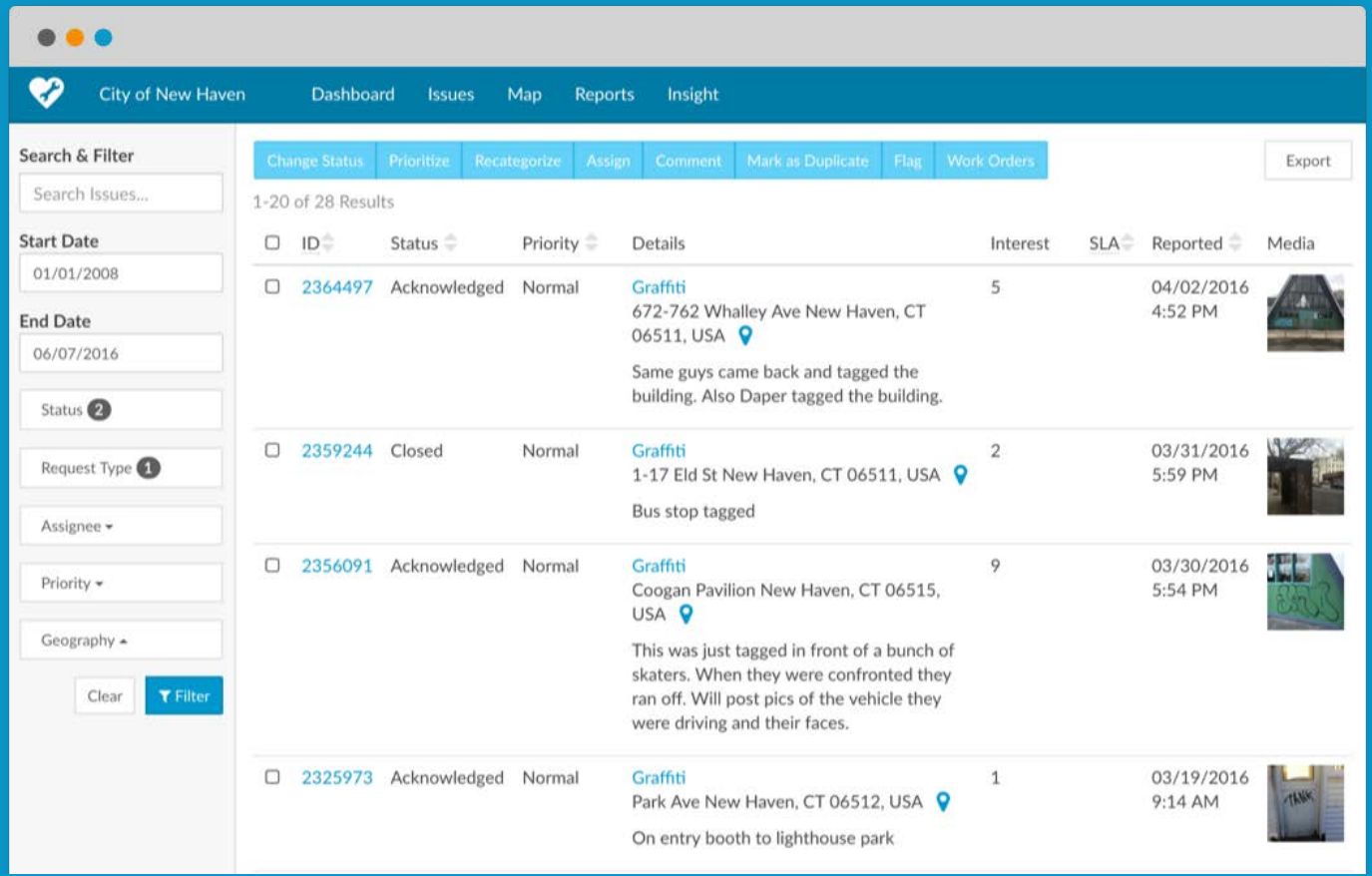
Central Request Management (CRM)

Central communication hub to manage requests and response



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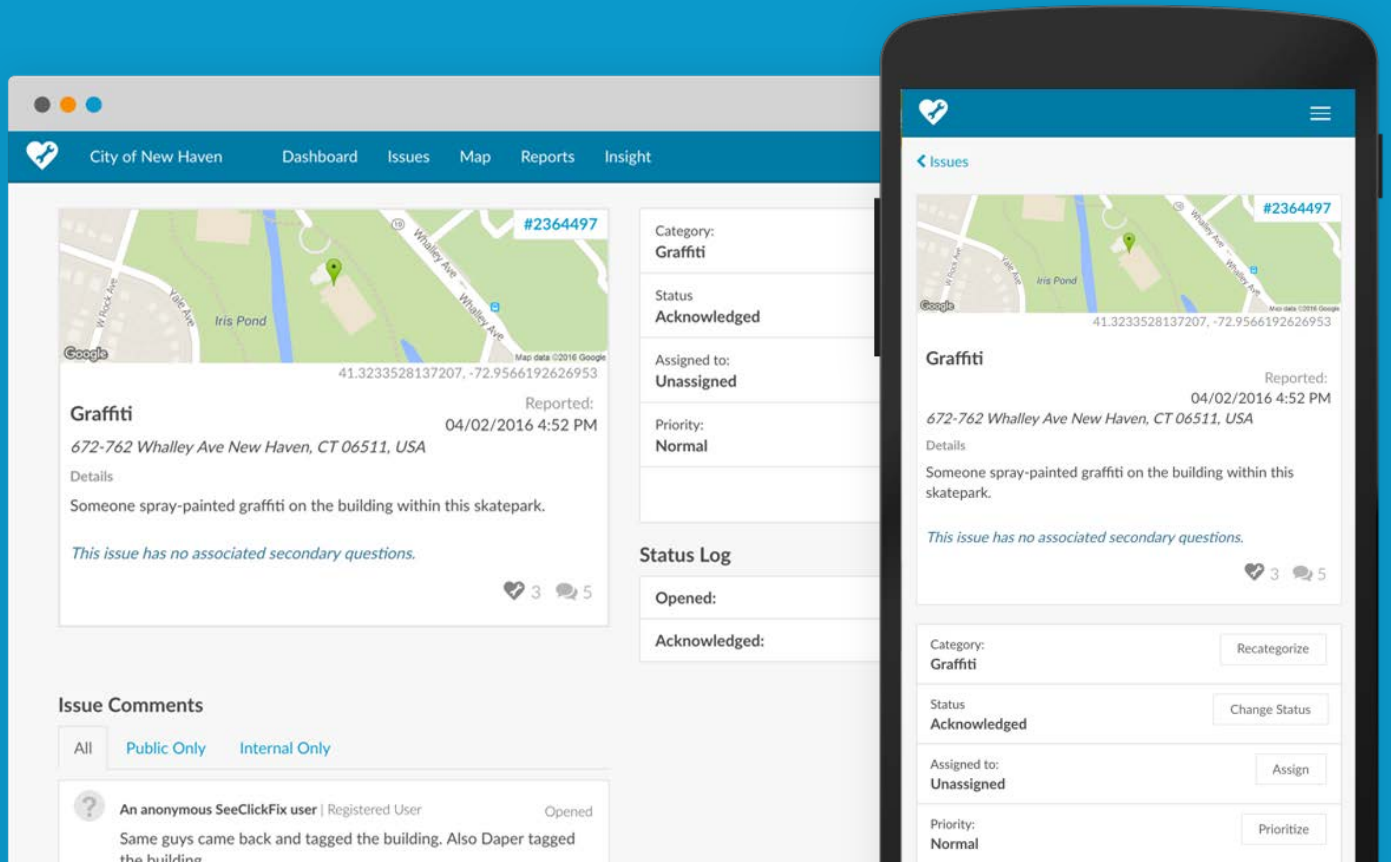
Desk or Field



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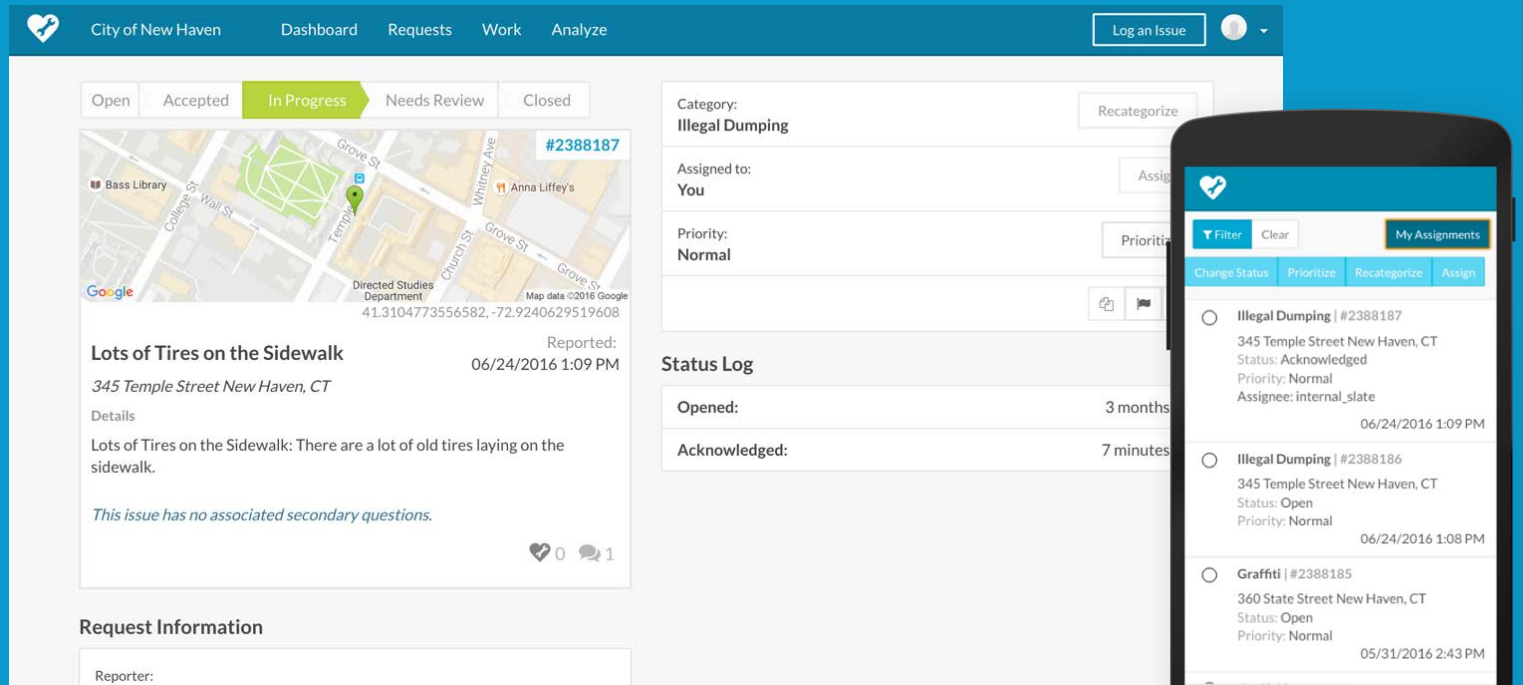
Workflow

Escalation & Status Workflow



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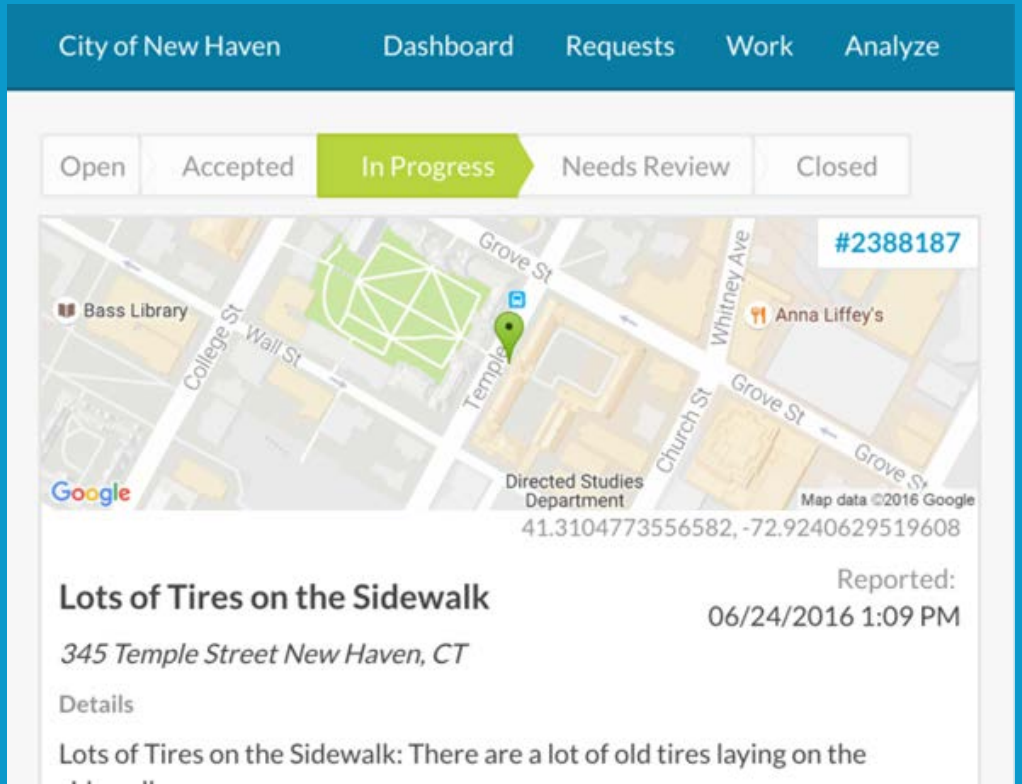
Workflow

Internal stages that match automatically to public



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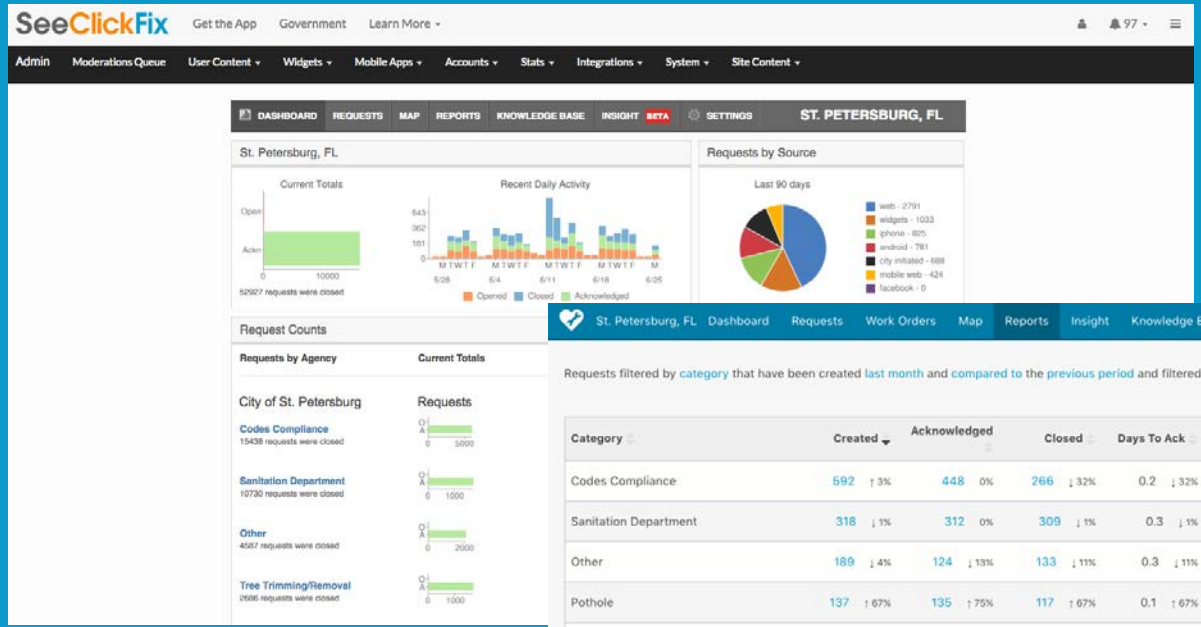
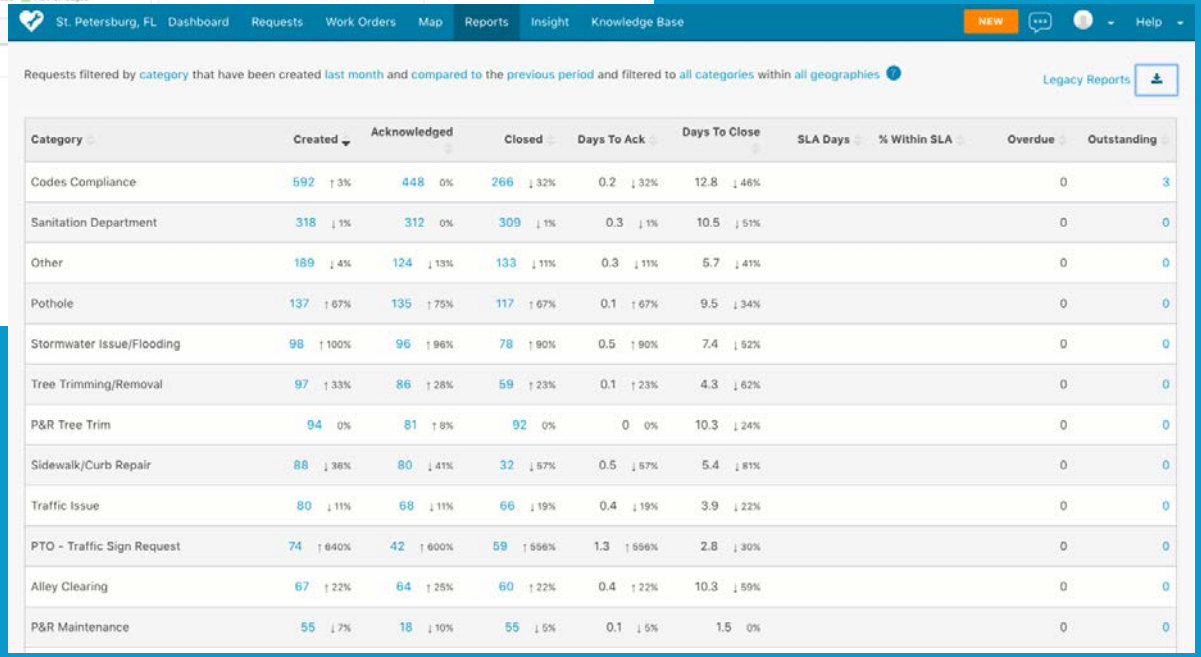
Reports





Category	Created	Acknowledged	Closed	Days To Ack	Days To Close	SLA Days	% Within SLA	Overdue	Outstanding
Codes Compliance	592 ↑3%	448 0%	266 ↓32%	0.2 ↓32%	12.8 ↓46%			0	3
Sanitation Department	318 ↓1%	312 0%	309 ↓1%	0.3 ↓1%	10.5 ↓51%			0	0
Other	189 ↓4%	124 ↓13%	133 ↓11%	0.3 ↓11%	5.7 ↓41%			0	0
Pothole	137 ↑67%	135 ↑75%	117 ↑67%	0.1 ↑67%	9.5 ↓34%			0	0
Stormwater Issue/Flooding	98 ↑100%	96 ↑96%	78 ↑90%	0.5 ↑90%	7.4 ↓52%			0	0
Tree Trimming/Removal	97 ↑33%	86 ↑28%	59 ↑23%	0.1 ↑23%	4.3 ↓62%			0	0
P&R Tree Trim	94 0%	81 ↑8%	92 0%	0 0%	10.3 ↓24%			0	0
Sidewalk/Curb Repair	88 ↓36%	80 ↓41%	32 ↓67%	0.5 ↓67%	5.4 ↓81%			0	0
Traffic Issue	80 ↓11%	68 ↓11%	66 ↓19%	0.4 ↓19%	3.9 ↓22%			0	0
PTO - Traffic Sign Request	74 ↑640%	42 ↑600%	59 ↑556%	1.3 ↑556%	2.8 ↓30%			0	0
Alley Clearing	67 ↑22%	64 ↑25%	60 ↑22%	0.4 ↑22%	10.3 ↓59%			0	0
P&R Maintenance	55 ↓7%	18 ↓10%	55 ↓5%	0.1 ↓5%	1.5 0%			0	0

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Benchmarks

“If a customer called, it was upwards of $4 for that particular [request], while a report indicated that a self-service request is a just little over $2.”
-- Ann Arbor, Michigan

“2x Increase in Civic Engagement in first 5 mos”
-- City of Topeka, Kansas

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Let's Get Connected



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Launch in 8-10 weeks

Evaluation	Wk 1-2
Implementation	Wk 2-4
Internal Launch	Wk 4-7
Public Launch	Wk 8-10
Technical Support	Ongoing

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