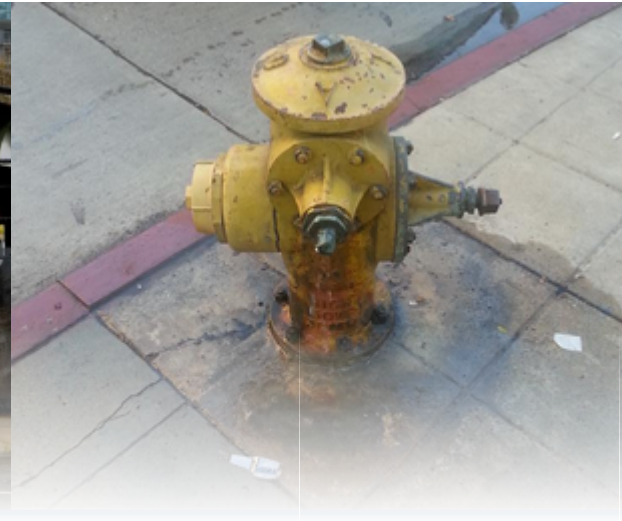
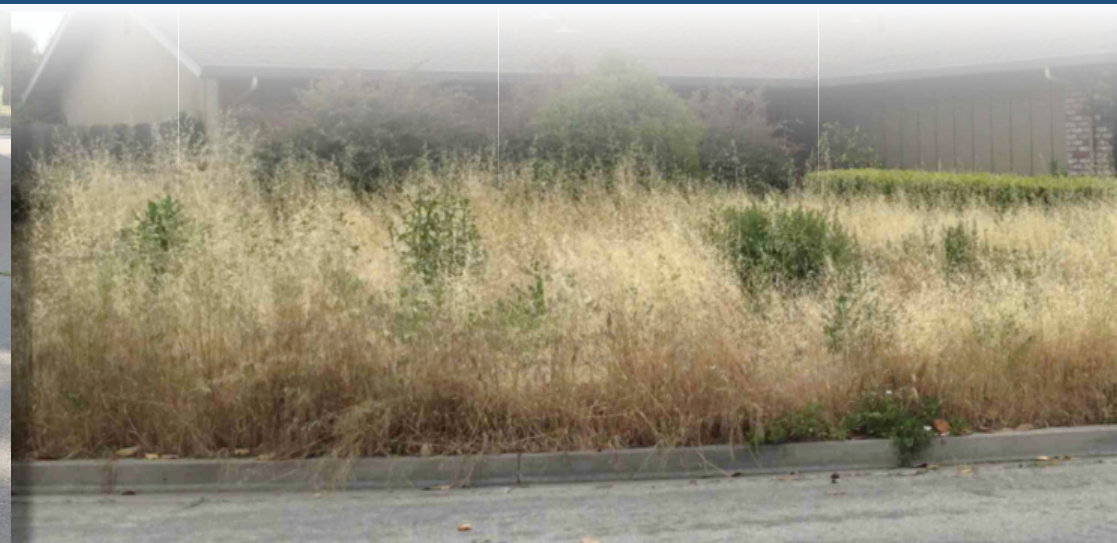


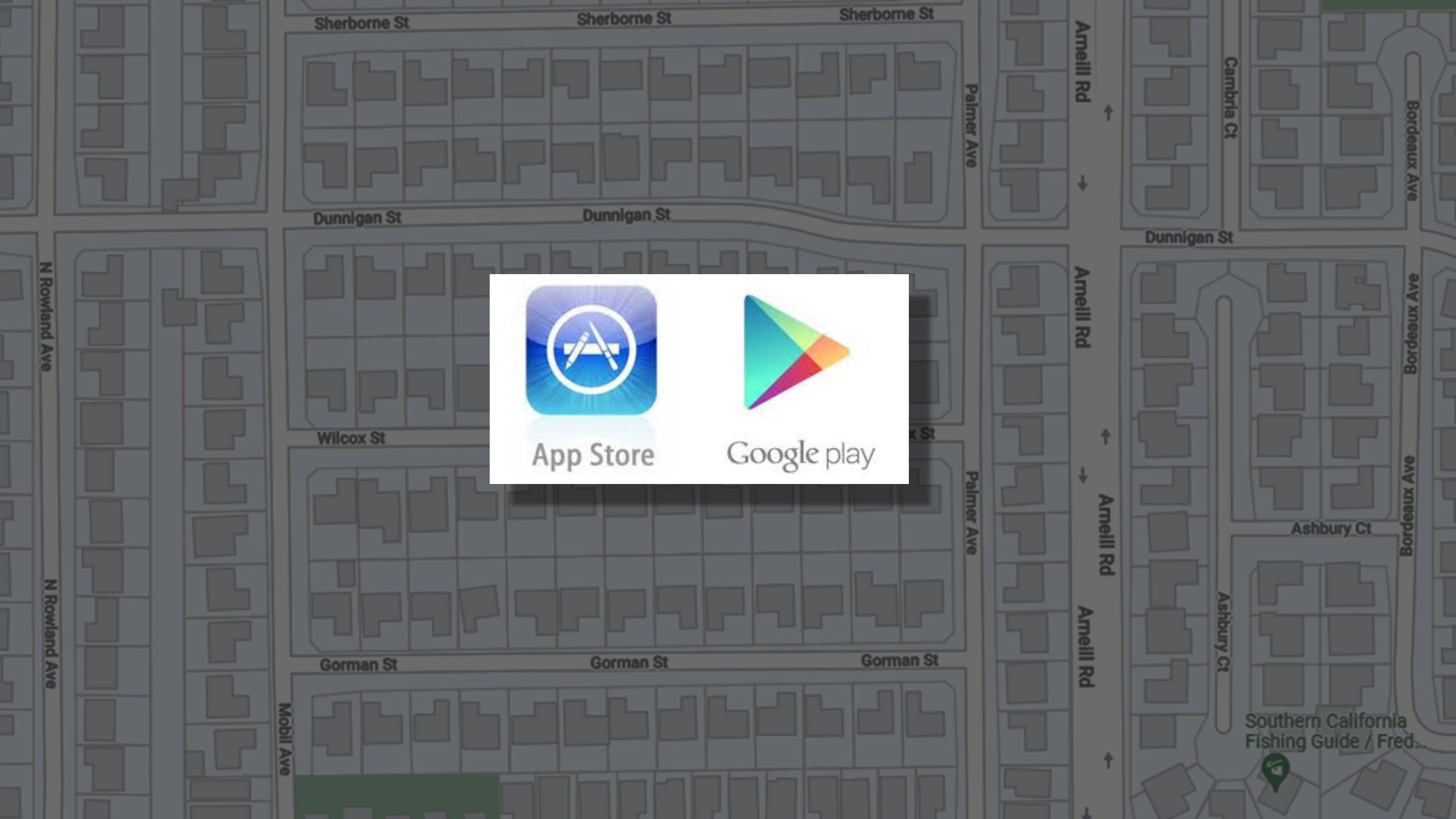
# Citizen Request Management Project



# Single Location for Reporting Concerns

**Through an easily downloadable App or Web Portal, citizens can report a variety of issues.**

- Graffiti
- Potholes
- Traffic Signs
- Streetlights
- Trees
- Hydrants
- Water Quality
- Sewers
- Abandoned Vehicles
- Weed Abatement
- Sidewalks
- Banners/Signs
- Stopped Drains
- Animal Control
- Trash/Debris
- Landscaping
- Parks
- Homelessness
- Recycling
- Shopping Carts


Sherborne St
Sherborne St
Sherborne St
Palmer Ave
Arnelll Rd
Cambria Ct
Bordeaux Ave
Dunnigan St
Dunnigan St
Dunnigan St
N Rowland Ave
Wilcox St
Palmer Ave
Arnelll Rd
Bordeaux Ave
Ashbury Ct
Ashbury Ct
N Rowland Ave
Gorman St
Gorman St
Gorman St
Mobil Ave
Southern California
Fishing Guide / Fred...
App Store
Google play

Sherborne St
Sherborne St
Sherborne St
Dunnigan St
Wilcox St
Gorman St
Mobil Ave
N Rowland Ave
N Rowland Ave
Palmer Ave
Palmer Ave
Ameill Rd
Ameill Rd
Ameill Rd
Ameill Rd
Cambria Ct
Bordeaux Ave
Dunnigan St
Bordeaux Ave
Ashbury Ct
Ashbury Ct
Southern California
Fishing Guide / Fred...

Request Search | Portland 311 | Portland, ME | Portland, ME | SeeClickFix | Subm | New Tab

crm-int.seeclickfix.com/#/organizations/864/issues?page=2

Update

UKG | Salesforce | SCF Pro! | RESERVE DEMO | CHATBOT DEMO | SCF Clients | IKB | OneDrive | Mailchimp

City of Anywhere | Conversations | Constituents | Requests | Work Orders | Map | Reports | Notices | NEW | Help

Search | Change Status | Change Due Date | Recategorize | Assign | Comment | Mark as Duplicate | Print

Saved Searches

Created Date

Due Date

Closed Date

SLA Percentage

Status Select All | Clear

Priority Select All | Clear

Assignee Select All | Clear

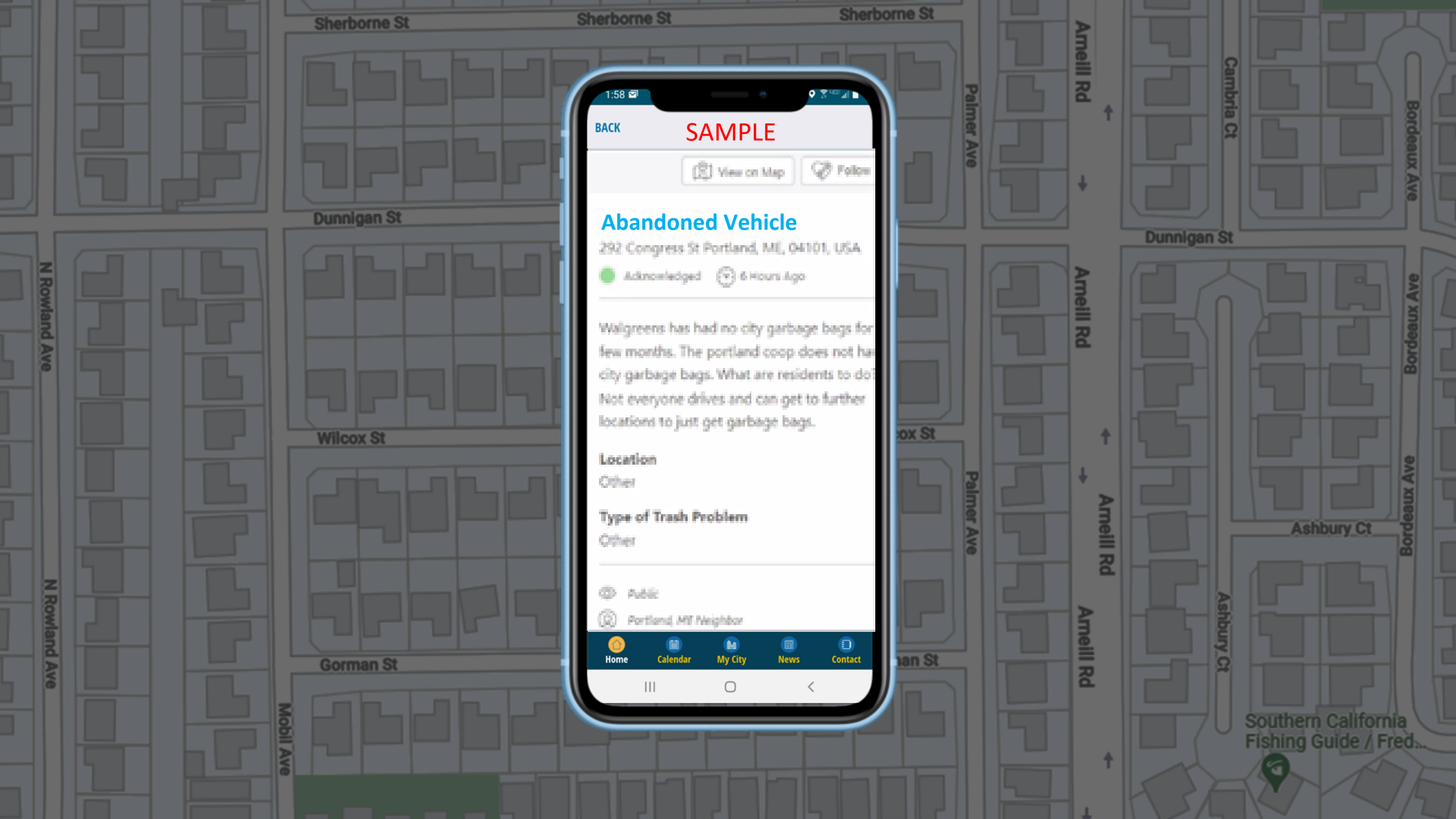
Categories Select All | Clear

Geography Select All | Clear

21-40 of 44 Results

| ID | Status | Details | Work Orders | Created | Due | Media |
|---|---|---|---|---|---|---|
| 904823 | Open | Abandoned Vehicle<br>2 Kailley Ct Hazlet Township, NJ, 07730, USA<br>Assignee: Unassigned | | 12/14/2021<br>11:17 AM | | |
| 904215 | Open | Graffiti<br>14 W Susan St Hazlet Township, NJ, 07730, USA<br>Assignee: Unassigned<br>bad language | | 12/01/2021<br>5:00 PM | | |
| 903864 | In Progress | Graffiti<br>101-245 Keil St East Peoria, IL, 61611, USA<br>Assignee: Pete Vagnone<br>Graffiti Request | WO-2445 To Do | 11/18/2021<br>4:59 PM | | |
| 903673 | In Progress | Pothole<br>225 Center St East Peoria, IL, 61611, USA<br>Assignee: Pete Vagnone<br>Pothole | WO-2447 Done | 11/11/2021<br>8:29 PM | | |
| 903667 | Open | Graffiti<br>400 Richland St East Peoria, IL, 61611, USA | | 11/11/2021<br>3:48 PM | | |

20 | « | 1 | 2 | 3 | »


Sherborne St
Sherborne St
Sherborne St
Dunnigan St
Wilcox St
Gorman St
Palmer Ave
Ameill Rd
Cambria Ct
Bordeaux Ave
Ashbury Ct
N Rowland Ave
Mobil Ave
Southern California Fishing Guide / Fred...
1:58
BACK
SAMPLE
View on Map
Follow
Abandoned Vehicle
292 Congress St Portland, ME, 04101, USA
Acknowledged
6 Hours Ago
Walgreens has had no city garbage bags for
few months. The portland coop does not ha
city garbage bags. What are residents to do?
Not everyone drives and can get to further
locations to just get garbage bags.
Location
Other
Type of Trash Problem
Other
Public
Portland, ME Neighbor
Home
Calendar
My City
News
Contact

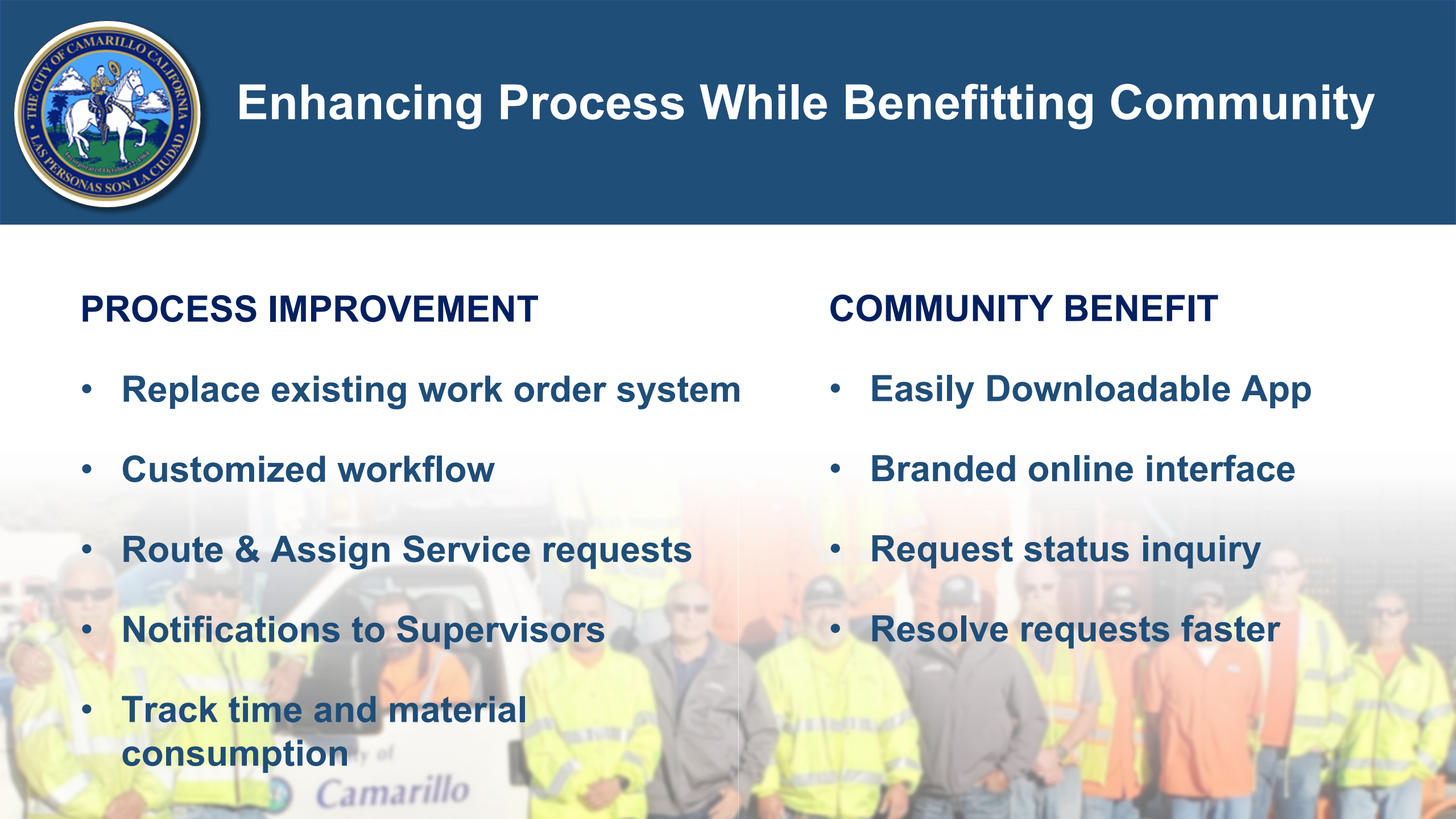
# Enhancing Process While Benefitting Community

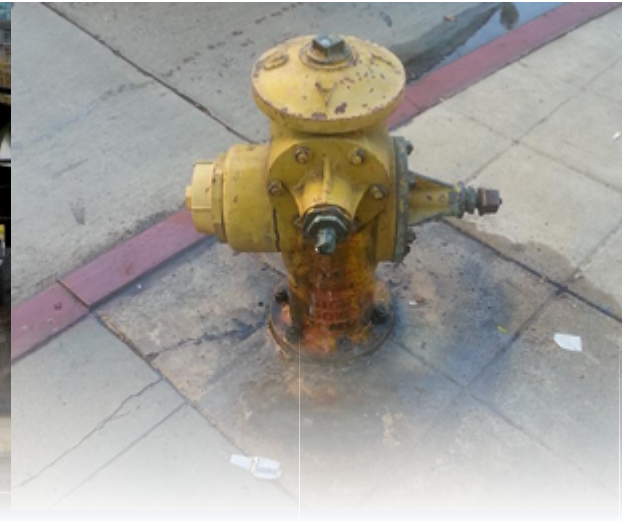
## PROCESS IMPROVEMENT

- Replace existing work order system
- Customized workflow
- Route & Assign Service requests
- Notifications to Supervisors
- Track time and material consumption

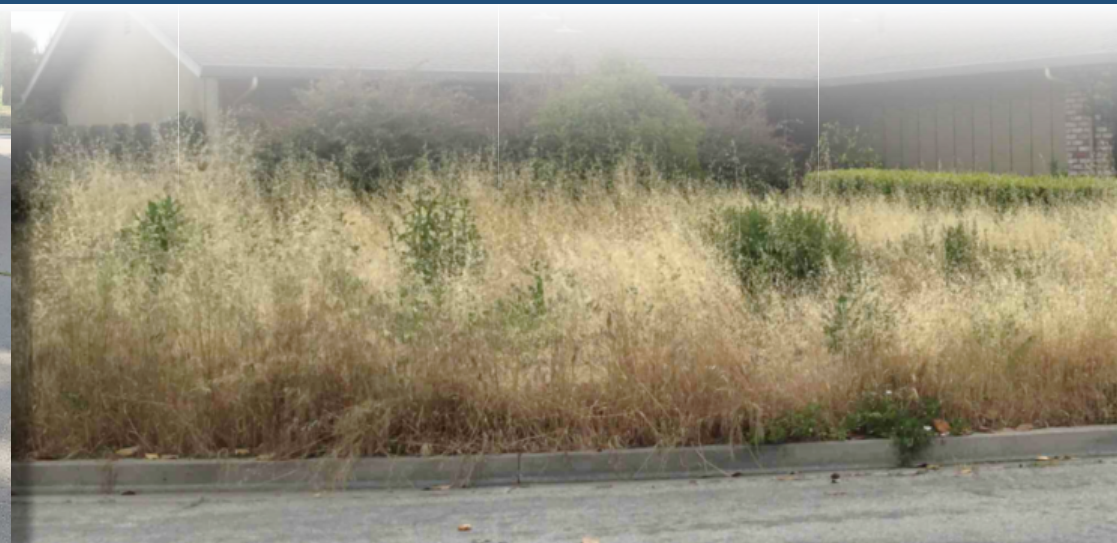
## COMMUNITY BENEFIT

- Easily Downloadable App
- Branded online interface
- Request status inquiry
- Resolve requests faster





# Questions?

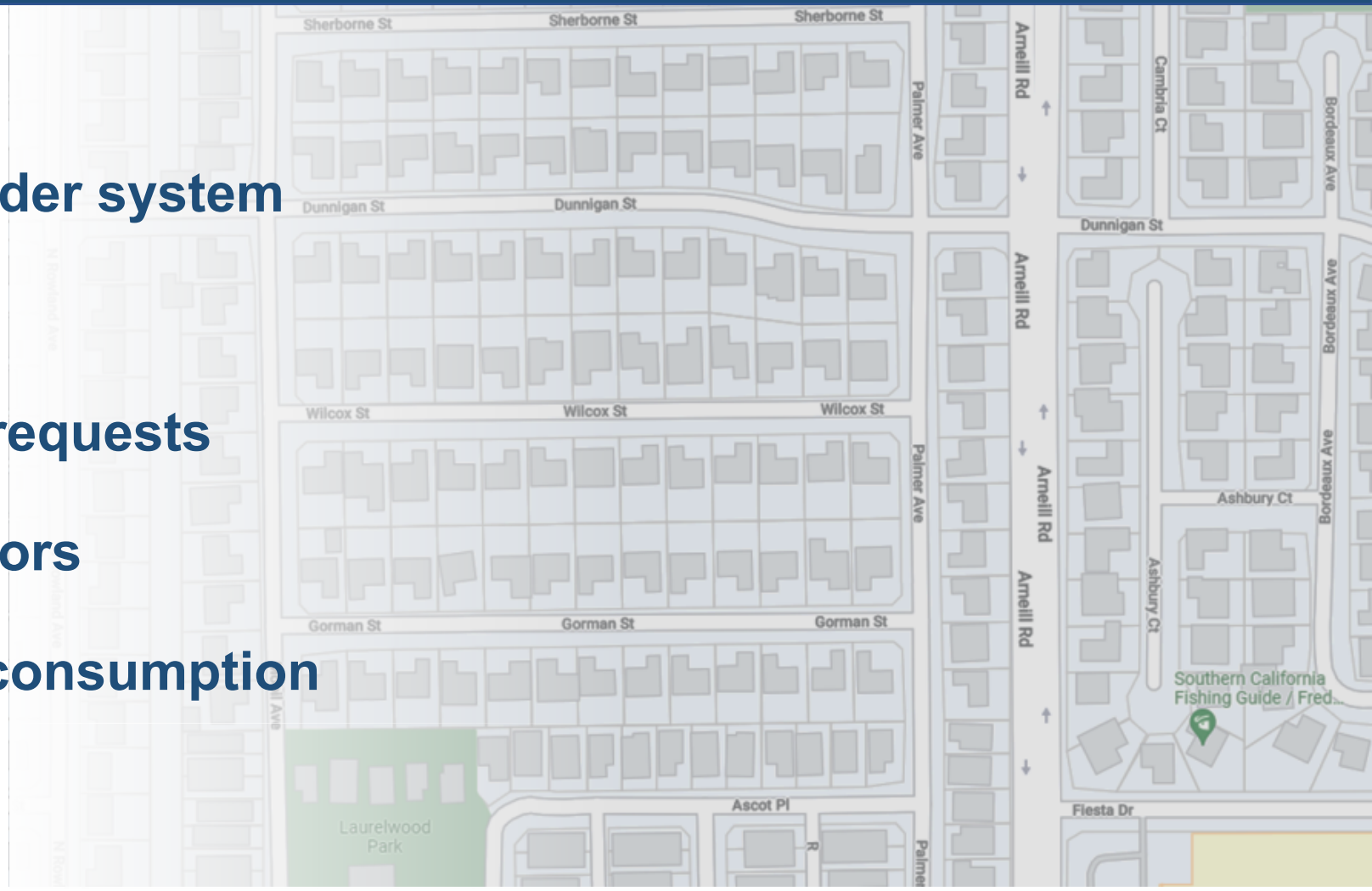


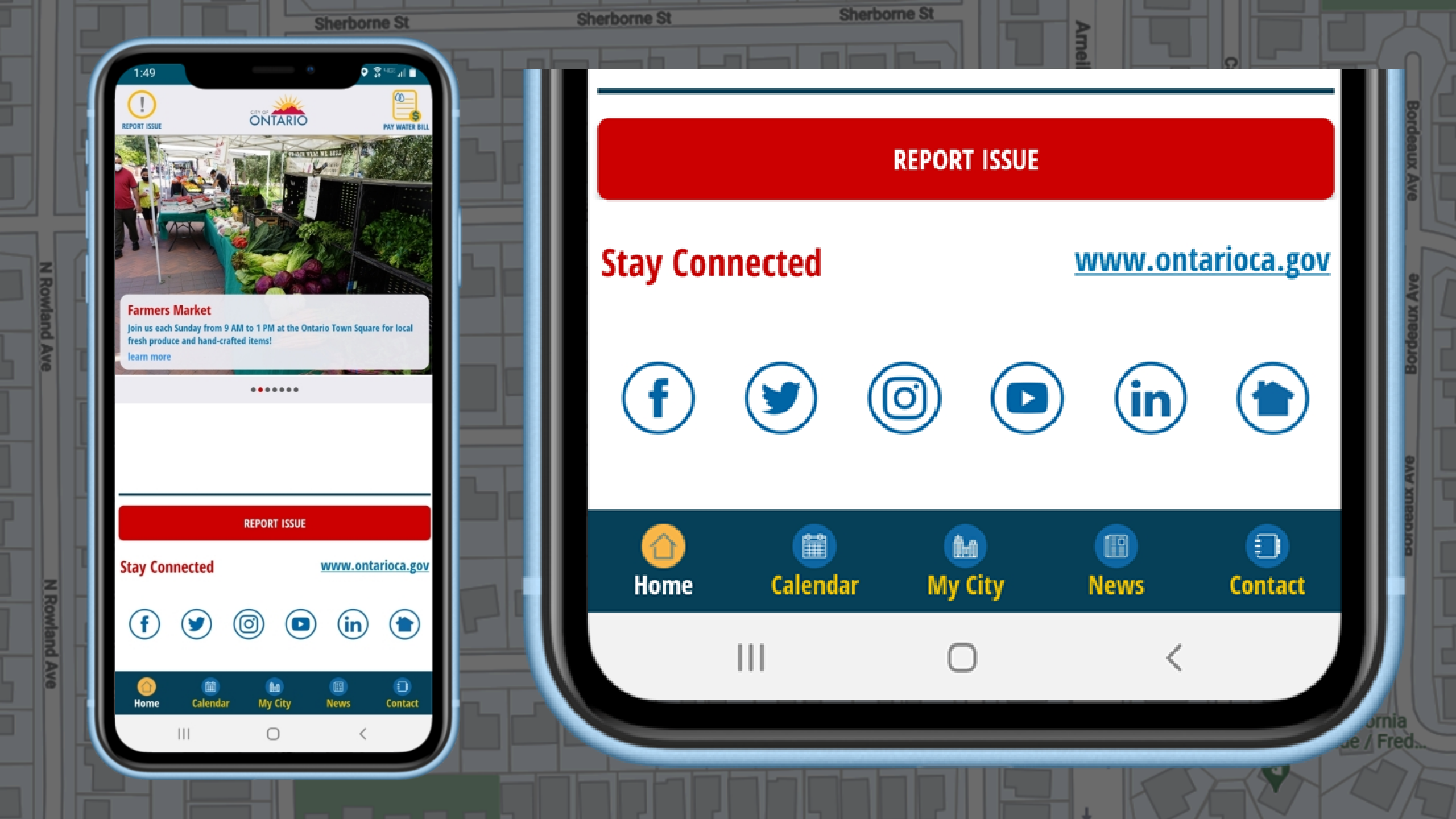
# Community Benefit

- Easily Downloadable App.
- Branded online interface.
- Request status inquiry.
- Resolve requests faster.

# Process Improvement

- Replace existing work order system
- Customized workflow
- Route & Assign Service requests
- Notifications to Supervisors
- Track time and material consumption




Sherborne St
Sherborne St
Sherborne St
N Rowland Ave
N Rowland Ave
Bordeaux Ave
Bordeaux Ave
1:49
REPORT ISSUE
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Join us each Sunday from 9 AM to 1 PM at the Ontario Town Square for local fresh produce and hand-crafted items!
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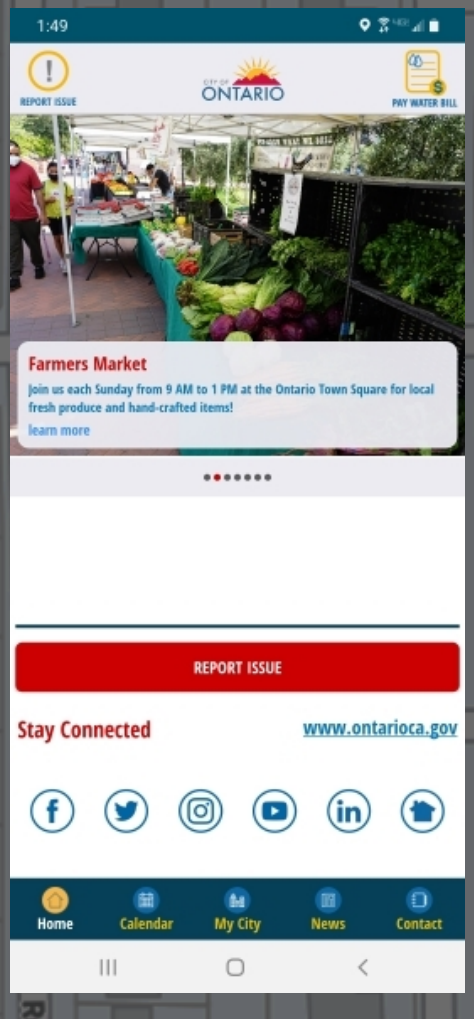
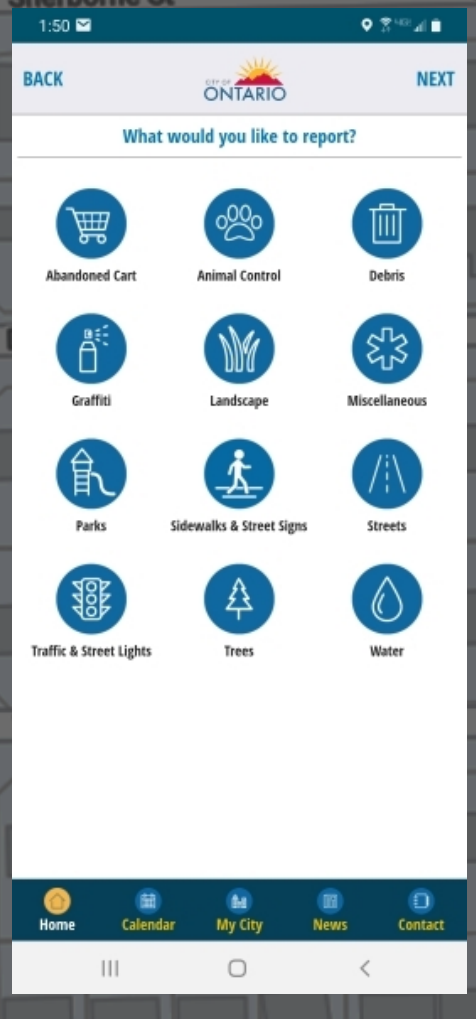
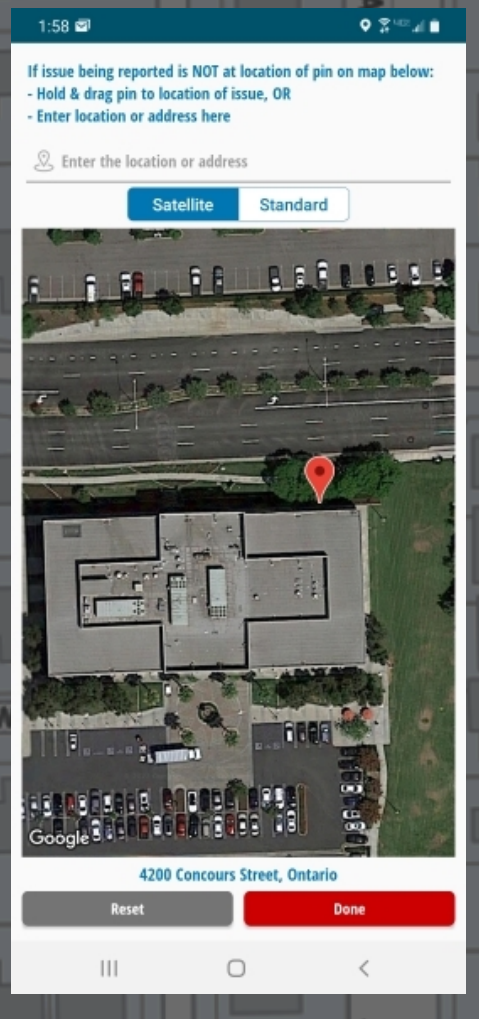
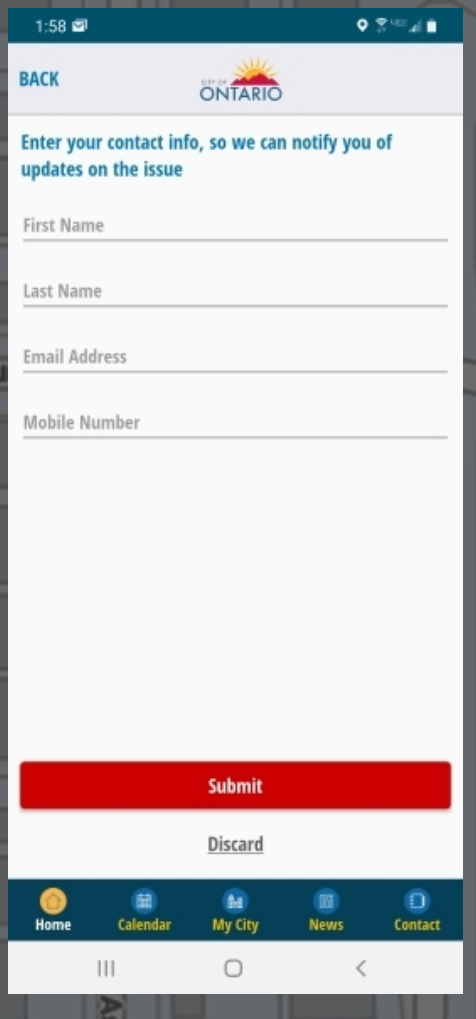
# Citizen Request Management Project Update



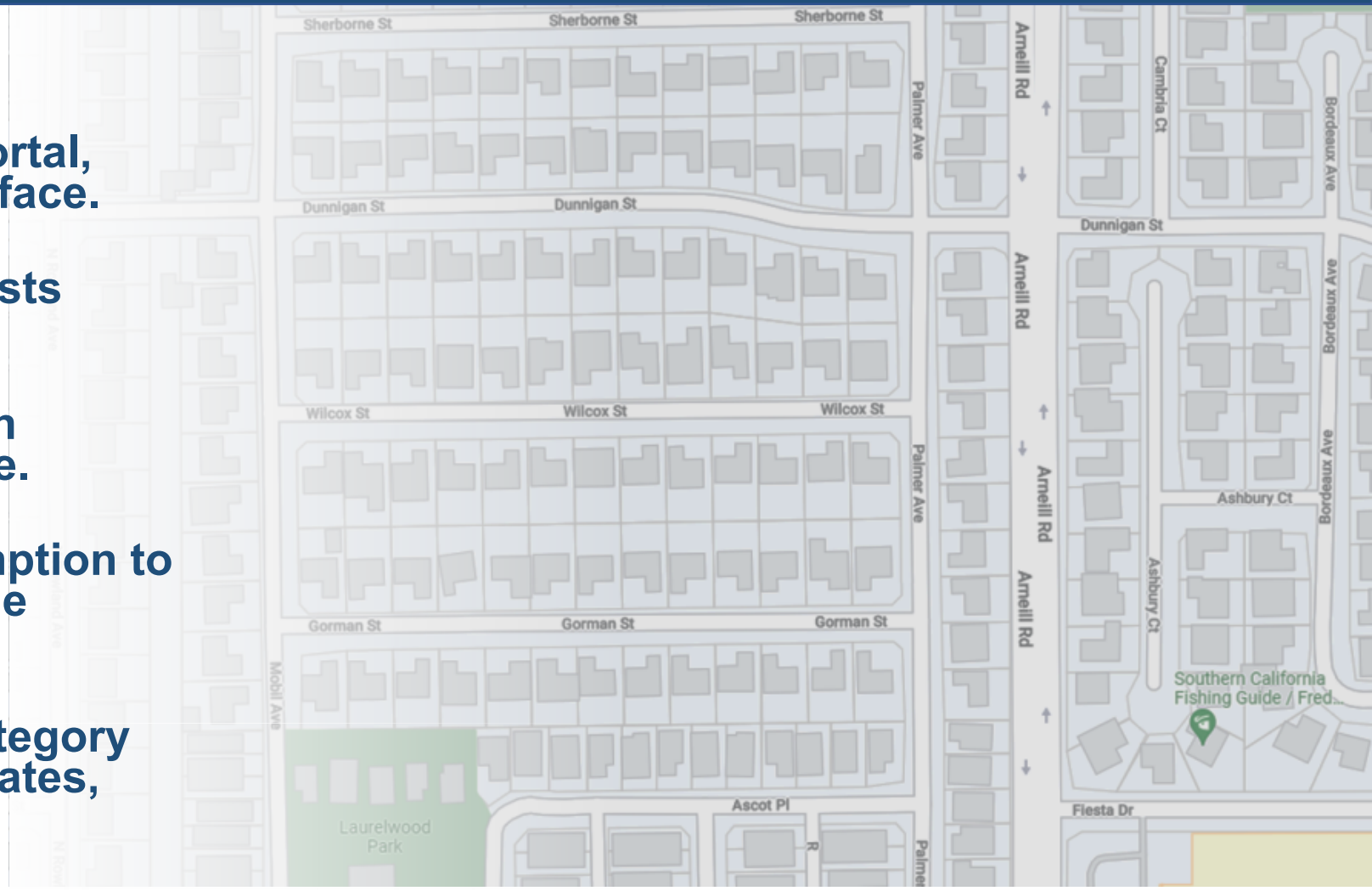


# Community Benefit

- **Project Benefits:**
  - Downloadable app & online interface
  - Able to replace existing work order system
  - Customized workflow for each request type
  - Request status inquiry

# Process Improvement

## Features include:

- Branded mobile app, website portal, Facebook app, & call taker interface.
- Route and assign service requests based on location & category.
- Notification to supervisors when responses exceed their due date.
- Track time and material consumption to know what it's costing to provide services.
- Resolve requests faster with category specific questions, geo-coordinates, photos, & comments.