Citizen Services Center
Budget Highlights

➢ Continues Improvement. Identified limitations of current CRM and assessed needs for City Work Order System.

➢ Complete RFP for new comprehensive Work Order System with a public facing Customer Response Management Tool.

➢ Enabling crews in the field to respond and communicate with residents in the field.

➢ Offer multiple platforms for residents to communicate their needs via software enhancements that enable social media and texting integration for service requests.

➢ Include new or improved services (or processes) the department will provide to citizens or to other City Departments or personnel.

➢ Reduced call volume by repairing and enhancing CSC Software.

➢ Reduced calls = less need for call takers; increase in better support to residents without internet that require assistance when reporting something.

➢ Monthly Reporting and Progress meetings with Department Managers that are DATA DRIVEN.

➢ Evidence based management tools for Directors, Managers and Foremans.

➢ Comprehensive and details patterns of Performance.

➢ Major Change planned for the department: CityBot: <14.280.00k

➢ Citizens: Text or use a messenger app to crowdsource the civic issue.
   -text an issue; seamless integration
   -CITISEARCH: Ask your government and question;
   -Interactive notifications and alerts

➢ Technology in the field enables crews to close loop:

   o Accurate account and timely repairs while allowing for comprehensive communication with the resident from the field.
   o Results: Quicker response time & comprehensive process.
   o Managers receive accurate and timely information.

➢ Estimated costs for Tablet & Equipment: $11,200.00
   Estimated costs for Cellular: $8,680.00