



# Citizen Management Suite

Citizen Request  
Management



Citizen Notifications  
& Alerts



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# Company Overview

- Founded in 2004
- Over 450 Municipal Customers
- Over 2 Million Users!



# Products

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## Citizen Notifications

- Branded Mobile App
- Send to Multiple Channels (Push, Email, Facebook, Twitter)
- Subscription Groups
- Applets
  - Elected Officials
  - Phone Lists
  - Social Media Integrated
  - Surveys
  - Local Places
  - Pages
  - Any Mobile Content

## Citizen Request (CRM)

- Service Requests
- Knowledge Base
- Workflow
- Reporting & Mapping
- Satisfaction Surveys
- Work Order Lite (Time & Materials)
- Integrations
  - ESRI ArcGIS
  - LDAP / Active Directory
  - Work Order Systems

## Code Enforcement (Not Included)

- Case Management
- Violations & Actions
- Attach Pictures, Videos & more
- Letters & Citations
- Fees & Payments
- Special Features
  - Rental Inspections
  - Weed Abatement
  - Vehicle Abatement
  - Business License Enforcement
- Integrations
  - ESRI ArcGIS
  - Permitting Systems
  - Collection Services

# COPY Branded Mobile App for Citizens



- Branded specifically for your Agency
- Access Useful City Information
- Submit Service Requests
- Knowledge Base of FAQs for Citizen Self-Service
- Receive Notifications & Alerts

# Web Portal

- Embedded into City's Website
- Submit Service Requests
- Browse Knowledge Base
- Promotes Downloads of App
- Sign up for Email Notifications & Alerts



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The screenshot shows the Placentia City website web portal. At the top, there is a blue header with the Placentia logo, a '+ New Issue' button, and a 'Sign in' button. Below the header, there is a section titled 'Looking for Information?' with a question mark icon. This section contains a paragraph explaining the site's purpose, an 'IMPORTANT NOTE' about request monitoring, and a 'We are here to serve you!' message. Below this is a search bar with the text 'Click here to search by key words'. A 'Topic Areas' section follows, displaying a grid of 20 categories with right-pointing chevrons, including Administration, Animals and Pest Control, Building and Facility Maintenance, Business Licenses, City Council, City Government, Code Enforcement, Elections, Employment Opportunities, Finance, Fire Prevention, Graffiti, Homelessness Concerns, Landscaping, Parks & Recreation, Permits and Licenses, Police and Public Safety, Procurement, Streets, Curbs and Gutters, Traffic Signs / Signals, Trash and Recycling, Utilities, and Website. To the right of the main content is a 'Most Requested' sidebar with several links: 'City Job Openings', 'Business License Renewal', 'Business License Application and Fees', 'Pothole Repair', 'Building and Facility Maintenance', 'Contact Us', 'Trash Pickup', 'Dangerous or Unsightly Property', 'Graffiti', and 'Curb/Gutter Damage/Water Ponding'. At the bottom of the page, there are buttons for 'Download on the App Store' and 'GET IT ON Google Play', a 'Select Language' dropdown menu, and a 'Powered by GOGov' logo.

# Staff Software



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Showing 53 requests out of 58 in 0.004 seconds

	STATUS	DUE	TOPIC+	PEOPLE	UPDATED	ENTERED
	Scheduled	Mar 3, 2021 +7D	<b>Trash and Debris</b> Code Enforcement 6 Oak St, Nesconset Please have someone clean up this trash I am tired of looking at!	Ryan Reporter Kevin Strauss	Feb 17, 2021 4:53 PM	Feb 17, 2021 4:46 PM
	Open	Feb 25, 2021 +1D	<b>Tall Grass/Weeds</b> Code Enforcement 8 Moonlit Ct, Smithtown please help get the grass cut!	Kevin Strauss Kevin Strauss	Feb 11, 2021 1:53 PM	Feb 11, 2021 1:53 PM
	Open	Feb 18, 2021 -6D	<b>Sidewalk Repair</b> Public Works W Main St Job is to fix all sidewalk damage caused by recent parade	Kevin Strauss Kevin Strauss	Feb 24, 2021 9:39 AM	Feb 11, 2021 1:43 PM
	Open	Feb 25, 2021 +1D	<b>Snow on Sidewalks</b> Code Enforcement W Main St Guys - Please remove all snow from sidewalks and put down salt...	Kevin Strauss Kevin Strauss	Feb 24, 2021 9:39 AM	Feb 11, 2021 10:37 AM
	Open	Feb 23, 2021 -1D	<b>Tall Grass/Weeds</b> Code Enforcement 8 Moonlit Ct This grass is really long!	Jack Greenstone Kevin Strauss	Feb 24, 2021 9:40 AM	Feb 9, 2021 4:53 PM
	Open	Feb 22, 2021 -2D	<b>Barking Dog Information</b> Code Enforcement 8 Moonlit Ct The dog doesnt	Jack Greenstone Kevin Strauss	Feb 24, 2021 9:40 AM	Feb 8, 2021 4:28 PM
	Scheduled	Mar 17, 2021 +21D	<b>Pothole</b> Public Works 6 Oak St, Nesconset please fix this!	Ryan Reporter Kevin Strauss	Feb 3, 2021 4:15 PM	Feb 3, 2021 4:14 PM

- Manage & Route Requests
- Assign & Track Work
- Collaborate with Citizens and Staff
- Integrations with Third-Party Software
- Browser Based





# Reports

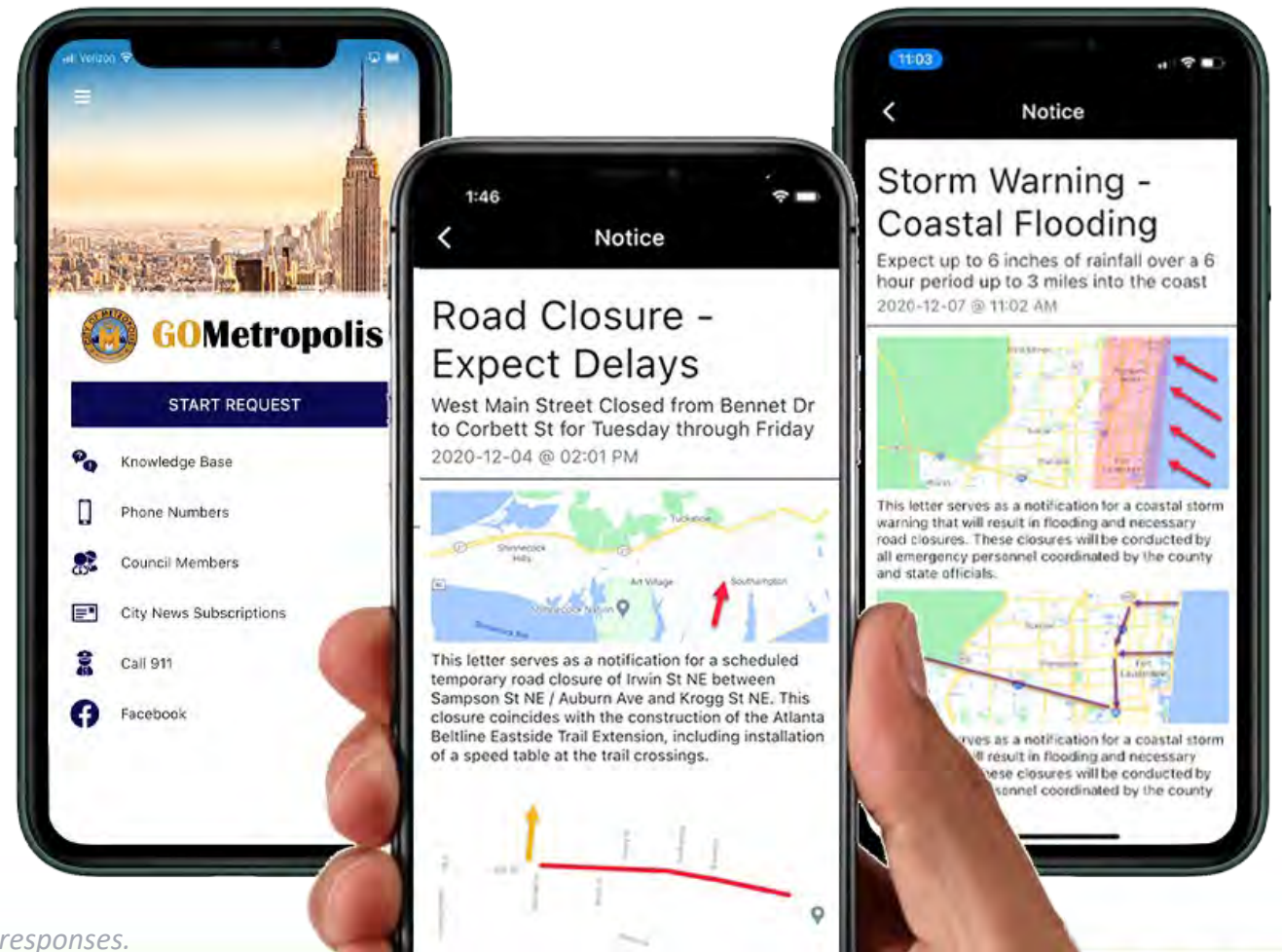
- Agency-wide Reports
- Departmental Reports
- Backlog by Department or Topic
- Response Times
- Citizen Satisfaction
- Custom Reports
- View Reports on a Map
- Save, Schedule & Export to Excel



# Citizen Notifications



- Informational Messages
- Emergency Alerts
- Real Time Push Notifications
- Push to Social Media
- Send via Email
- Scheduled Sending
- Subscription Lists
- Manage Follow up Questions\*



\* Additional CRM module required to allow citizens to reply to notifications and manage responses.



# Training & Implementation

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- Average Implementation is only a Few Weeks Long
- Unlimited Training for the Life of Working Together
- Dedicated Project Manager
- All Training Performed Remotely, via GoToMeeting
- All Sessions Recorded & Provided to City as a Video Library
- Continued Support Available via Phone, Email & Online Ticketing System



# Pricing Model

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*Purchase Features you can use, not Licenses!*



Population Based Pricing



No Up-Front Costs



Unlimited Users & Departments



Unlimited Training & Support



Fully Hosted



Software as a Service Subscription

