Deploy Your Own Multi-Jurisdiction Citizen Mobile App
The citizen perspective...
...and the complex reality.
Douglas County, NE

Omaha, Ne

530,000 Population

340 Sq Miles

Cityworks History & Deployments
CitySourced

Enterprise Citizen Engagement

Esri Partner

GIS-centric
40M+ Residents

7 Countries
Interactive Discussion

The Problem

The Solution

Advanced Workflows

Data & Value
As a citizen:

1. I don’t really care
2. I just want the issue fixed
3. Complexity = Disengagement
As a County / City / Utility:

1. Calls & Emails for Other's Assets
2. Duplicate Data Entry
3. Frustrated Constituents
Routing?

#1

#2

#3

#4

Cityworks®

#5
Streamline Intake

- Authoritative Data
- Work Order Intake
- Traditional Workflow (Back Office)
- Citizen Engagement
Streamline Entire Process

- Work Order Intake
- Authoritative Data
- Traditional Workflow (Back Office)
- Field Worker
- Citizen Engagement
Report ID# 97273: Abandoned Bicycle

Created: 01/02/2014 @ 01:56 PM PST  Last Updated: 01/02/2014 @ 02:01 PM PST

**Assignment & Status**

Assigned To: EJ Oruche

Current Status: Received

Status Last Updated By: EJ Oruche

**Report Details**

Privacy: Public  [Make Private]

Description: There is an abandoned bicycle near the intersection. There are no wheels on the bike but there is still a lock on it.

**Author & Device**

Jack Allen
jallen@gmail.com
(213) 565-4857

Submitted On: Apple iPhone 5 (CDMA)

**Public Comments**

CitySourced System 01/02/2014 @ 02:01 PM PST

CitySourced has updated this report’s status from 'Submitted' to 'Received'.

Add Comment
Platform Integration
Cloud Infrastructure

Cityworks Citizen Engagement API
Asset Management
Collect, organize & exchange data
Asset Mgmt

Planning & Analysis
Transform data into actionable information
Comm Analyst

Field Mobility
Get information into and out of the field
CitySourced

Decision Support
Disseminate knowledge where & when it’s needed
COP

Citizen Engagement
Public access
CitySourced

Complete Integrated System
The Solution

Overlapping Geofences

Multiple Layers with Unique Report IDs
The Solution
Geo-Dynamic Application

1. Mashing Up Multiple Jurisdictions
2. Based on Location & Request Type
3. Completely Transparent to Citizen
Advanced Workflows & Routing
Douglas County launches mobile app for requesting services, reporting issues

By KATIE KNAPP SCHUBERT

Douglas County residents have a new way to report issues to the county.

The county now has a mobile app, called “Douglas County Citizen Connect.” It’s similar to the city of Omaha’s website for smartphones.

Diane Wallace, IT Coordinator for Douglas County, says the same functionality to submit a request for information or services was added to the county’s website, www.douglascounty-ne.gov.

Wallace says when someone reports an issue through the application, the request goes directly to the department that will handle it, making the process more efficient.
“Often times, all of our resources go into locating and reporting a problem before we even have a chance to fix it.”

- Danny Lu
Business Analyst - LAUSD
## Verification Costs

<table>
<thead>
<tr>
<th>Verification Roll Costs</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Works Employee Time: 1 Hour</td>
<td>$24.04</td>
</tr>
<tr>
<td>Employee Taxes, Benefits &amp; Pension</td>
<td>$7.21</td>
</tr>
<tr>
<td>Vehicle Fuel: 10 Miles Round Trip</td>
<td>$4.00 ($10 mpg)</td>
</tr>
<tr>
<td>Vehicle Wear &amp; Tear</td>
<td>$3.37 ($0.337/mile)</td>
</tr>
<tr>
<td><strong>SINGLE VERIFICATION TRUCK ROLL</strong></td>
<td><strong>= $38.62</strong></td>
</tr>
</tbody>
</table>

Standardized Report Date & GPS – Remove Guess Work
**Total Verification Roll Costs Per Year**

\[ \$38.62 \times 2 \text{ Rolls Per Day} \times 250 \text{ Days Per Year} \]

Total Annual Verification Costs = \$19,310

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**Standardized Report Date & GPS – Remove Guess Work**
### Automated Communication Efficiencies

<table>
<thead>
<tr>
<th>Channel</th>
<th>Cost Per Transaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Walk-In</td>
<td>$9.00</td>
</tr>
<tr>
<td>Live Phone Agent</td>
<td>$5.30 - $4.50</td>
</tr>
<tr>
<td>Email</td>
<td>$3.00 - $2.50</td>
</tr>
<tr>
<td>Phone Self Service</td>
<td>$1.85 - $0.45</td>
</tr>
<tr>
<td>Web Self Service</td>
<td>$0.65 - $0.24</td>
</tr>
<tr>
<td>Smartphone Reporting</td>
<td>$0.15 - $0.01</td>
</tr>
</tbody>
</table>

Gartner and Forrester Research
### Douglas County Metrics

<table>
<thead>
<tr>
<th>Channel</th>
<th>Total Service Request</th>
<th>Percentage of Total Service Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call</td>
<td>8,031</td>
<td>55%</td>
</tr>
<tr>
<td>CitySourced</td>
<td>4,613</td>
<td>31%</td>
</tr>
<tr>
<td>Email</td>
<td>317</td>
<td>2%</td>
</tr>
<tr>
<td>Voicemail</td>
<td>1,190</td>
<td>8%</td>
</tr>
<tr>
<td>Total</td>
<td>14,705</td>
<td></td>
</tr>
</tbody>
</table>

31% of Reports Shifted to CitySourced
CitySourced + Cityworks Customers

Douglas County, NE
Omaha, NE
Redlands, CA
Escondido, CA
Glendale, CA
Longview, TX
Weatherford, TX
SeaTac, WA

Fulton County, GA
Cucamonga Valley Water
Salt Lake City, UT
Herriman, UT
Wilmington, DE
Columbia County, GA
Miami Beach, FL

Seamless, Out-of-the-Box Integration