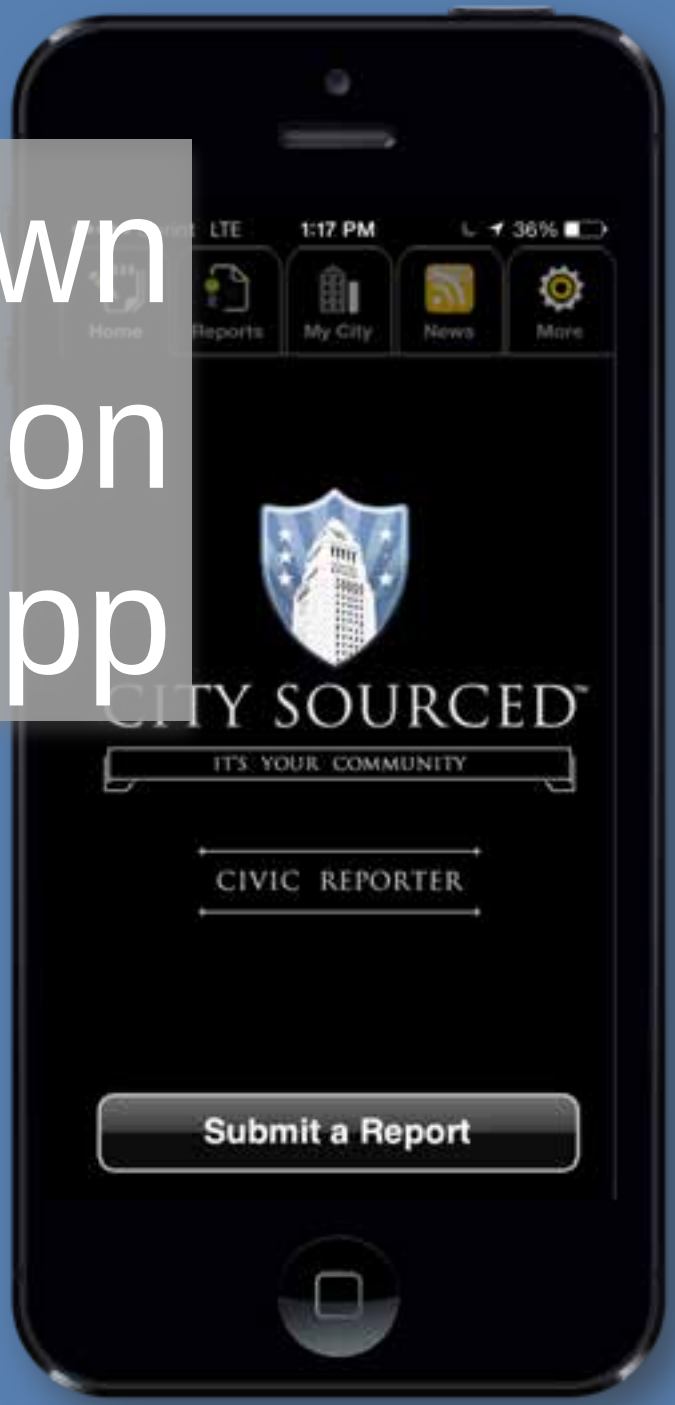
Deploy Your Own Multi-Jurisdiction Citizen Mobile App



The citizen perspective…

Main Street USA
Steet Light
Utility Company
Roadway
County
Sidewalk
City
The Learned Owl
...and the complex reality.

CITY SOURCED

Andrew K Kirk

VP, Sales & Marketing

Douglas County, NE
Omaha, Ne

530,000 Population

340 Sq Miles

Cityworks History & Deployments

CitySourced

Enterprise Citizen Engagement

Esri Partner

GIS-centric

esri
Partner
Network
Silver

40M+ Residents
7 Countries

Interactive Discussion

The Problem

The Solution

Advanced Workflows

Data & Value

The Problem

Who's in charge here?

As a citizen:

1. I don't really care
2. I just want the issue fixed
3. Complexity = Disengagement

The Problem

Operational Inefficiencies

As a County / City / Utility:

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

Routing?

#1

#2

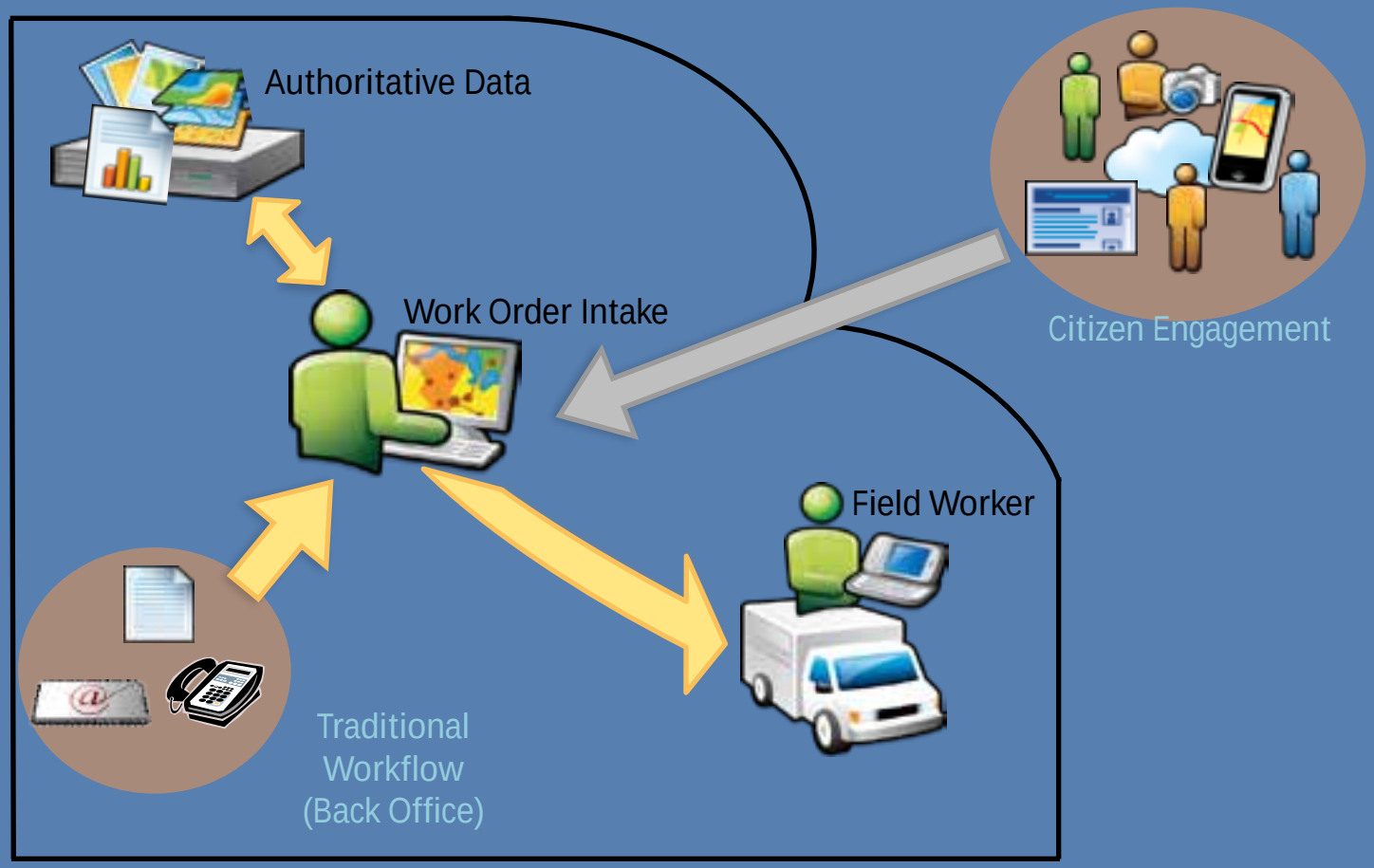
#3

#4

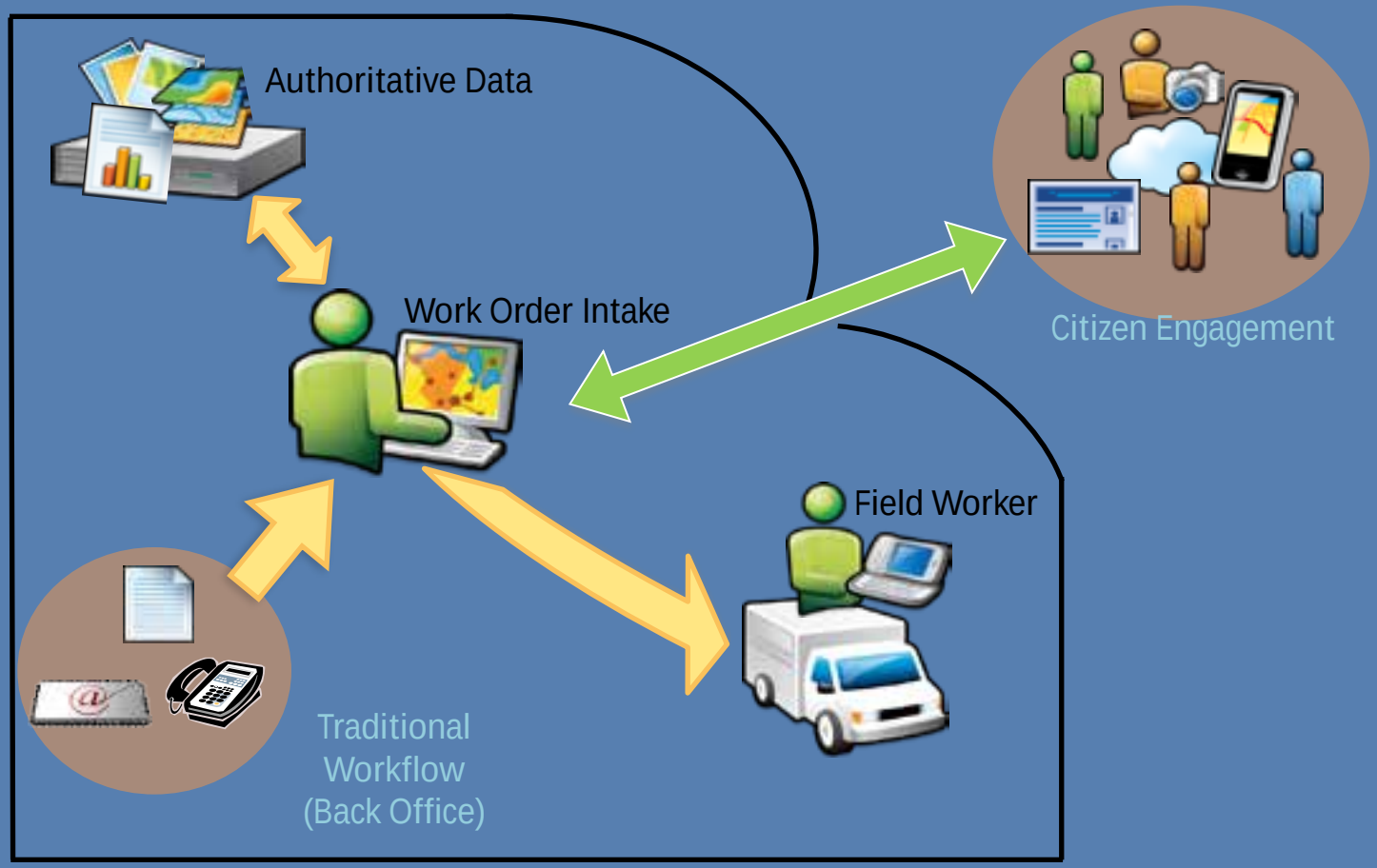
Cityworks®

#5

Streamline Intake



Streamline Entire Process



Home Applications Metrics Widgets Search

Service Request Details

Private Notes

Additional Data

Nearby Requests

Event Logs

Report ID# 97273: Abandoned Bicycle

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

Action Menu

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.

Attachments

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'.

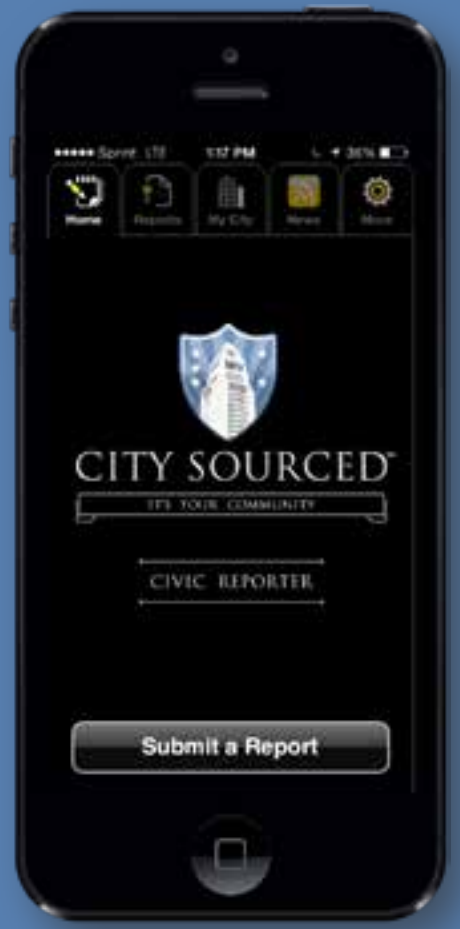
Add Comment

Location Information

Nearest Address:

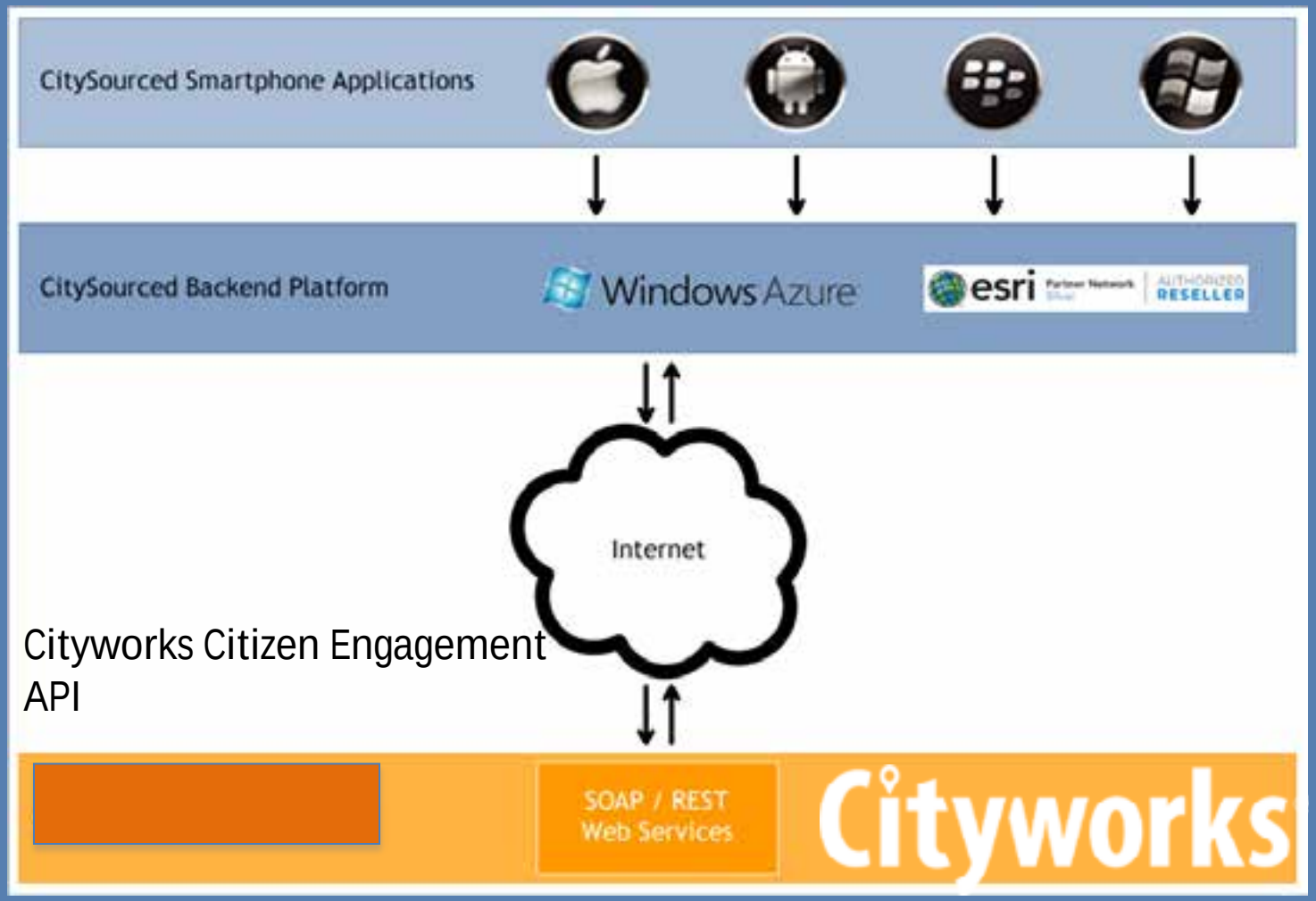
11317 Massachusetts Avenue, Los

Platform Integration



Cityworks®

Cloud Infrastructure



Cityworks Citizen Engagement API

Complete Integrated System

Asset Management	Planning & Analysis	Field Mobility	Decision Support	Citizen Engagement
Collect, organize & exchange data	Transform data into actionable information	Get information Into and out of the field	Disseminate knowledge where & when it's needed	Public access
Asset Mgmt	Comm Analyst	CitySourced	COP	CitySourced

A 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

Main Street USA
Advanced Workflows & Routing
Steet Light
Utility Company
Roadway
County
Sidewalk
City
The Learned Owl

Public Launch

Douglas County launches mobile app for requesting services, reporting issues

Share Tweet 8+1 E-mail Comments Print

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.

Douglas County's new "Citizen Connect" app.
Credit Katie Knapp Schubert / KIOS-FM

Location

> “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

Verification Roll Costs	Cost
Public Works Employee Time: 1 Hour	$24.04
Employee Taxes, Benefits & Pension	$7.21
Vehicle Fuel: 10 Miles Round Trip	$4.00 (10 mpg)
Vehicle Wear & Tear	$3.37 ($0.337/ mile)
SINGLE VERIFICATION TRUCK ROLL	**= $38.62**

Standardized Report Date & GPS – Remove Guess Work

Total Verification Roll Costs Per Year

$38.62 * 2 Rolls Per Day * 250 Days Per Year

Total Annual Verification Costs = $19,310

Standardized Report Date & GPS – Remove Guess Work

Automated Communication Efficiencies

Channel	Cost Per Transaction
Walk-In	$9.00
Live Phone Agent	$5.30 - $4.50
Email	$3.00 - $2.50
Phone Self Service	$1.85 - $0.45
Web Self Service	$0.65 - $0.24
Smartphone Reporting	$0.15 - $0.01

Gartner and Forrester Research

Douglas County Metrics

Channel	Total Service Request	Percentage of Total Service Requests
Call	8,031	55%
CitySourced	4,613	31%
Email	317	2%
Voicemail	1,190	8%
Total	14,705	

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

CITY SOURCED

Andrew K Kirk

VP, Sales & Marketing

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