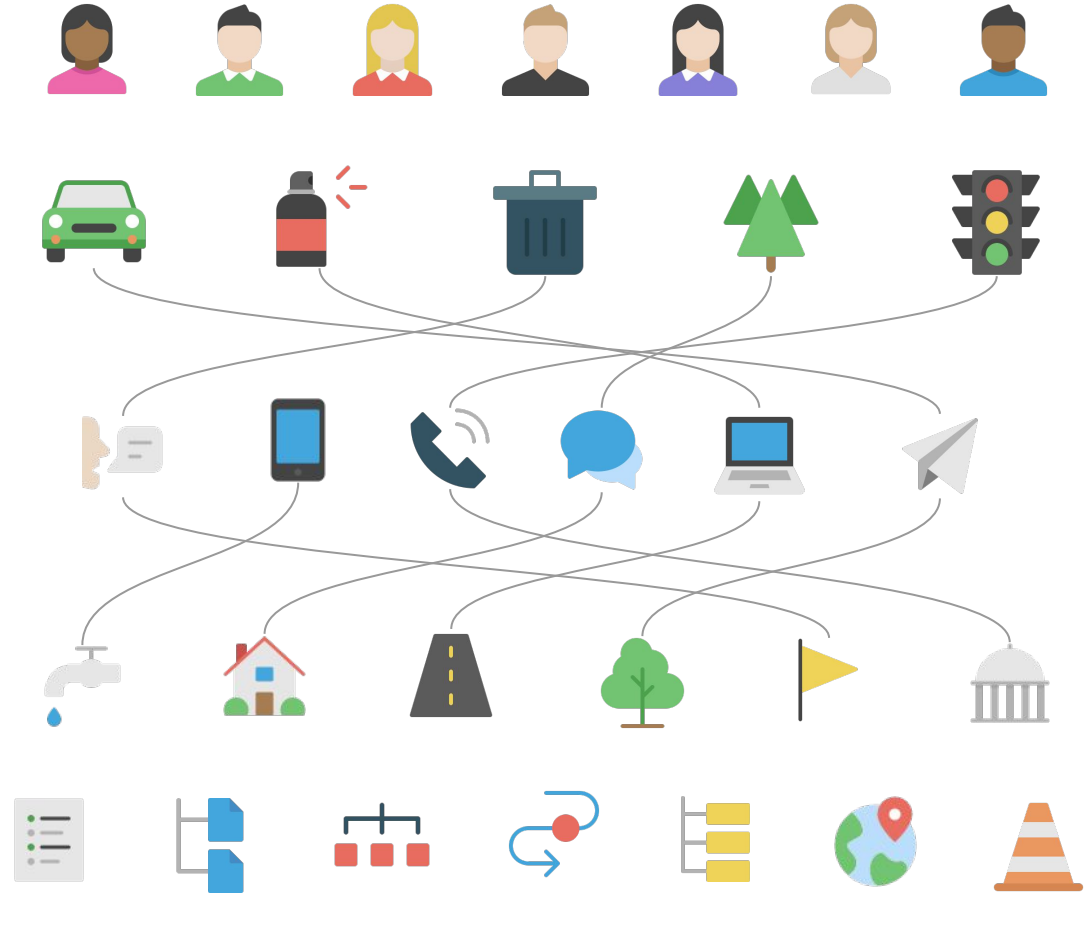


SeeClickFix



Problem



Citizen Engagement



Tools to collect all requests from all channels, keep citizens in the loop and engaged with their neighbors.

- iOS and Android
- Call Taker Tools
- Web Portal
- Notices
- Points of Interest
- Watch Areas

Service Management



Tools to manage internal communication across the organization and keep the citizen in the loop.

- Desktop web app
- Mobile web app
- Assignment
- Recategorization
- Public commenting
- Internal commenting
- Duplicate detection
- Requests
- Work Orders
- Resources

Integration



Asset Management

Cartegraph
Cityworks
Lucity
Dude Solution

Codes & Permits

TRAKiT
Accela
EnerGov

Data Analysis

Socrata
OpenGov
Tableau

GIS

ArcGIS

Why SeeClickFix

Market Leadership

Experience Matters, over 425 signed clients
20% of our installs are migrations from legacy App providers

The Best Ratings in the Business

4.5 / 5.0 Stars in both App Stores (iOS and Android)
The Citizen Experience Matters

Unique Technology

Duplicate Detection
Jurisdictional toggling

Full Lifecycle CRM

Request Management / Work Order Management
Performance Analytics Engine

Integration Leadership

1/3 issues sourced by SCF integrate to other systems



Customers

425+ Agencies

1 Million Users

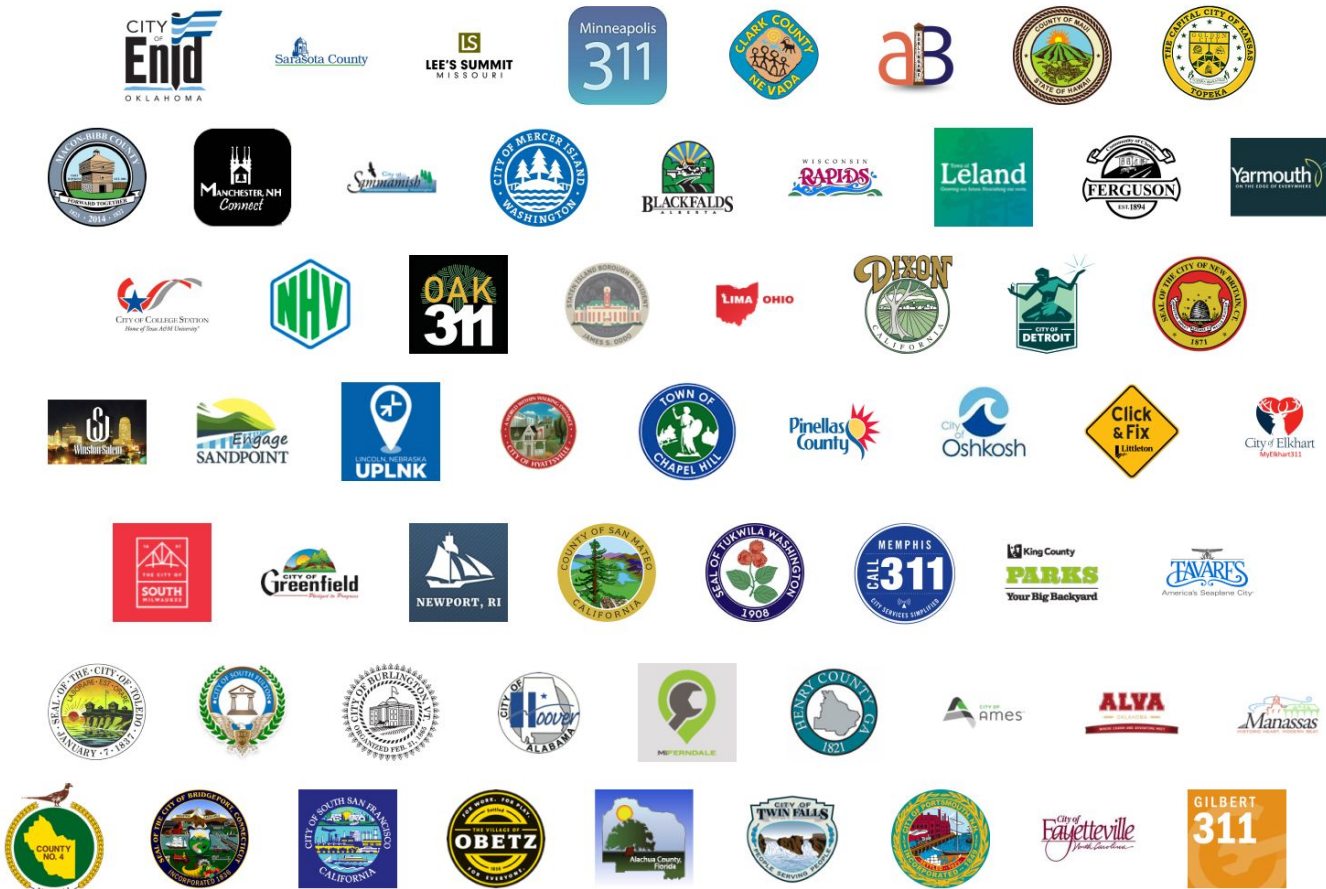
9 Million Issues

88% Fixed

Open311 Standard

Code for America

Pioneer Award



Submitting a Request



Web Portal

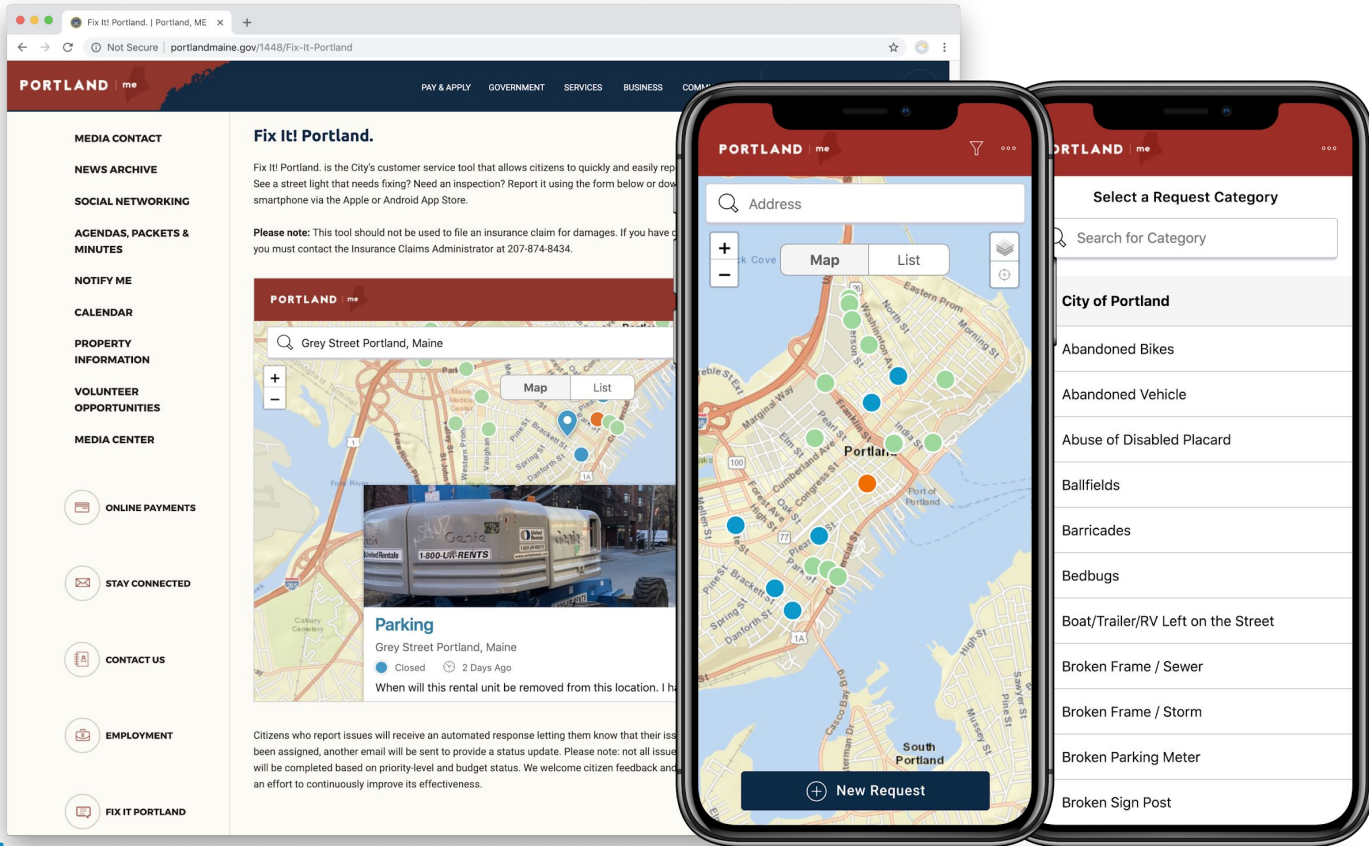
The screenshot shows the City of Cambridge web portal. At the top left is the City of Cambridge logo and the text "CITY OF CAMBRIDGE". To the right are navigation links: "Quick Links", "Subscribe", "Translate", and a weather icon showing "41°". Below this is a secondary navigation bar with "Services", "I Want To", and "Departments" menus, and a search bar. The main banner features an illustration of a hand putting a ballot into a box labeled "VOTE", with the text "Participatory Budgeting" and "Vote for Projects to Improve Cambridge Dec. 1 - 7, 2018". A red button says "Make your voice heard!". A vertical "Provide Feedback" link is on the right. Below the banner is a grid of ten service icons: "Pay a Bill Online", "Pay Parking Tickets", "Report an Issue Online", "View Property Database", "Street Cleaning", "Resident Parking Permit", "Apply for a Job", "Online Permitting", "Curbside Collections", and "Open Meeting Portal". A large orange arrow points from the "Report an Issue Online" icon to the right.




Web Portal




Web Portal





CITY OF ALBUQUERQUE




Home / Solid Waste / Clean City Programs / **Graffiti Removal**

- Trash Collection & Drop-Off
- Recycling
- Green Waste
- Household Hazardous Waste
- Clean City Programs
 - Graffiti Removal**
 - Weed & Litter Removal
 - Wildflower Project
- Keep Albuquerque Beautiful
- Clean and Green Retail Ordinance
- Frequently Asked Questions
- Our Department

Graffiti Removal

Information about how to report graffiti to the City of Albuquerque.



Want to Report Graffiti?

[Report Graffiti Online](#)

If you witness graffiti or vandalism please call the Albuquerque Police Reporting Unit at (505) 768-2030.

About Graffiti and How to Report It

Removing graffiti and repairing the damage it causes is costly. Business owners, community organizations, and individual households are not immune to the threat and effects of graffiti.

You can help reduce graffiti by immediately reporting all graffiti sightings to ABQ311. Graffiti removal paint crews work throughout the week to eliminate graffiti on public and private property free of charge.

Contact Information


Mila Romero
Solid Waste Management Department
(505) 761-8100
milaromero@cabq.gov

Department Contact Information
Full contact information

- Trash Collection & Drop-Off
- Recycling
- Green Waste
- Household Hazardous Waste
- Clean City Programs
 - Graffiti Removal**
 - Weed & Litter Removal
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Report Graffiti Online

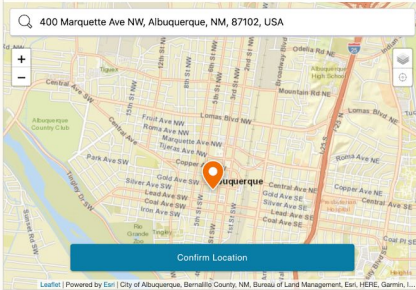
Report graffiti via the form below or call 311.

City of Albuquerque (ABQ311)

Graffiti

Location

400 Marquette Ave NW, Albuquerque, NM, 87102, USA

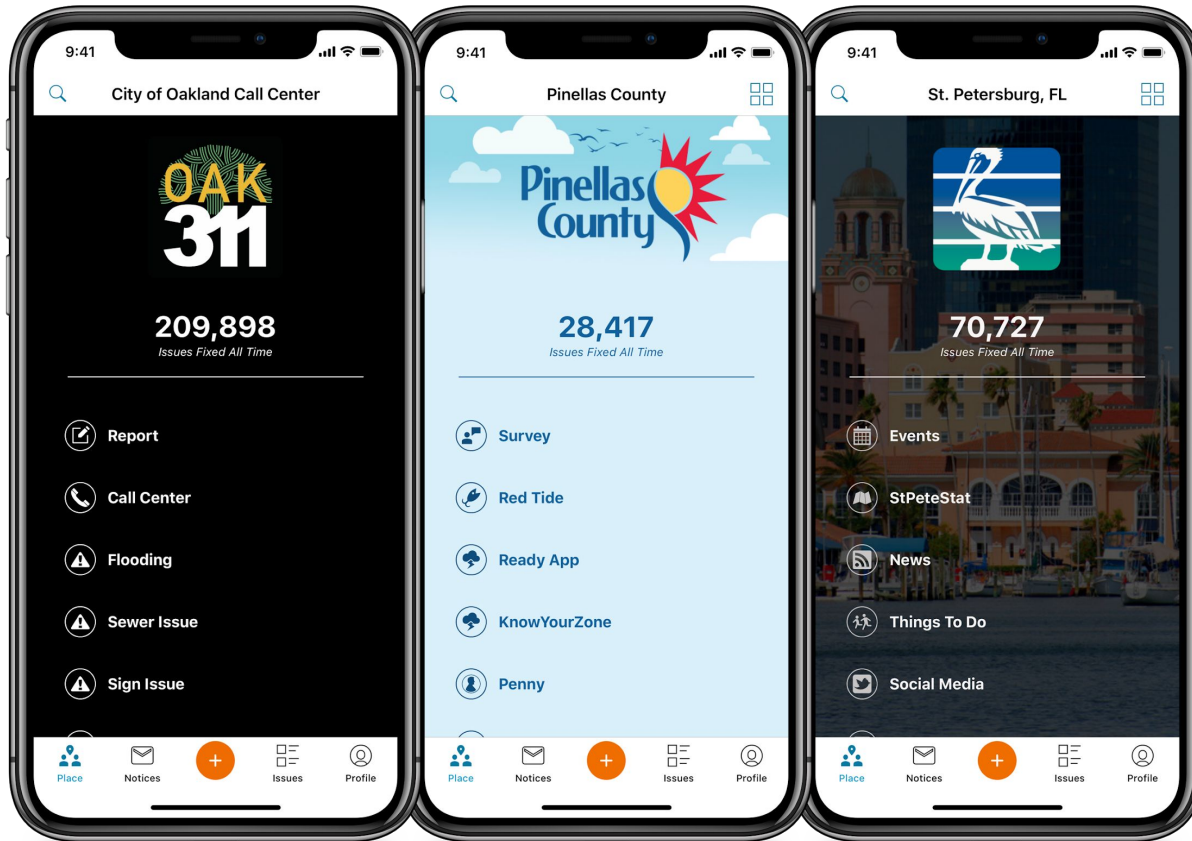


Confirm Location

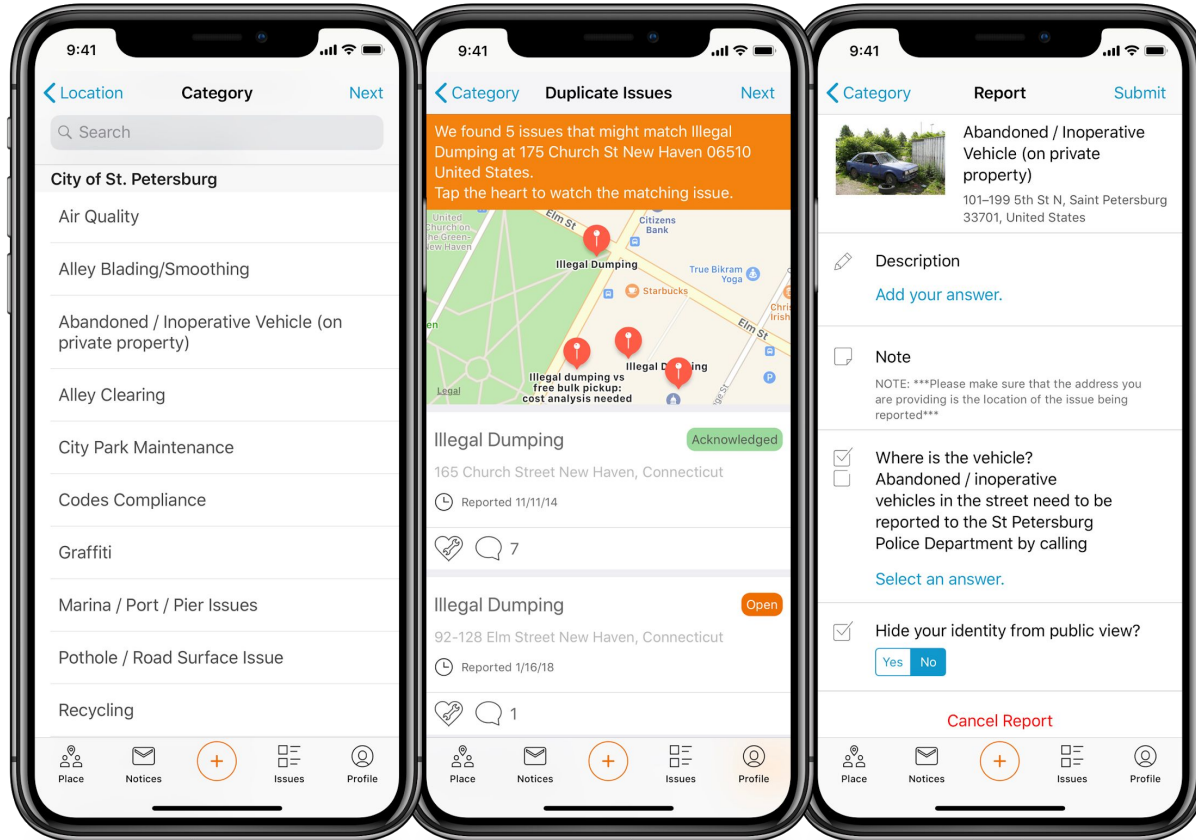
Leaflet | Powered by Esri | City of Albuquerque, Bernalillo County, NM, Bureau of Land Management, Esri, HERE, Garmin, L...



Your City's Gateway App



Reporting



Reporting



Taking Phone Calls

The screenshot shows the 'New Request' form in the SeeClickFix interface. The form includes fields for 'Location', 'Request Category', and 'City of New Haven'. An 'Add Follower' modal is open, prompting the user to enter an email address to add a follower to the request. The modal also displays the request details, including the location and a description of the issue.

New Request

Use the form below to create a request as yourself, an existing SeeClickFix user, or register a new user.

Location (required)

Street, City, State, Zip

347 Temple Street, New Haven, CT

Request Category (required)

Search for request categories

City of New Haven (Plus demo)

Animal Control

Potential Duplicates

Acknowledged Graffiti Add Follower

364 Temple Street New Haven, CT
a year ago

Graffiti has been spotted near city hall

Acknowledged Graffiti Add Follower

347 Temple Street New Haven, CT
a year ago

This looks terrible

Acknowledged Graffiti Add Follower

364 Temple Street New Haven, CT
a year ago

This looks like it has been here a while.

Add Follower

Enter caller's email to add them as a follower of this request.

Acknowledged Graffiti

364 Temple Street New Haven, CT
a year ago

Graffiti has been spotted near city hall

Email: (required)

Cancel Add



Facebook

The screenshot shows the Facebook profile for the City of Portland, Maine. At the top, the navigation bar includes the Facebook logo, a search bar with 'City of Portland, Maine', and links for Home, Create, and notifications. The profile picture is the official seal of the City of Portland, Maine, featuring a ship and the motto 'MAYO RESURGAM'. The cover photo is a night view of the Portland City Hall building, illuminated with vibrant red, blue, and purple lights. Below the cover photo are buttons for 'Like', 'Follow', 'Share', 'Use App', and 'Send Message'. The main content area is titled 'PORTLAND me' and features a 'Submit a Request' section. This section includes a search bar for an address, a map of Portland with a red location pin, and a button to 'Select a location to get started'. The left-hand navigation menu contains links for Home, About, Posts, Fix It! Portland., Photos, Events, Videos, Reviews, Notes, Community, and a green 'Create a Page' button. At the bottom right, there is a 'Chat' button and icons for sharing and settings.



Public Service Request Management



Request Management

The image displays a web-based request management interface for the City of New Haven, alongside a mobile app view of a specific request.

Web Interface (Left):

- Navigation:** City of New Haven (Plu...), Dashboard, Requests, Work Orders, Map.
- Search:** Search [Clear]
- Filters:**
 - Created Date
 - Start Date: 01/01/2008 (Clear Range)
 - End Date: 10/11/2018
 - Due Date
 - Closed Date
 - SLA Percentage
 - Status: Select All | Clear
 - Priority: Select All | Clear
- Actions:** Change Status, Change Due Date, Recategorize, Assign, Comment, Prioritize, Ma
- Table (1-20 of 103 Results):**

ID	Status	Details
388696	Acknowledged	Graffiti City Of New Haven CT, USA Assignee: Andrew Shetty
388695	Open	Graffiti City Of New Haven CT, USA Assignee: Field, TS
388694	Open	Graffiti City Of New Haven CT, USA Assignee: Field, TS
388358	Closed	Blight 509 College St New Haven, CT, 06511, USA Assignee: Caroline Smith, Code Enforcement Officer
388352	Acknowledged	Graffiti City Of New Haven CT, USA Assignee: Ben This graffiti has been here a while. Please fix. Thank

Mobile App View (Right):


- Request ID:** #388696
- Status:** Acknowledged
- Map:** Shows location on a map with coordinates 41.3103740278006, -72.9240304526322.
- Details:**
 - Graffiti**
 - Created Date: 08/31/2018 12:13 PM
 - City Of New Haven CT, USA
 - Secondary Questions
 - Is it offensive? No Answer Given
 - 0 hearts, 3 comments
- Comments:**
 - Tucker** | Admin | Opened (a month ago)
 - Manager, TS** | Verified Official | Assignment (a month ago): Manager, TS assigned this issue to Field, TS
- Actions:** Change Status, Change Assignee, Add Comment, Print Request
- Bottom Bar:** Report, Map, Requests, Menu



Member Roles, Permissions and Controls

[← Back to All Members](#) REMOVE MEMBER

#8193
Tucker Subscribed

 [Change Avatar](#)
[Remove](#)

Details

Email <input type="text" value="tucker+subscriber@seeclickfix.com"/>	Display Name <input type="text" value="Tucker Subscribed"/>	Role <input type="text" value="Owner"/>
Handle <input type="text" value="@ tucker_subs"/>	Default Language <input type="text" value="English"/>	Default Time Zone <input type="text" value="America/New_York"/>

Category Restrictions

Restrict Member Access by Request Category


Grant access to the following agencies and/or request categories. Granting access to an entire agency will include access to categories added to that agency in the future.


CAUTION: Restricting a member from a category or agency will unassign and unsubscribe the user from any related requests or categories.

<input checked="" type="checkbox"/> New Haven Demo		
<input type="checkbox"/> Abandoned Vehicle Active, Public	1 Unclosed Request	Auto-Assignee
<input checked="" type="checkbox"/> Dead Animal Active, Private		
<input checked="" type="checkbox"/> Drainage/Flooding Issue Active, Public		
<input checked="" type="checkbox"/> Graffiti Active, Public		


Nothing gets lost

Automations, Subscriptions and Escalation

 **SeeClickFix** <donotreply@seeclickfix.com> 5:00 AM (8 hou
to tucker+subscriber ▾

 The following items are overdue for the **New Haven Demo** organization

Title	Due Date
Dead Animal #1318715	05/17/2019

 **SeeClickFix Inc**
770 Chapel Street, New Haven, CT 06510

Automatic Assignment

Assigned by

Margaret Lee, City Manager (margaret+demo@seeclickfix.com) ▾

Assign to

Manager, TS (tucker+manager@seeclickfix.com) ▾

SLA Escalation

Escalate To

Margaret Lee, City Manager (margaret+demo@seeclickfix.com) ▾

Automatic Subscribers

Users to be automatically subscribed to new requests in this category

× Mike Nargi (miken@seeclickfix.com)

Due Date Escalation

Notify these users when an unclosed request passes its due date

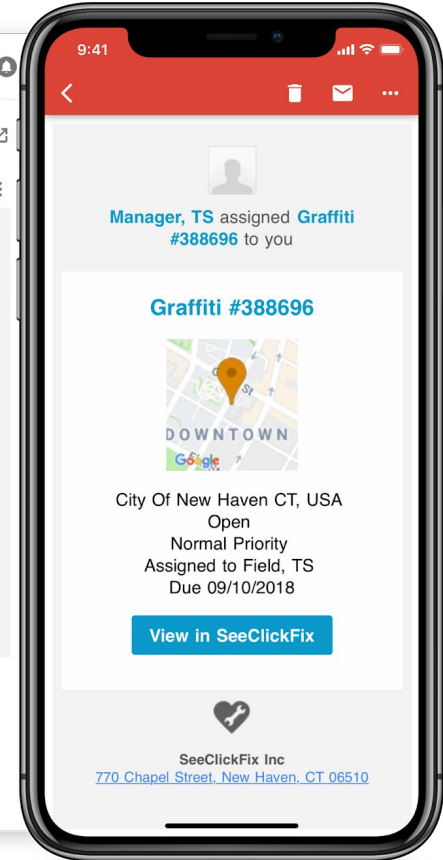
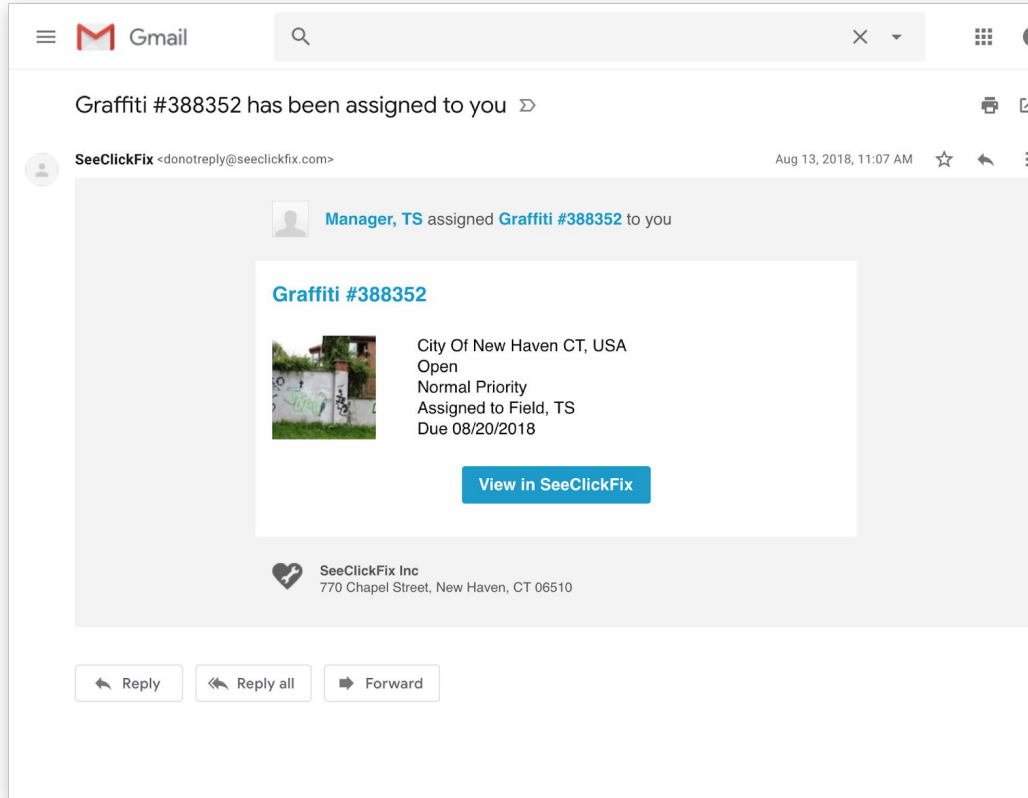
× Manager, TS (tucker+manager@seeclickfix.com)

× Tucker (tucker@seeclickfix.com)

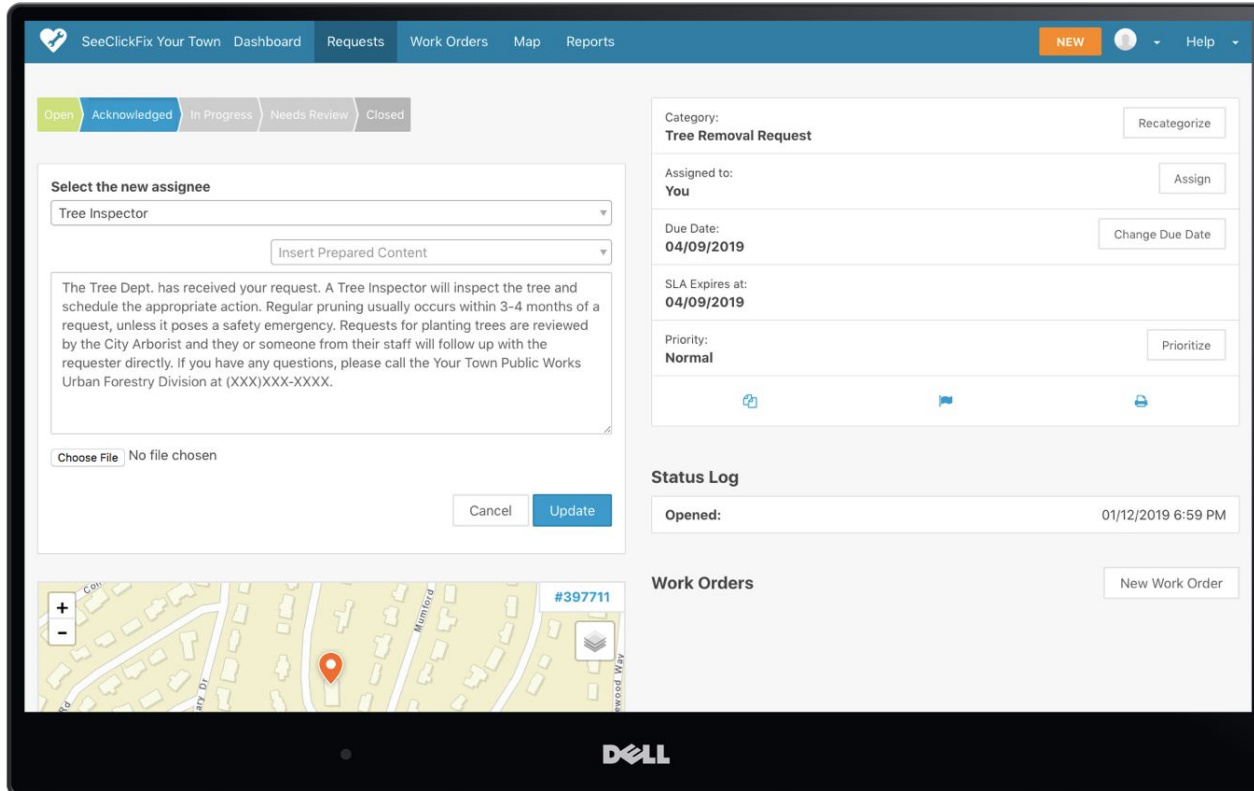
Notify Assignee

Notify Subscribers

Assignee Notifications



Request Acknowledged



In Progress & Needs Review

SeeClickFix Your Town Dashboard Requests Work Orders Map Reports NEW

Open Acknowledged **In Progress** Needs Review Closed

Insert Prepared Content

Heading out to inspect today, XX/XX/XXXX.

Choose File No file chosen

Cancel Update

Category: **Tree Removal Request** Recategorize

Assigned to: **You** Assign

Due Date: **04/09/2019** Change Due Date

SLA Expires at: **04/09/2019**

Priority: **Normal** Prioritize

Status Log

Opened: 01/12/2019 6:59 PM

Acknowledged: 01/12/2019 7:04 PM

Work Orders New Work Order

Tree Removal Request
245 Knollwood Dr New Haven, CT, 06515, USA
Created Date: 01/12/2019 6:59 PM
Details
Tree is down blocking driveway with debris in street. Please help as soon as possible. Thank you!

Secondary Questions

SeeClickFix Your Town Dashboard Requests Work Orders Map Reports NEW Help

Open Acknowledged **In Progress** Needs Review Closed

Select the new assignee

Tree Supervisor

Insert Prepared Content

Tree and debris are close to power lines. Thoughts on what to do?

Choose File No file chosen

Cancel Update

Category: **Tree Removal Request** Recategorize

Assigned to: **You** Assign

Due Date: **04/09/2019** Change Due Date

SLA Expires at: **04/09/2019**

Priority: **Normal** Prioritize

Status Log

Opened: 01/12/2019 6:59 PM

Acknowledged: 01/12/2019 7:04 PM

Work Orders New Work Order

TO DO
Remove
Assignee: **Tree Inspector**
Due: **01/15/2019**
Created At: **01/12/2019**
Closed:
Remove tree and debris.

Edit

Map showing location: 245 Knollwood Dr, New Haven, CT, 06515, USA. Request ID: #397711. Created Date: 01/12/2019 6:59 PM.

Tree Removal Request
245 Knollwood Dr New Haven, CT, 06515, USA
Details
Tree is down blocking driveway with debris in street. Please help as soon as possible.



Request Closed

The image displays the SeeClickFix user interface across three devices: a tablet and two smartphones. The tablet shows the main request details for a closed 'Tree Removal Request' (#397711) at 245 Knollwood Dr, New Haven, CT. The request is assigned to 'You' and has a due date of 04/09/2019. The description states: 'Tree is down blocking driveway with debris in street. Please help as soon as possible. Thank you!'. The status is 'Closed'.

The two smartphones show the 'Issue' details page, which includes a photo of a chainsaw cutting a log. The comments section shows a 'Tree Inspector' reporting: 'Tree has been removed. Stump is scheduled for removal on XX/XX/XXXX. Shortly afterwards, the Your Town Power Company will visit to ensure that power is working correctly in the lines outside. Thank you for your patience and for getting involved in Your Town.' Below this, a 'Your Town Resident' comments: 'Thank you!'.

The interface also features a 'Status Log' table and a 'Work Orders' section. The 'Status Log' table is as follows:

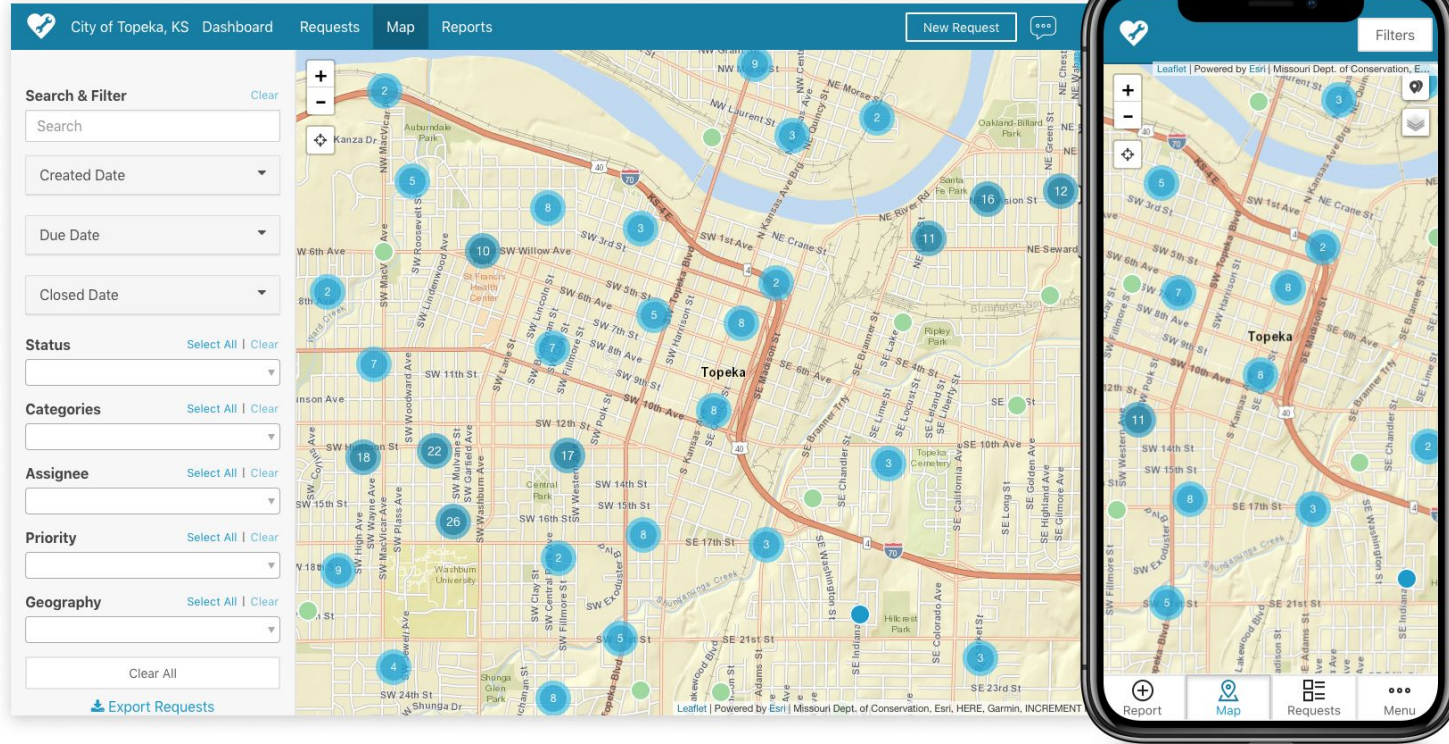
Status	Date
Opened:	01/12/2019
Acknowledged:	01/12/2019
Closed:	01/12/2019

The 'Work Orders' section shows a 'DONE' status for 'Remove' with the following details:

- Assignee: Tree Inspector
- Due: 01/15/2019
- Created At: 01/12/2019
- Closed: 01/12/2019
- Remove tree and debris.



Discovery Map



Work Management



Work Order Management

The image shows a web application interface for Work Order Management, split into a desktop view and a mobile phone view.

Desktop View:

- Header:** New Haven Demo, Requests, Work Orders, Map, Reports.
- Page Title:** [WO-90] Stop Sign Replacement
- Map:** Shows the location at the intersection of College St and Grove St in New Haven, CT.
- Request Details:**
 - ID:** 90
 - Request:** 1318647 - Sign Problem
 - Location:** 505 College Street New Haven, CT
 - Created:** 03/29/2019
 - Closed:** Not Closed
 - Due:** 03/31/2019
 - Assignee:** Jerry Gergich
- Description:** Jerry please take care of this asap.
- Budgeted Resources:**

Stop Sign	1 Signs	+
Cement Bag	4 Bag	+
Field Staff 1	3 Hours	+
Ford F150 Long Title — FHE83SD	40 Miles	+
- Request Photos:** Shows a photo of a broken stop sign.
- Work Order Photos:** Shows a photo of a new stop sign.
- Request Status:** IN PROGRESS
- Actions:** Change Status, Change Assignee, Add Comment.
- Comments:**
 - Public Only:** Citizen found broken stop sign at the corner of college and grove st.
 - Internal Only:** In Progress, Due 04/02/2019, SLA4 days left, Sign Problem, 505 College Street New Haven, CT, Leslie Knope, Normal Priority, Full page view.

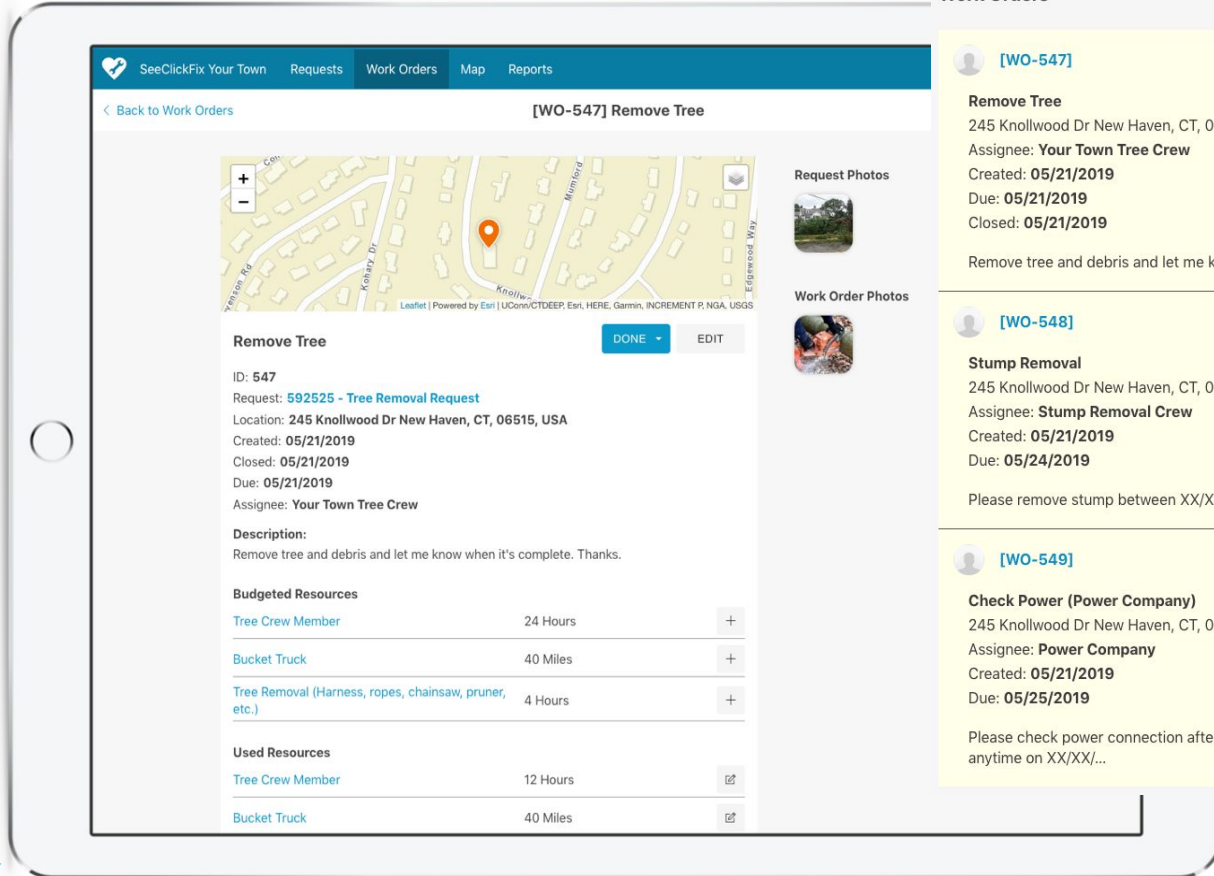
Mobile View (Phone):

- Header:** [WO-90]
- Map:** Shows the location at the intersection of College St and Grove St.
- Request Details:**
 - ID:** 90
 - Request:** 1318647 - Sign Problem
 - Location:** 505 College Street New Haven, CT
 - Created:** 03/29/2019
 - Closed:** Not Closed
 - Due:** 03/31/2019
 - Assignee:** Jerry Gergich
- Description:** Jerry please take care of this asap.
- Budgeted Resources:**

Stop Sign	1 Signs	+
Cement Bag	4 Bag	+



Work Completed



Work Orders

New Work Order

[WO-547]

Done

Remove Tree

245 Knollwood Dr New Haven, CT, 06515, USA

Assignee: **Your Town Tree Crew**

Created: **05/21/2019**

Due: **05/21/2019**

Closed: **05/21/2019**

Remove tree and debris and let me know when it's complete. Thanks.

Request Photos



Work Order Photos



[WO-548]

To Do

Stump Removal

245 Knollwood Dr New Haven, CT, 06515, USA

Assignee: **Stump Removal Crew**

Created: **05/21/2019**

Due: **05/24/2019**

Please remove stump between XX/XX/XXXX & XX/XX/XXXX. Thank you.

[WO-549]

To Do

Check Power (Power Company)

245 Knollwood Dr New Haven, CT, 06515, USA

Assignee: **Power Company**

Created: **05/21/2019**

Due: **05/25/2019**

Please check power connection after tree and stump are removed. Should be all set anytime on XX/XX/...



Understand the Work

The screenshot displays the SeeClickFix web application interface. A modal dialog titled "Exporting Data" is open in the center, indicating that the data is ready for export. The dialog offers two options: "CSV format (.csv)" and "Excel format (.xlsx)", with a "Continue" button at the bottom right.

The background shows a list of requests with the following columns: ID, Status, Details, Created At, Due At, and Closed. The requests are filtered by "Stump Removal" and "Done" status.

ID	Status	Details	Created At	Due At	Closed
549	Done	Check Power 245 Knollwood Dr New Haven, CT, 06515, USA Please check power to stump.	05/21/2019	05/25/2019	05/21/2019
548	Done	Stump Removal 245 Knollwood Dr New Haven, CT, 06515, USA Please remove stump between XX/XX/XXXX ...	05/21/2019	05/24/2019	05/21/2019
547	Done	Remove Tree 245 Knollwood Dr New Haven, CT, 06515, USA Remove tree and debris and let me know ...	05/21/2019	05/21/2019	05/21/2019
493	Done	Stump Removal 245 Knollwood Dr New Haven, CT, 06515, USA Please remove the stump. Thank you.	03/15/2019	03/16/2019	03/15/2019
492	Done	Stump Removal 245 Knollwood Dr New Haven, CT, 06515, USA Please remove stump between XX/XX/XXXX ...	03/15/2019	03/16/2019	04/15/2019
490	Done	Stump Removal 245 Knollwood Dr New Haven, CT, 06515, USA Please remove stump between XX/XX/XXXX ...	03/15/2019	03/16/2019	03/15/2019
437	Done	Stump Removal 245 Knollwood Dr New Haven, CT, 06515, USA please grind this stump	01/17/2019	01/30/2019	03/15/2019
428	To Do	Stump Removal 245 Knollwood Dr New Haven, CT, 06515, USA Please remove stump between XX/XX/XXXX ...	01/12/2019	01/18/2019	
384	Done	Stump Removal 245 Knollwood Drive New Haven, CT The stump for this will be available to...	12/04/2018	12/14/2018	03/15/2019



Connected Work Management



Integrations



infor



Open311



VERINT

VUEWorks®
An SNC-Lavalin Technology

CONNECT YOUR SYSTEMS



Measuring Success & Sharing Data



Report Card

Gilbert 311 Dashboard Requests Work Orders Map Reports Insight

Requests filtered by **category** that have been created **last calendar year** and **not compared to anything** and filtered to **all categories** within **all geographies** ⓘ

Category	Created	Acknowledged	Closed	Days To Ack	Days To Close	SLA Days	% Within SLA
Street Light Outage/Malfunction	910	908	910	0.2	4.9	7.0	78%
Traffic Enforcement - Illegal Parking	294	205	294	0.3	1.3	1.0	64%
Bulk Trash (Uncontained) - Out Too Early	178	178	178	0	3.5	2.0	37%
Abandoned Vehicle	111	77	111	0.3	1.1	1.0	61%
Other	110	36	110	1.1	3.3	4.0	79%
Code Compliance Violation	107	16	107	0.3	4.7		
Trip Hazard/Concrete Repair	88	88	88	0.9	15.2		
Traffic Enforcement- Reoccurring Speeding Issues	84	66	84	0.8	4.2	3.0	65%
Traffic Signs (i.e. Knocked Down/Damaged/Missing Stop Signs, Speed Limit Signs, etc.)	72	70	72	0.2	6.1	1.0	28%
Traffic Signal Outage	71	71	71	0.2	7		
Road Hazard	64	64	64	0.1	1.1	1.0	64%
Traffic Engineering (Requests for Speed Humps, Traffic Signals, Signs, etc.)	62	20	62	0.3	10.2		
Mosquitos & Midge Files	60	60	60	0	11.3		
Trash & Recycling Container (Repair)	57	56	57	0	6.2		
Trash & Recycling (We missed your pickup)	57	57	57	0.1	3.5		

9:41


Requests filtered by **category** that have been created **last calendar year** and **not compared to anything** and filtered to **all categories** within **all geographies** ⓘ

CATEGORY	Street Light Outage/Malfunction
CREATED	910
ACKNOWLEDGED	908
CLOSED	910
DAYS TO ACK	0.2
DAYS TO CLOSE	4.9
SLA DAYS	7.0
% WITHIN SLA	78%
OVERDUE	145
OPEN	0
OUTSTANDING	0

CATEGORY	Traffic Enforcement - Illegal Parking
CREATED	294
ACKNOWLEDGED	205



Measuring Success

 Gilbert 311
Requests
Work Orders
Map
Reports

Requests filtered by **category** that have been created **last month** and **not compared to anything** and filtered to **all categories** within **all geographies**

DTA: Days to Acknowledge **DTC:** Days to Close **O&O:** Open and Overdue

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA			
Street Light Outage/Malfunction	165	165	165	0.1	3.3	7.0	92%			
Trash & Recycling (We missed your pickup)	71	71	71	0.0	1.6	0.0	0			
Bulk Trash (Uncontained) - Out Too Early	48	48	43	0.0	2.6	2.0	35%			
Traffic Enforcement - Illegal Parking	36	21	36	0.4	0.8	1.0	67%			
Water Efficiency Checkup	35	34	35	0.3	6.1	7.0	69%	12	0	0
Abandoned Vehicle	34	32	34	0.2	1.4	1.0	56%	16	0	0
Bulk Trash (Uncontained) - We Missed Your Pickup	34	34	34	0.0	1.8	2.0	62%	22	0	0
Road Hazard (dead animals, spills, road debris, etc.)	30	30	29	0.0	1.0	1.0	70%	9	1	1
Barking Dogs & Noisy Animals	29	0	29	0.0	1.4	0.0	0	0	0	0

Share via email

[Manage Exports](#)

Title

Recipients

Frequency

[Schedule](#)



Notices

The image shows a desktop web interface for 'Send a Notice' on the City of New Haven website, alongside a mobile app view of the same interface. The desktop view includes a navigation menu on the left with categories like ORGANIZATION, DATA MANAGEMENT, and COMMUNICATIONS. The main content area is titled 'Send a Notice' and is divided into sections: Content, Delivery, and Body. The Content section includes fields for Internal Title, From, and Subject. The Delivery section includes options for Notify users in this geography, Send Email and Mobile Push, Display notice on the web, and Send and display publicly. The Body section includes a rich text editor and a preview of the notice content. The mobile app view shows the same interface on a smartphone screen, with the time 9:41 and signal strength indicators at the top.

City of New Haven, CT Dashboard Requests Work Orders Map Reports **NEW**

ORGANIZATION
Settings
Members

DATA MANAGEMENT
Request Categories
Work Order Categories
Mobile App Buttons
Mobile App Branding
Geographies
Recurring Data Exports
Report Card Exports
ArcGIS Connector
Integrations

COMMUNICATIONS
Portal Settings
Prepared Content
Email Customization
Notices
Field App

SECLICKFIX ADMIN
Settings
Integrations

Send a Notice 1 UPDAT

Content

Internal Title Not visible to public
Parking ban active Saturday

From Visible to public, 40 character limit
City of New Haven • Streets Department 38

Subject Visible to public, 80 character limit
Parking ban active Saturday 9am to 12pm for snow clean up. Thank you. 71

Body
Rich formatting will be displayed on email and web

Paragraph **B** *I* U ~~S~~

Storm Clean Up

Please be advised that a parking ban will from 9am to 12pm on Saturday April 1st. You can find more information here:

- [Street plowing schedule](#)
- [City winter storm protocols](#)

We maintain a warning system of yellow lights mounted on utility poles throughout the city. These lights are activated when a snow parking ban is declared. When the lights are on, parking is prohibited on any street in the residential areas from 10:00 p.m. to 7:00 a.m. and in the downtown/ Marketplace areas from 12:00 midnight to 6:00 a.m. This prohibition

Delivery

Notify users in this geography
New Haven

Send Email and Mobile Push
Added to notice lists by default

Display notice on the web
Show on place page and map widget

Send and display publicly
Send now

Display notice on web until
September 27, 2018 6:00 AM

SAVE A DRAFT AND SEND A PREVIEW TO SUPPORT@SECLICKFIX.COM
Save a draft and view a web preview

Send a Notice 1

Content

Internal Title Not visible to public
Parking ban active Saturday

From Visible to public, 40 character limit
City of New Haven • Streets Depart 38

Subject Visible to public, 80 character limit
Parking ban active Saturday 9am 71

Body
Rich formatting will be displayed on email and web

Paragraph **B** *I* U ~~S~~

Storm Clean Up

Please be advised that a parking ban will from 9am to 12pm on Saturday April 1st. You can find more information here:

- [Street plowing schedule](#)



Notices





GET SeeClickFix IMPLEMENTED IN 60-90 DAYS **Integrations May Vary Time**

- Turnkey implementation within sandbox / training environment
- Dedicated implementation and client success managers with regularly scheduled KPI check-ins
- Comprehensive training for native system and integrations
- On-going technical support and moderation escalation system



Cityworks | Inbex | Requests | Work Orders | Inspections | Calendar | Reports | Projects | Asset Search | Designer | PLL Admin

Inbex | New User Tab

New Domain Panel

All SR's

58
Illegal Dumping

REQUESTID: 58
 Problem Code: DUMPING
 Date Initiated: 2017/08/24 9:58:41
 Description: Illegal Dumping
 Priority: 3
 Category:
 Submit To: Gergich, Jerry
 Address: 301 Humphrey St
 Initiated By: SeeClickFix,
 Status:
 Other System Id: 344470
 Domain: 1
 X: 955080.359
 Y: 675736.017

All SR's

Open	Sr	Problem Code	Date Initiated	Description	Priority	Category	Submit To	Address	Initiated By	Status
<input type="checkbox"/>	60	BROKEN CB	2017-08-28 1:45 PM	Broken Catch Basin and Water Drain	3			46 Dediego Ct	SeeClickFix,	
<input type="checkbox"/>	59	DUMPING	2017-08-28 1:28 PM	Illegal Dumping	3		Gergich, Jerry	495 Chapel St	SeeClickFix,	CLOSED
<input type="checkbox"/>	58	DUMPING	2017-08-24 7:58 AM	Illegal Dumping	3		Gergich, Jerry	301 Humphrey St	SeeClickFix,	
<input type="checkbox"/>	57	GRAFFITI	2017-08-23 10:13 AM	Graffiti Removal	3	F	Gergich, Jerry	607 Elm St	SeeClickFix,	

9:41

City of Oakland Call Center

OAK 311

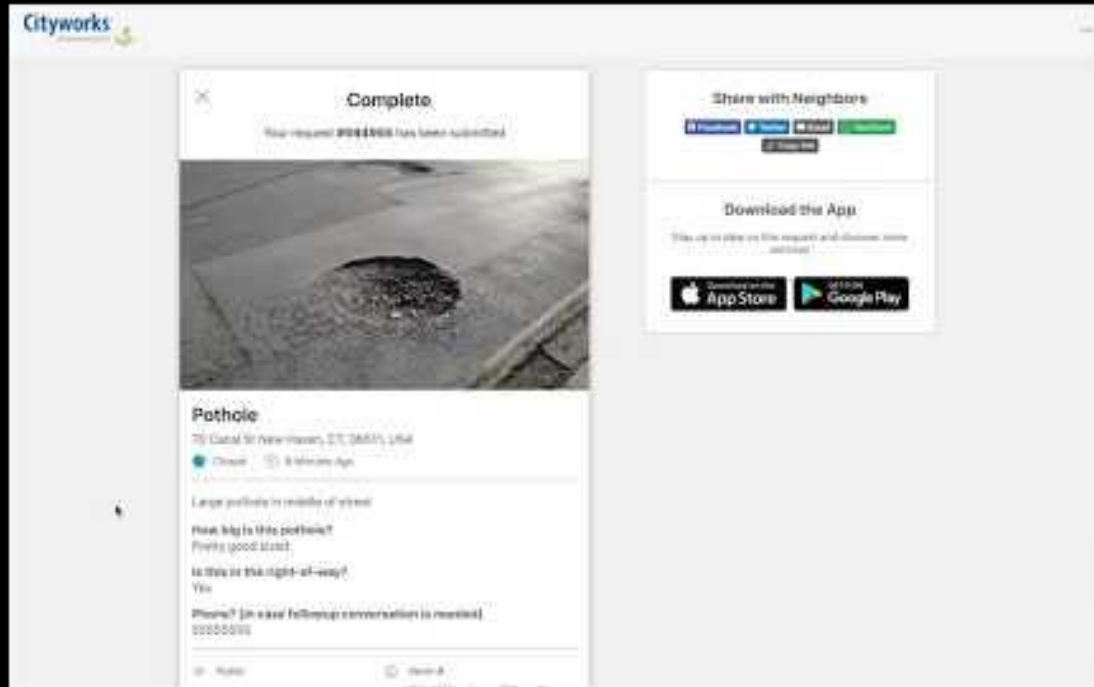
209,898
Issues Fixed All Time

- Report
- Call Center
- Flooding
- Sewer Issue
- Sign Issue

Place | Notices | Issues | Profile



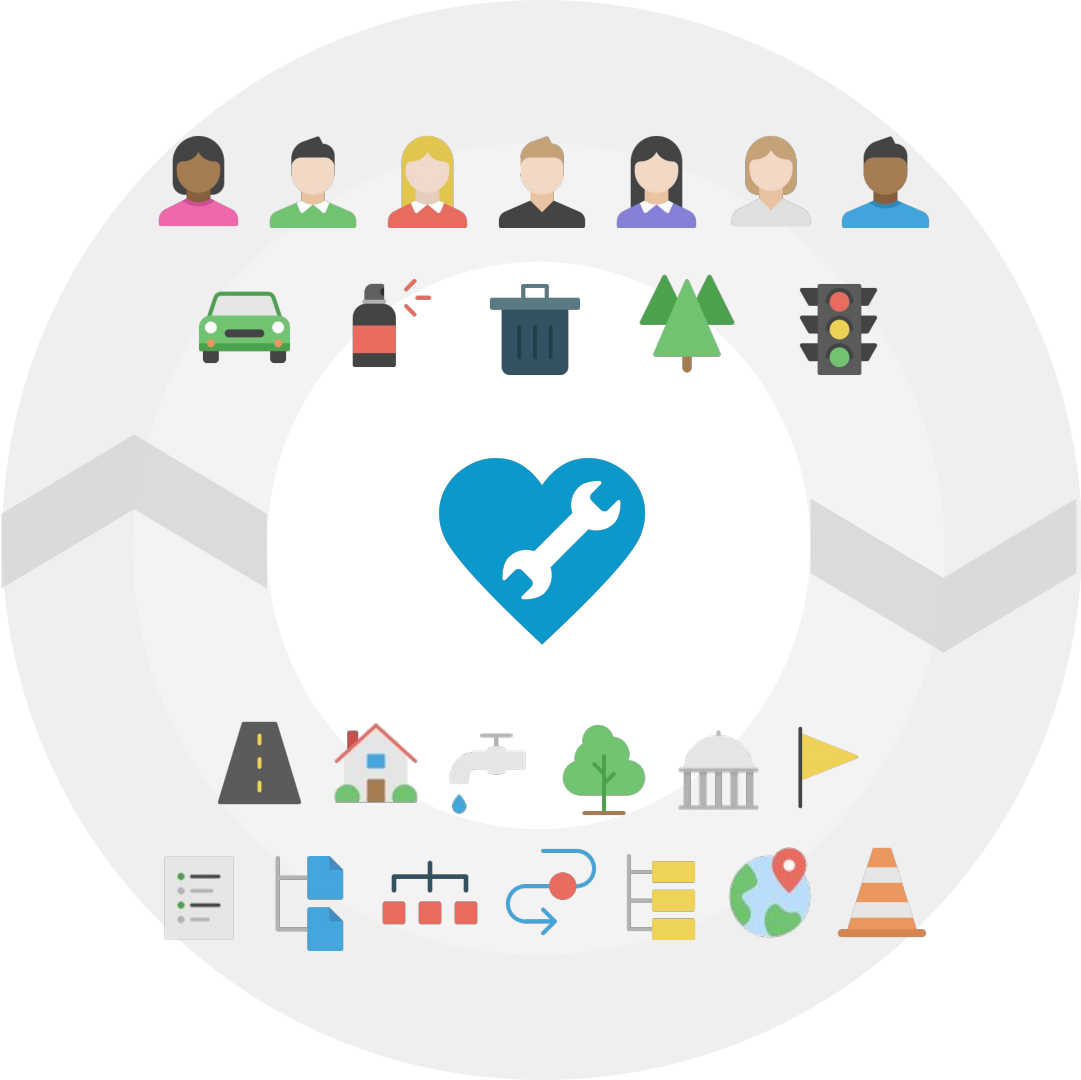
Lifecycle of a Request

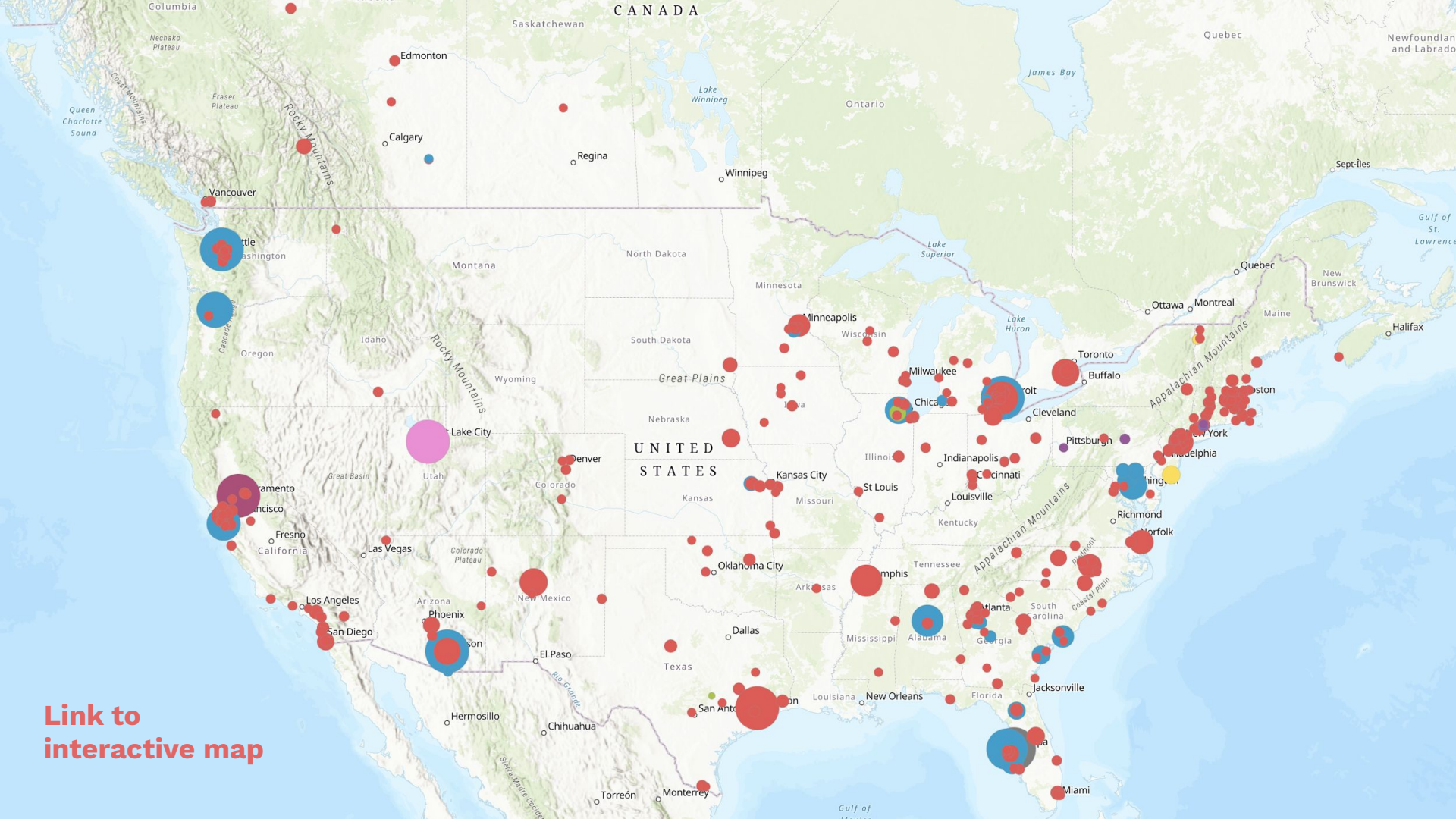


The screenshot displays the Cityworks mobile application interface. At the top left, the 'Cityworks' logo is visible. The main content area is divided into two panels. The left panel features a 'Complete' notification with a close button (X) in the top left corner. The notification text reads: 'Your request #10142658 has been submitted.' Below this is a photograph of a pothole on a paved road. Underneath the photo, the title 'Pothole' is displayed, followed by the address '70 Canal St New Haven, CT 06511, USA'. The status is 'Closed' and it was reported '8 minutes ago'. The description includes: 'Large pothole in middle of street', 'How big is this pothole? Pretty good sized.', 'Is this in the right-of-way? Yes', and 'Phone? (in case followup conversation is needed) 20255099'. The right panel contains two promotional sections. The first is 'Share with Neighbors' with social media sharing options for Facebook, Twitter, Email, and Print, and a 'Share Link' button. The second is 'Download the App' with the text 'This app is like on the request and closure work dashboard' and buttons for 'Download on the App Store' and 'GET IT ON Google Play'.



Solution





[Link to interactive map](#)

Web Portal

