



# Citizen Management Suite

Citizen Request  
Management



Citizen Notifications  
& Alerts



# Company Overview

- Founded in 2004
- Over 175 Municipal Customers
- Over 2 Million Users!



# Products



## 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

# 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



The screenshot shows the Placentia City 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, a section titled 'Looking for Information?' with a question mark icon contains a paragraph explaining the site's purpose and an 'IMPORTANT NOTE' about request monitoring. 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, such as 'Administration', 'Animals and Pest Control', 'Building and Facility Maintenance', etc. To the right of the main content is a 'Most Requested' sidebar with several categories: 'City Job Openings', 'Business License Renewal', 'Business License Application and Fees', 'Pothole Repair', 'Building and Facility Maintenance', 'Contact Us', 'Trash Pickup', 'Dangerous or Unightly 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 the text 'Powered by Google Translate'. The footer of the page features the 'Powered by GOGov' logo.

# Staff Software



The screenshot displays a web-based interface for managing requests. At the top, there is a search bar with 'None' selected, a 'Reset' button, and a 'Return to Classic' link. A 'Create' button is visible in the top right. Below the search bar, the status is set to 'Open'. The main content area shows a list of 53 requests out of 58, with a 'Top' link. The table below lists several requests with columns for Status, Due Date, Topic, People, Updated, and Entered.

	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 it!	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



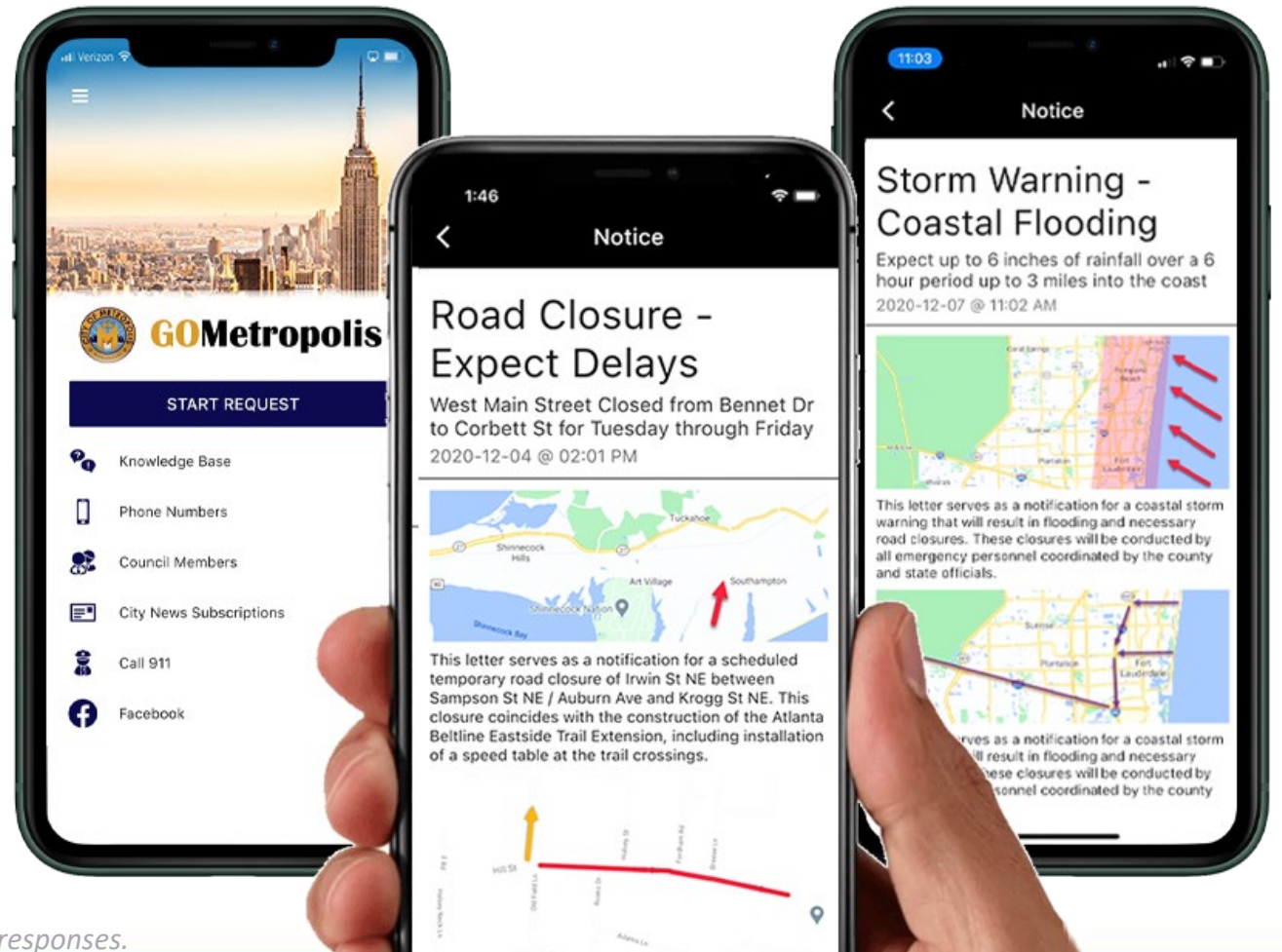
- Agency-wide Reports
- Departmental Reports
- Backlog by Department or Topic
- Response Times
- Citizen Satisfaction
- Custom Reports
- View Reports on a Map
- Save, Schedule & Export to Excel



# 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



- 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

*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

