

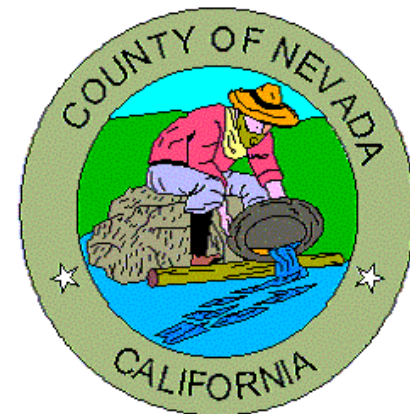
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# Citizen Relationship Management (CRM) Service Request System

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# Background

- Previous CRM software developed by IGS
- CDA Divisions and General Category
- No ability to download additional information
- No ability to auto-assign to responsible parties
- *No ability to track and monitor request status*
- *Inability for residence to track request status*



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# New CRM Wish List

- How do we improve transparency and accountability?
  - ❑ Improved access through website and mobile devices
  - ❑ Easy to use employee/resident reporting and monitoring
  - ❑ Ability to provide additional information
  - ❑ Auto-assign tasks to responsible departments / parties
  - ❑ Robust tracking, alerting, and reporting abilities
  - ❑ Scalable
  - ❑ Reasonable Cost



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# 2016

- Selection of Accela's 'Public Stuff'
  - Annual product cost of \$15,000 (enterprise)
  - July 25, 2016 DPW 'goes live' with a soft launch
  - Integration of other CDA Departments and Divisions
    - Agriculture, Code Compliance, Environmental Health, Solid Waste, Transit, Wastewater
  - Other Countywide Departments
    - General (catchall for all other county requests)
    - Available for expansion at any time
-

# 2017

- Official Branding of 'Ask Nevada County'
- Mobile Apps Available – May 16, 2017
- Official Launch – August 2017



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# Submitted Request

- Internal website (phone calls and emails)
- External website
- Mobile platform (Android and iPhone)



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# Internal Website Submittal

## Create a new request


**Priority**

High ▼

**Response Due Date** ⓘ

 No SLA

**Completion Due Date** ⓘ

 4 working days

**Private request?** ⓘ

☐ OFF

**Workflow** ⓘ

This request type has a workflow with [conditional routing](#).

[Replace Workflow](#)

**Request Type \***

Pothole and Pavement Maintenance Concerns ▼

**Description \***

**Address of Request**

Enter a location

Clear

**Custom Fields**

What is the size of the pothole or pavement issue? \*

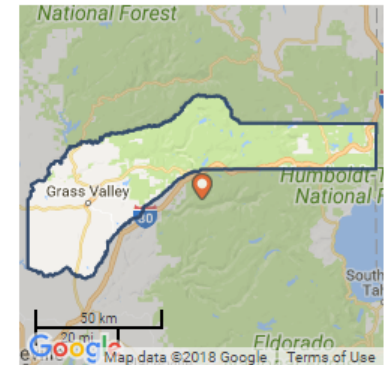
Is the pothole or pavement issue causing traffic obstructions? \*

Are there are multiple potholes or pavement issues in this area?

**Service Request Contact**

[Add](#)

[Submit](#)



Coordinates: ,

[Attach file](#)



# External Website Submittal

## Solid Waste - Illegal Dumping

Tell us more about the issue:

Address

Drag the map pin to mark the issue's location or type its address here

Where is the illegal dumping located? (required)

Choose among the following... ▼

Is the illegal dumping hazardous? (required)

Choose among the following... ▼

Is the illegal dumping a recurring problem at this location? (required)

Choose among the following... ▼


Description (required)

Anything else we should know about the issue?

Privacy

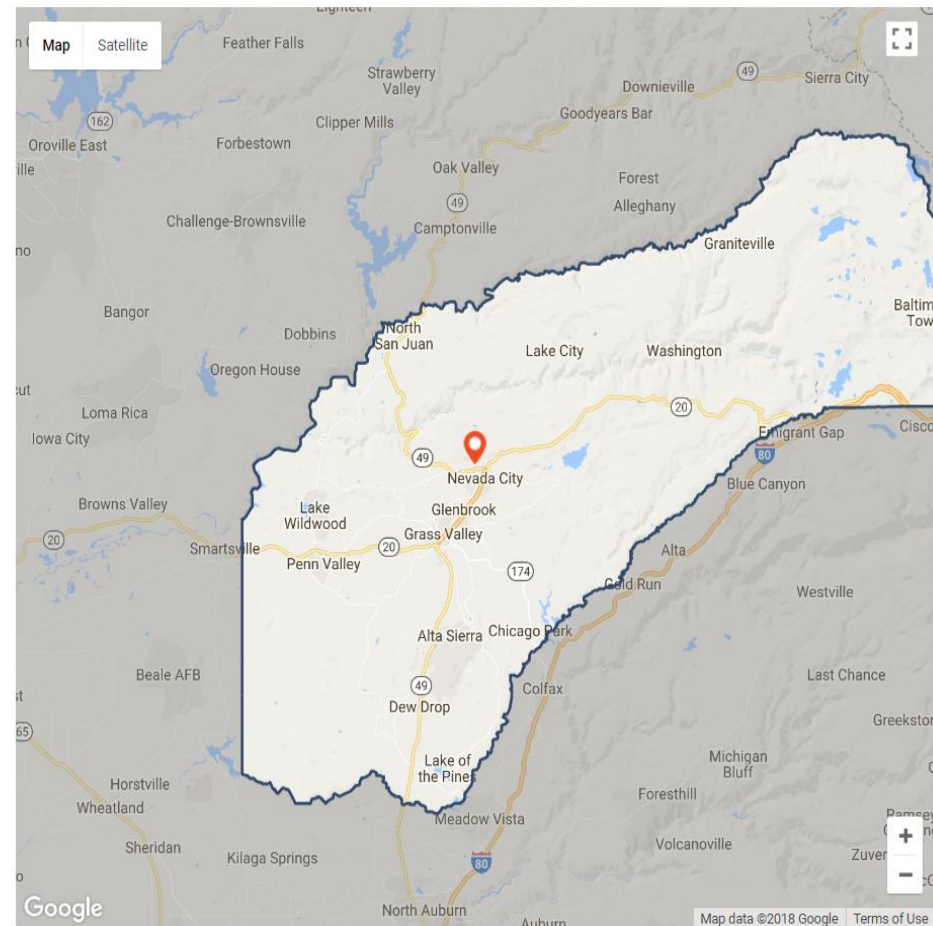
☒ Public

This issue will be publicly visible to other users.

 Add a photo

Cancel

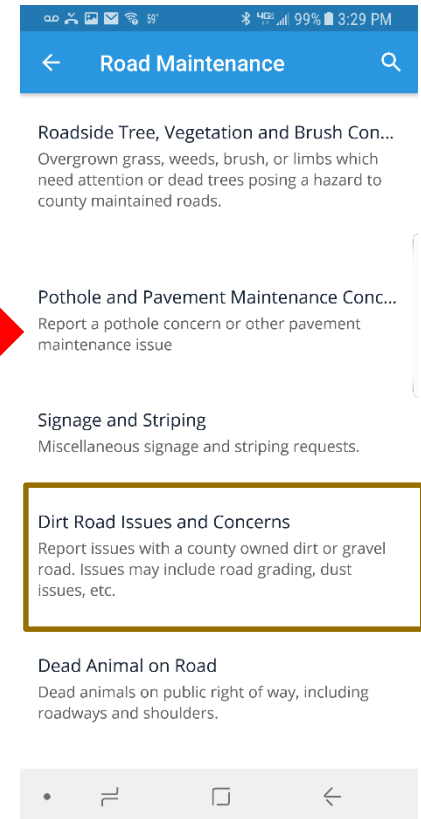
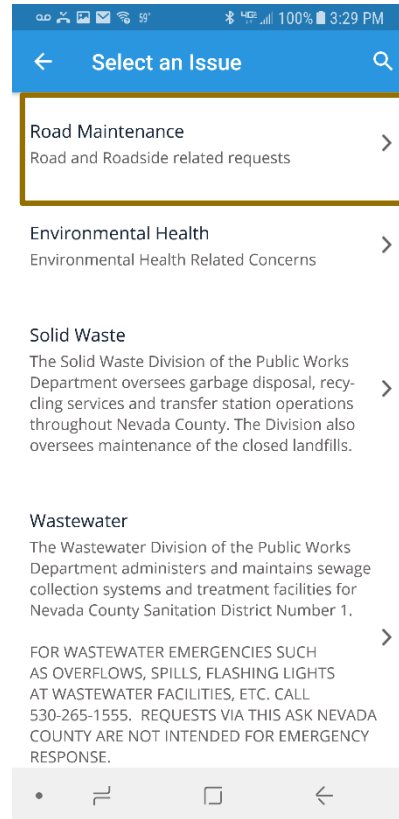
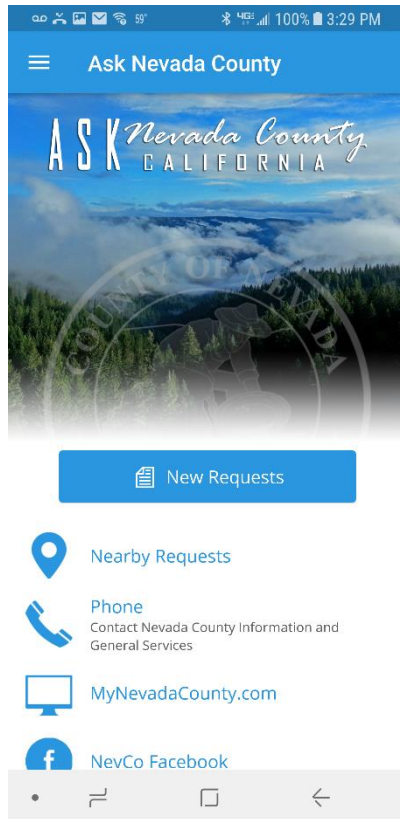
Submit





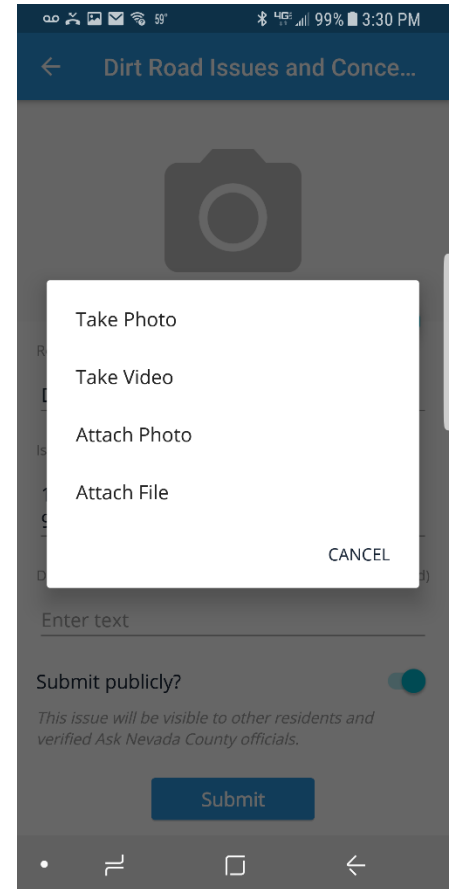
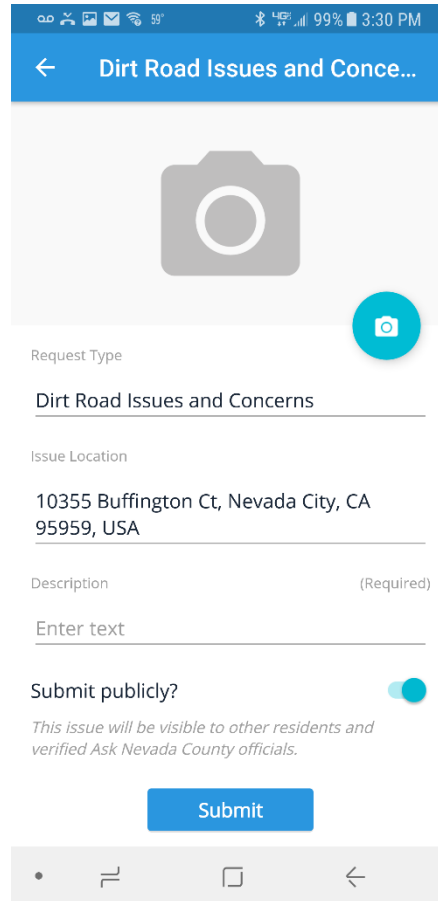
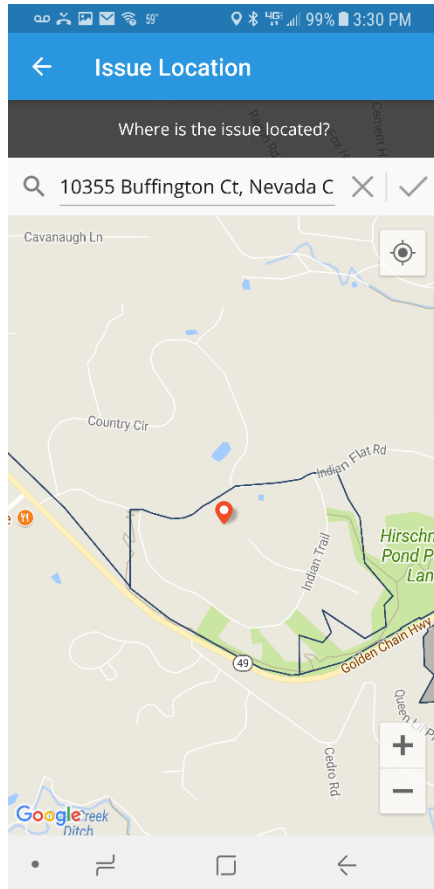
# Mobile App Submittal

- Available on both iPhone and Android Devices



# Mobile App Submittal

- Available on both iPhone and Android Devices



# Reports and Data

- Wide Variety of Data Available:
  - Performance
  - Overdue Requests
  - Request types
- Manage and Add Users
- Manage Request Types (scalability)



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# Total Requests by Type

- 1,142 requests since July 2016
- 93% of all requests are for Road Maintenance

Show 500 entries

Request Type	Requests	Percent
Drainage Concerns	276	24.2%
Pothole and Pavement Maintenance Concerns	268	23.5%
Roadside Tree, Vegetation and Brush Concerns	185	16.2%
Dirt Road Issues and Concerns	76	6.7%
Dead Animal on Road	64	5.6%
Signage and Striping	59	5.2%
Graffiti Removal	50	4.4%
Road Safety	42	3.7%
Solid Waste - Illegal Dumping	26	2.3%
General Questions - Maintenance Related	16	1.4%
Bridge and Guard Rail Concerns	13	1.1%
Snow Removal	12	1.1%
General Questions	10	0.9%

# Completed Requests By Person

Show  entries

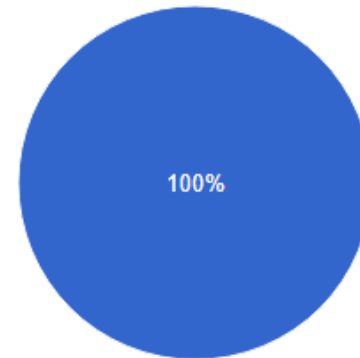
Completed By	Requests	Percent
James Nunley Nevada City	247	21.6%
Charlie Cain Penn Valley	195	17.1%
Michael Davidson Alta Sierra / LOP	192	16.8%
David Welsh	80	7.0%
Gene Yeoman	76	6.7%
Randy Pillow	51	4.5%
Michael Coughlan North San Juan	48	4.2%
Bob Hoskin East County and Road Districts	47	4.1%
Joshua Pack	41	3.6%
David Garcia	30	2.6%
Tyler Deschaine	27	2.4%
Kelly Moyer	18	1.6%
Colten Gould	15	1.3%

# Requests By Month

Show  entries

Month	Requests	Percent
Jul 2016	14	1.2%
Aug 2016	56	4.9%
Sep 2016	34	3.0%
Oct 2016	43	3.8%
Nov 2016	39	3.4%
Dec 2016	57	5.0%
Jan 2017	110	9.6%
Feb 2017	117	10.2%
Mar 2017	65	5.7%
Apr 2017	51	4.5%
May 2017	64	5.6%
Jun 2017	48	4.2%
Jul 2017	57	5.0%
Aug 2017	72	6.3%
Sep 2017	64	5.6%
Oct 2017	68	6.0%
Nov 2017	77	6.7%
Dec 2017	35	3.1%
Jan 2018	38	3.3%
Feb 2018	33	2.9%

# Near Due or Overdue Request



● James Nunley



Show  entries

Assigned To	Requests
James Nunley	1

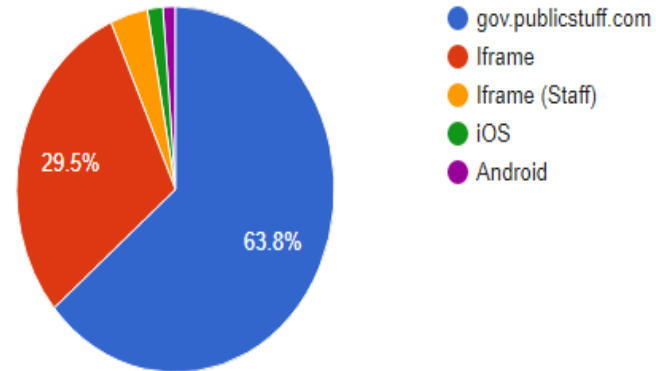
Showing 1 to 1 of 1 entries



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# Request Interface Since September



Show  entries

Report Source	Requests	Percent
gov.publicstuff.com	201	63.8%
Iframe	93	29.5%
Iframe (Staff)	12	3.8%
iOS	5	1.6%
Android	4	1.3%

Showing 1 to 5 of 5 entries

# Summary

- New online and mobile CRM system
- Improved transparency and accountability
  - Engage with their local government
  - Gain insights into community issues
  - Monitor how the county is working to resolve their problems
- Track and monitor performance



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# Thank You

- IGS (Steve Monaghan, Diana Carolan, Cynthia Soskza, Tom Narramore, Sebastian Roberts, Mark Brady, and others)
  - Information System Steering Board (ISSB)
  - Accela (Public Stuff) Staff
  - Taylor Wolfe (CEO's Office)
  - Department and Division Heads and Staff
  - **Roads Administration Staff**
  - **Road Maintenance Crew**
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End of Presentation



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