



Citizen Management Suite

Citizen Request
Management

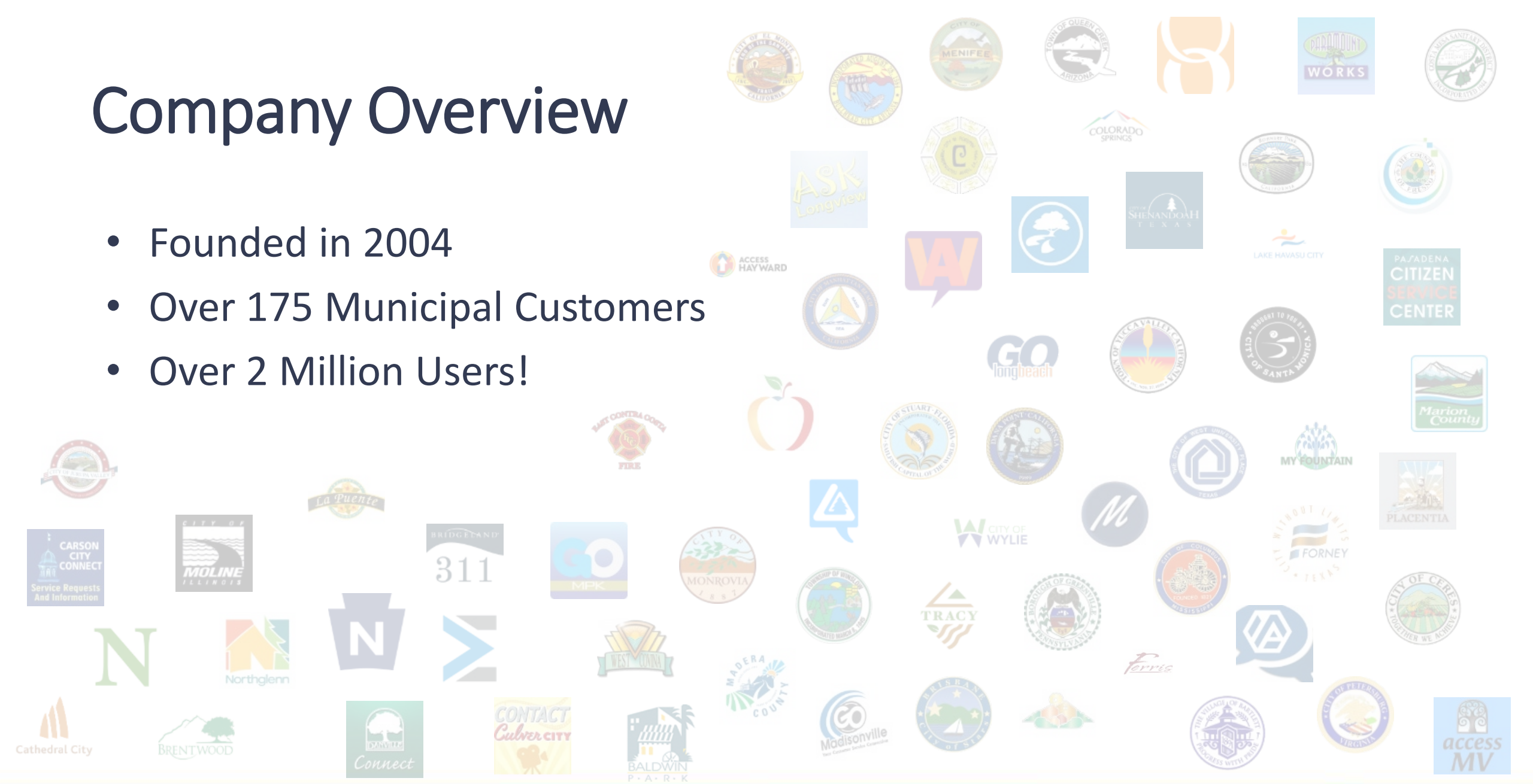


Citizen Notifications
& Alerts



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



 **Placentia** + New Issue Sign in

? Looking for Information?

This site is designed to provide our residents, businesses and visitors with a Virtual City Hall, giving you the opportunity to access City Hall, 24-hours a day, 7-days a week, from the comfort of your own home.

IMPORTANT NOTE: Requests are NOT monitored on a 24/7 basis and are addressed during business hours. If you have an emergency, please call 9-1-1.

We are here to serve you!

[Click here to search by key words](#)

Topic Areas

▶ Administration	▶ Homelessness Concerns
▶ Animals and Pest Control	▶ Landscaping
▶ Building and Facility Maintenance	▶ Parks & Recreation
▶ Business Licenses	▶ Permits and Licenses
▶ City Council	▶ Police and Public Safety
▶ City Government	▶ Procurement
▶ Code Enforcement	▶ Streets, Curbs and Gutters
▶ Elections	▶ Traffic Signs / Signals
▶ Employment Opportunities	▶ Trash and Recycling
▶ Finance	▶ Utilities
▶ Fire Prevention	▶ Website
▶ Graffiti	

Most Requested

City Job Openings

How do I find the current job openings for the City of Placentia?

Business License Renewal

When is Business License due for renewal?

Business License Application and Fees

Pothole Repair

To report potholes for repairs to be completed by Public Works maintenance staff

Building and Facility Maintenance

How do I report a maintenance issue at a City facility or building?

Contact Us

How can I contact the City?

Trash Pickup

Who do I call for a bulky item garbage collection?

Dangerous or Unsightly Property


How can I report dangerous or unsightly property?


Graffiti


How do I report graffiti and arrange for its removal?


Curb/Gutter Damage/Water Ponding


Repair and/or Replacement of Damaged Curb and Gutters

 Download on the App Store

 GET IT ON Google Play

Select Language 

Powered by  Google Translate

Powered by  GOGov

Staff Software



The screenshot shows the GOGov Staff Software interface. At the top, there's a navigation bar with a logo, a dropdown menu set to 'None', a 'Reset' button, a 'Return to Classic' link, and a 'Create' button. Below this is a filter bar showing 'Status Category: Open' and an 'Expand' button. The main content area displays a table of requests, with a header indicating 'Showing 53 requests out of 58 in 0.004 seconds'. The table has columns for a photo, status, due date, topic, people, updated date, and entered date. The requests listed are:

Photo	STATUS	DUE	TOPIC+	PEOPLE	UPDATED	ENTERED
	Scheduled	Mar 3, 2021 +7D	Trash and Debris 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	Tall Grass/Weeds 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	Sidewalk Repair 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	Snow on Sidewalks 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	Tall Grass/Weeds 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	Barking Dog Information 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	Pothole 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



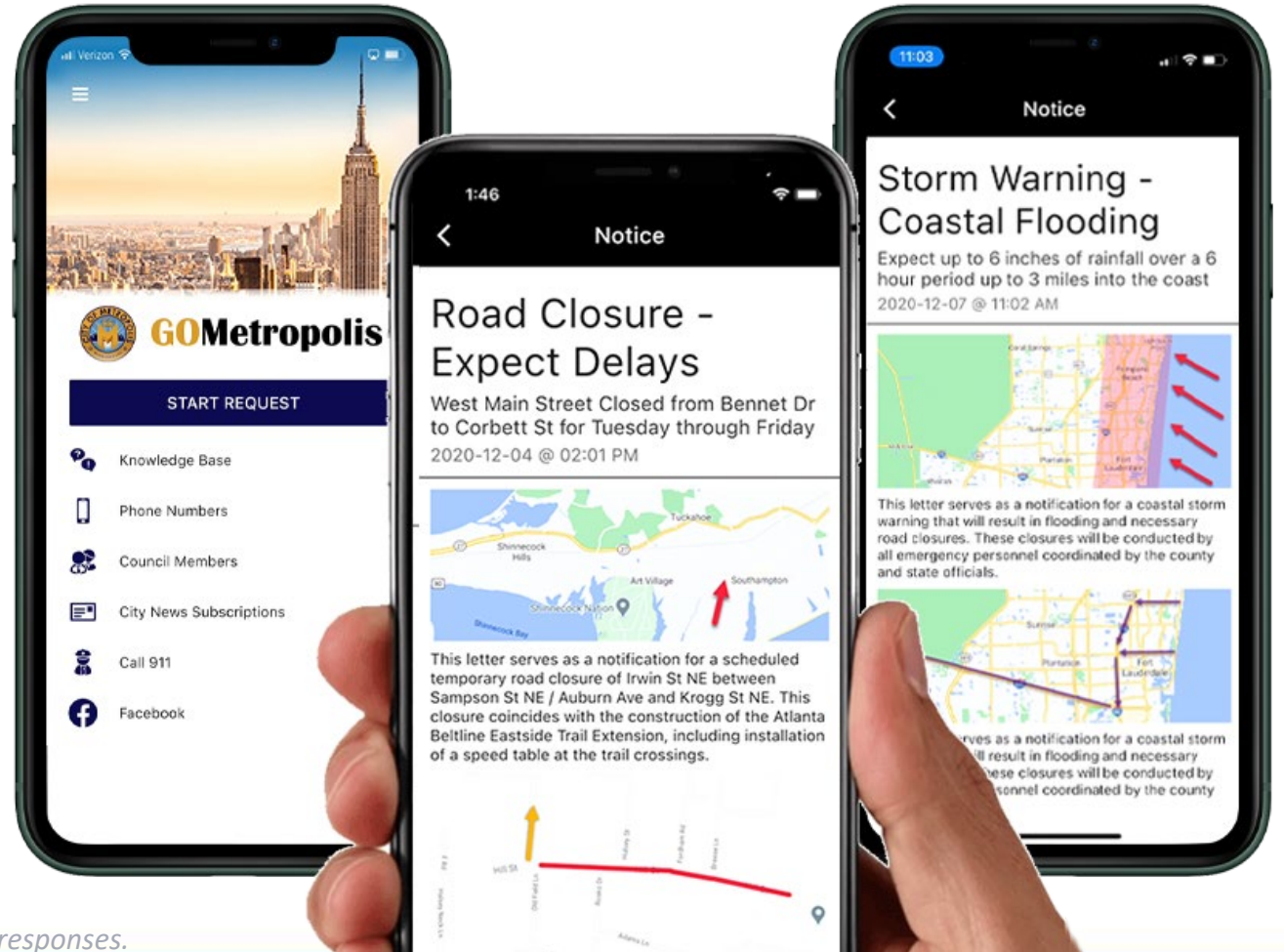
- Agency-wide Reports
- Departmental Reports
- Backlog by Department or Topic
- Response Times
- Citizen Satisfaction
- Custom Reports
- View Reports on a Map
- Save, Schedule & Export to Excel



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

