City of Racine, Wisconsin
AGENDA BRIEFING MEMORADUM

AGENDA DATE:	August 13, 2018
SUBJECT:	Citizen Engagement Application
PREPARED BY:	Megan Dudzik, MIS Project Manager

SUMMARY:

Requesting permission to purchase and implement a citizen engagement application through a sole sourced provider, CitySourced Inc.

PROJECT BACKGROUND & ANALYSIS:

The City is looking to obtain a citizen engagement software. This software will allow constituents to submit service and information requests to the City via web and mobile applications and then track the request to stay informed about its progress until its closure. "Service Requests" include items such as: pot holes, burnt out lights, property violations, health violations, etc. "Information Requests" could include more general items such as: ordinance information, questions on city functions, proposals, etc.

Currently, requests are made by phoning a city department or through an online web form which is emailed to designated staff members. There is no formal tracking system and constituents may, or may not, be notified on the results of their requests. Often requests are routed through various departments and may become lost or forgotten.

The City currently utilizes Cityworks software to track a wide variety of Public Works and City Development data and projects. MIS and the Mayor's office reviewed two Cityworks partnered businesses that provide citizen engagement software, SeeClickFix and CitySourced. Working with Cityworks partnered businesses is beneficial because the companies are built specifically to integrate with the current Cityworks and GIS systems. Staff members participated in demonstrations of the software from both Cityworks partnered companies and felt that CitySourced provided a more complete solution and better value for the City's needs.

If the City moves forward with CitySourced, constituents will be able to geocode locations of problems (service requests), provide necessary information and upload photos via a web map, through a free iOS and Android mobile application or online through the City's website. Citizens will be able to report anonymously or they can create an account, which will be supported by CitySourced, to track the request. Once service requests are submitted, the data will flow into Cityworks. Staff members responsible for the type of request submitted will be electronically notified, and they will be able to address these issues. Status and comments will be pulled from Cityworks into the CitySourced console, which will update the requestor of the status and progress made on the item. We will have the ability to make certain types of service requests public so the general public can follow the progress made on a request, or they can see that a certain service request was already submitted for a specific location.

A similar workflow will be used for information requests. The City does not have a formal system of record for public inquiries such as items that would normally be filed under "Ask the Mayor" or phone calls from the public. This will allow constituents to submit their questions online, or through the mobile application, and it would give staff a place to input and track requests. Information requests will likely be made private, with the details of the request only being shared between staff and the constituent making the request.

The implementation of this citizen engagement software through CitySourced will allow more efficient and transparent communication between constituents and city staff.

RECOMMENDED ACTION:
I am requesting to be authorized to purchase and implement citizen engagement software through CitySourced as a sole sourced vendor.

FISCAL NOTE:
Funds for this service are available in account 70113 57800 costing $23,400 (including setup, implementation and first year support) with a $20,000 annual maintenance fee thereafter.