

**RESOLUTION AUTHORIZING SEE CLICK FIX MOBILE
APPLICATION SOFTWARE BY PRINCETON**

WHEREAS, Princeton wishes to enter into an agreement for a mobile application with See Click Fix and;

WHEREAS, the administration has recommended entering into an agreement with See Click Fix with a \$9,000.00 annual cost to be paid from the operating software budget and a onetime setup cost of \$2,000.00 from the capital budget and;

NOW, THEREFORE, BE IT RESOLVED by the Mayor and Council of Princeton, New Jersey authorizing the Administrator to execute the agreement with See Click Fix for \$9,000.00 annual cost and a onetime set up cost of \$2,000.00.

I, Linda S. McDermott, Clerk of Princeton, County of Mercer, State of New Jersey, do hereby certify that the foregoing is a true copy of a resolution adopted by the Mayor and Council of Princeton at its meeting held January 27, 2014.

Linda S. McDermott, Clerk



TO: Mayor and Council

FROM: Administration
Information Technology
Infrastructure and Operations

DATE: January 16, 2014

SUBJ: See Click Fix

Our team of Administration, IT and Infrastructure and Operations have spent several months looking for a user friendly, phone and web-based solution for our residents to communicate service needs to our staff. We have reviewed the following Call Center Solutions:

1. Q-Send
2. See Click Fix
3. City Sourced

All three of these applications could meet our needs, but we would like to recommend See Click Fix as the vendor for our solution and mobile application. We feel that the See Click Fix application is a better fit for Princeton. This application will allow us to:

- Generate work orders for field personnel in Public Works, etc.
- Provide a tracking method for the user, and work order updates from staff
- Map to the exact address and allow us to identify if the area is in or out of our jurisdiction.

See Click Fix also came in less expensive than the other mobile applications we reviewed. Traffic and Transportation Committee has been supportive of the municipality providing a solution to residents, and therefore also recommends moving forward with See Click Fix.

Residents can input requests, or get information a number of ways:

- Download the mobile app for free on IPHones and Android phones.
- Go to our municipal website for the link.
- Place a call to the municipality where a staff member will direct the request.

We are recommending the Call Center approach where we would have dedicated staff handling all calls to the municipality. Residents will call one number, and the staff would then enter the call for service (open a work order), or direct the call to the appropriate department. This approach is used in Hamilton Township in Mercer County and we felt this was an efficient and effective way to provide services to our residents. With the call center concept, residents only have to remember one number, and not go through the difficulty of trying to determine who to call. This also will eliminate callers from being bounced from one department to another. The call center can also be used during storms etc., to take calls related to storm issues. We would like to staff the Call Center by reallocating current resources, and we are still considering where we will locate the call center.

One of the largest benefits to this type of software, is the development of a knowledge base. This knowledge base will be built with common questions residents call in about. This will enable the call center staff to quickly look up a topic, and be able to address the request. Residents will also have access to the knowledge base through our website. They can easily look up things like Tax due dates, or trash pickup days, and have up to the minute information from the municipality. See Click Fix will work with us to get the software launched, and estimates we could be live within a 4-week time frame.

Estimated Costs:

- | | |
|-----------------------------|--------------------|
| 1. Software | \$9,000 (annual) |
| 2. Dedicated phone lines | \$1,200 (annual) |
| 3. Set up fee | \$2,000 (one-time) |
| 4. Marketing | \$1,000 (one-time) |
| 5. Location prep/equip/etc. | \$3,800 (one time) |

We would like to recommend that the Mayor and Council approve a resolution authorizing See Click Fix for our Call Center Solution.



Citizen Interface - Mobile

Mobile App Reporting

Harness the power of civic-crowdsourcing in the palm of your hand.

-  **Start a New Report**
Reports can be completed in under 30 seconds and produce exactly the data you need.
-  **Locate the Issue**
Instantly captures an accurate location for all incoming service requests.
-  **Attach an Image**
Visually assess incoming service requests before going into the field, saving time and money.
-  **Answer a Few Questions**
Fully customizable service request type and secondary questions ensure you get all the information needed to address the report.
-  **Send Instantly or Asynchronously**
Reports can be filed out anywhere at any time regardless of network strength.



SeeClickFix

Citizen Interface - Mobile



Citizen Interface - Mobile



Citizen Interface - Mobile

The screenshot shows a web-based interface for managing mobile buttons for Princeton, NJ. At the top, there is a navigation bar with links for DASHBOARD, ISSUES, MAP, REPORTS, KNOWLEDGE BASE, INSIGHT BETA, and SETTINGS. The main content area is titled "Mobile Buttons for Princeton" and includes a table with columns for "MOBILE BUTTON" and "ACTION".

MOBILE BUTTON	ACTION
Police	Load web page: https://twitter.com/PrincetonPolice
News	Load web page: http://www.princetonnj.gov/index.html
Recycling	Load web page: http://www.princetonnj.gov/recycling.html
Volunteer	Load web page: https://adobeformscentral.com/?...

Below the table, three smartphone mockups illustrate the mobile interface. The first shows a home screen with the Princeton, NJ logo and icons for Report, News, Neighbors, Messages, My Profile, and Settings. The second shows a screen with icons for Police, News, and Recycling. The third shows a screen with a "Recycling" button and a list of recycling-related information.

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Citizen Interface – Website

The screenshot displays the City of Raleigh website's Citizen Service Request interface. The page features a navigation bar with links for Home, Arts & Parks, Services, Government, Business & Development, Community, Environment, Planning, and Public Safety. The main content area is titled "Citizen Service Request" and includes a search bar, a list of requests, and a map of the city.

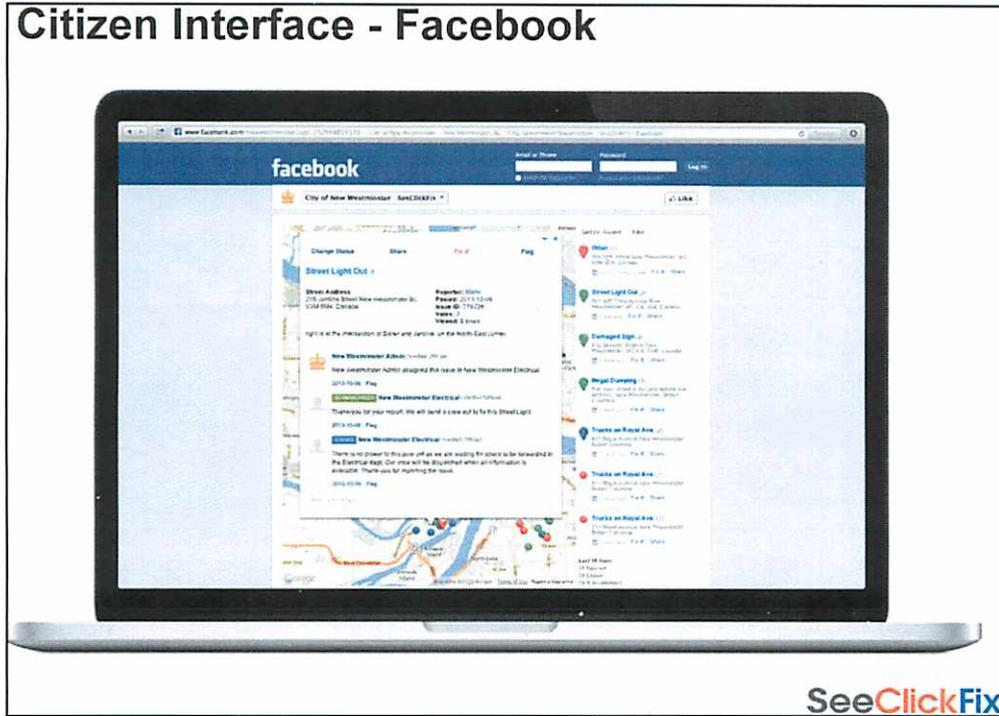
The list of requests includes:

- Service Request: Yard Waste
- Service Request: Accessible Crossing Issues
- Service Request: Overgrown bush or sidewalk
- Service Request: Pedestrian Signal Malfunction
- Service Request: Fire Hydrant Location

The map shows the city of Raleigh with various service request locations marked by red pins. The interface also includes a search bar and a "Filter" button.

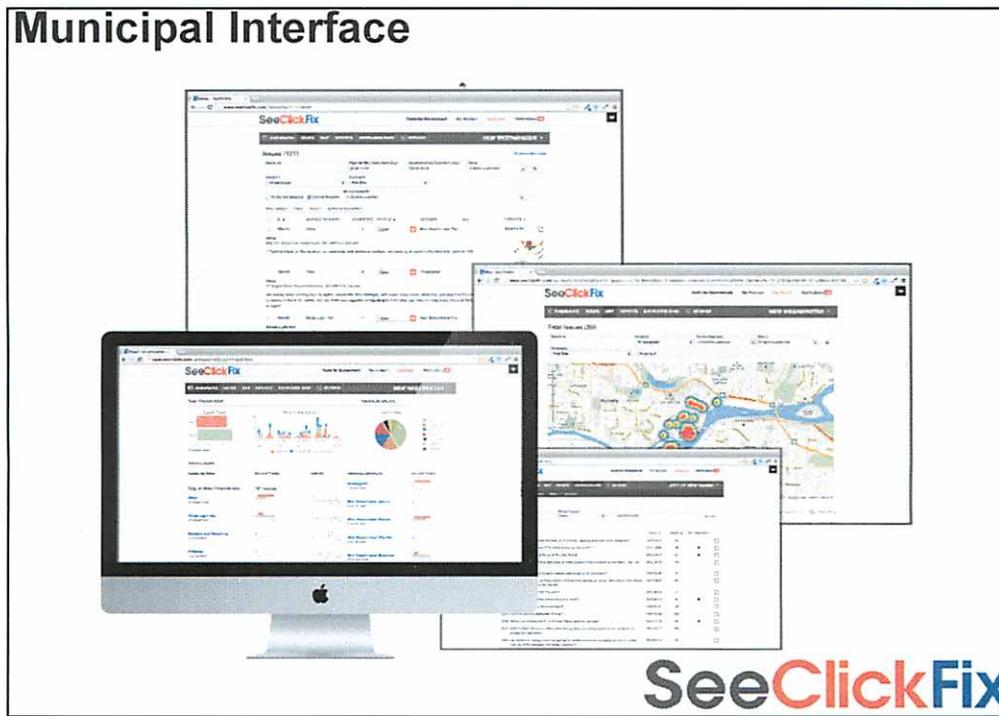
SeeClickFix

Citizen Interface - Facebook



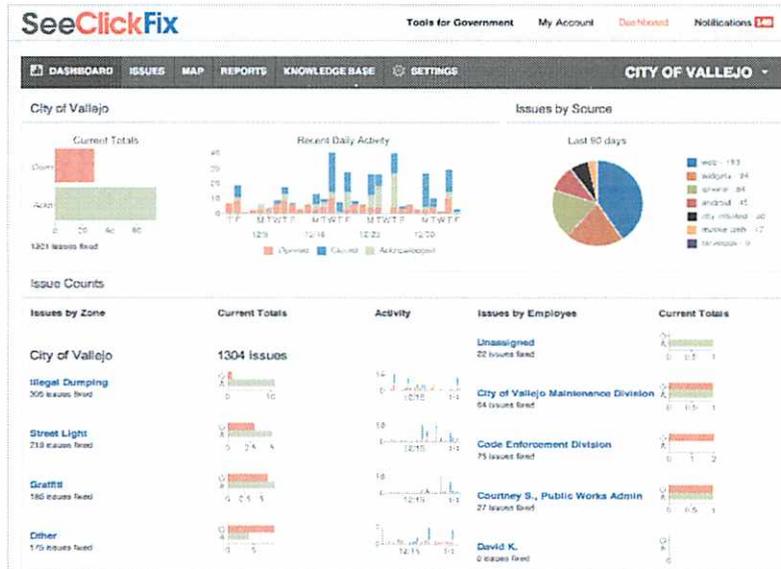
SeeClickFix

Municipal Interface



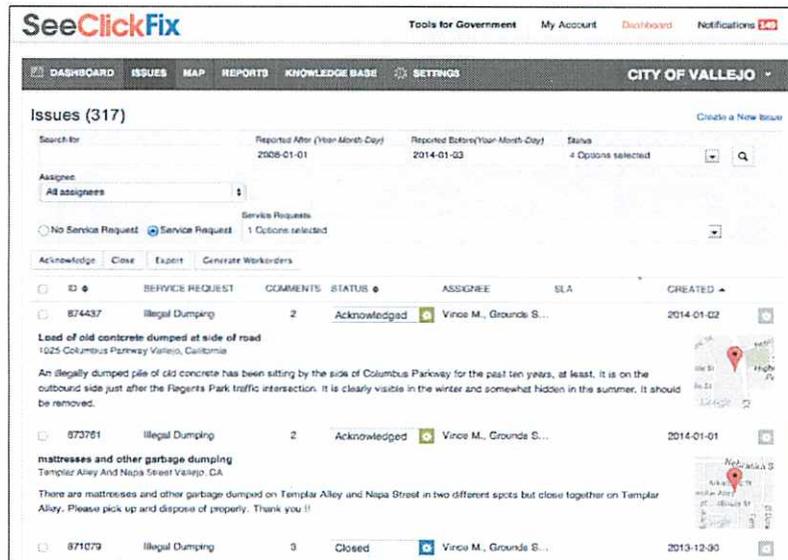
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Municipal Interface



SeeClickFix

Municipal Interface



SeeClickFix

Municipal Interface

The screenshot displays the SeeClickFix web interface for the City of Vallejo. At the top, there are navigation links for 'Tools for Government', 'My Account', 'Dashboard', and 'Notifications'. The main content area is titled 'Issues (317)' and features a search bar, filters, and a table of issues. A 'Comments' modal window is open, showing a message from the 'City of Vallejo Maintenance Division' and a response from 'Vince M., Grounds Section'. The table below lists several issues related to illegal dumping, including their IDs, descriptions, statuses, assignees, and creation dates.

ID	SERVICE REQUEST	COMMENTS	STATUS	ASSIGNEE	BLA	CREATED
674437	Illegal Dumping	2	Acknowledged	Vince M., Grounds S...		2014-01-02
673781	Illegal Dumping	2	Acknowledged	Vince M., Grounds S...		2014-01-01
671076	Illegal Dumping	3	Closed	Vince M., Grounds S...		2013-12-03

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Municipal Interface

This screenshot shows a dashboard view of the SeeClickFix interface. It includes a navigation menu with options like 'Dashboard', 'Map', 'Reports', 'Knowledge Base', 'Admin', and 'Settings'. The dashboard features several data visualization components: a pie chart showing the distribution of issues by category, a line graph showing trends over time, and a bar chart displaying issue counts across different categories. The SeeClickFix logo is visible in the top left corner of the dashboard area.

SeeClickFix

Custom Mobile Apps Management Tools Field App Features Request a Demo

Hosted CRM Features

SeeClickFix's pricing is simple for governments and municipalities of all sizes.

	Free	Plus CRM	Connect
Mobile Apps (iPhone & Android)			
Robust mobile web service for all internet-enabled devices	✓	✓	✓
Free mobile apps for constituents	✓	✓	✓
Your branding on SeeClickFix Apps		✓	✓
Custom built mobile apps in iTunes App Store and Android Marketplace		✓	✓
Add custom buttons (e.g. News, Events, FAQs, etc.)		✓	✓
Reverse 311 functionality		✓	✓
Customization			
Custom email alerts	✓	✓	✓
Configurable personal email notification settings	✓	✓	✓
Custom branding on web interface		✓	✓
Custom service request categories and secondary fields		✓	✓
Custom service-level agreements (SLA) for each request category		✓	✓
Custom routing by service request type and secondary fields		✓	✓
Customizable automated emails to update constituents on service request status		✓	✓
Custom recurring Excel or CSV reports auto-emailed to admin(s)		✓	✓
All customization can be updated at any time, without any IT resources, changes visible in real-time across all SCF channels		✓	✓
Social Engagement Platform			
Dynamic, interactive map widgets	✓	✓	✓
Ability to vote for, comment on, add photos/video to, and follow specific issues	✓	✓	✓
Leverage media and community partnerships to reach more citizens at no additional cost	✓	✓	✓
Partner more closely with elected officials leveraging Watch Areas	✓	✓	✓
Ability to integrate SeeClickFix as a tab on your official Facebook Page	✓	✓	✓
Ability to send status updates to Twitter	✓	✓	✓
Admin Dashboard			
Ability to auto-assign and manually re-assign service requests		✓	✓
Date range report with breakout by request category, geography and channel source		✓	✓
Ability to 'Acknowledge' service requests		✓	✓
Ability to 'Close' service requests		✓	✓
Ability to add comments		✓	✓
Ability to bulk update specific issues		✓	✓
Ability to generate ad hoc reports		✓	✓
Ability to create private notes and messaging between admins		✓	✓
No IT resources required for updating		✓	✓
Workflow Management			
Ability to assign issues to specific admin users		✓	✓
Admin follow-up notifications		✓	✓
Ability to acknowledge and close issues from the field via mobile apps		✓	✓
Ability to add comments and/or photo of completed request from the field		✓	✓
All changes made from the field dynamically update across all SeeClickFix channels		✓	✓
Audit logging of admin actions: Reporting can capture the admin user that reported, acknowledged, and/or closed an issue along with the related date/time		✓	✓
Field Apps			

Task-specific web apps	✓	✓
Submit new reports by hitting one button	✓	✓
Apps resize for tablets or phones	✓	✓
Dashboard map view displays distance from assigned requests	✓	✓
Close requests with one button	✓	✓
Connect		
Supported connection into your existing web-enabled CRM/work order system (e.g. Lagan, Cityworks, Motorola, Cartegraph, Maximo, Open311, etc.)		✓
City's CRM defines service request categories, dynamically updated via API connection		✓
Ability to have our map widgets reflect all service request types regardless of the channel used to enter the request into the CRM		✓
Host Open311 Endpoint		
API key management		✓
Request rate limiting		✓
Content filtering and moderation		✓
Version updating and compliance		✓
Inclusion in global discovery service		✓

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