September 7, 2022

TO: Public Works & Environmental Concerns Committee

THROUGH: Carl Goldsmith, Director of Public Works

FROM: Freddy Segura, Asset Management Administrator

SUBJECT: See Click Fix Implementation

In 2016, the Village of Lombard implemented an asset management system to more efficiently and effectively maintain infrastructure assets, and manage workflow and requests for service. The system, Cartegraph, is used to analyze performance, spend funds in a more educated manner, and make decisions based upon data and condition rather than age. The Village has seen significant improvements in the workflow and condition of assets since implementation.

The next phase of the asset management system is to improve the interface with the public on work requests. The Village has explored various interfaces with Cartegraph to improve the manner in which the public can submit requests for service or report concerns to the Village. The Village has determined that SeeClickFix is the right solution. SeeClickFix (SCF) by CivicPlus®, our current vendor for reporting concerns, is a 311 solution that empowers residents to report issues, identify repair needs, share feedback, and ask questions of the Village. The system allows for efficient and transparent workflows, which fosters accountability and trust between the Village and its residents and businesses. The result is collaborative experiences between governments and residents that create clean, safe, and happy communities.

SeeClickFix will allow residents to submit requests typical of 311 or code enforcement issues with the ease of using a mobile device or desktop via SeeClickFix mobile or web application. SeeClickFix users will be able to include pictures, videos, and descriptions of the issue which are then registered within SeeClickFix's interface that will then sync with the Village's existing Cartegraph asset management system. Residents will have the option to submit an issue request both anonymously or as a registered user.

With the synchronization of SeeClickFix and Cartegraph, field crews will now be able to respond to citizen requests as they come in, automatically notifying citizens every step of the way. In the office, department staff will leverage multiple reporting tools and even spatial visualizations to identify hot spots, increase productivity, prioritize projects, and spend municipal tax dollars in a more prudent

manner. The combination of these systems is essential to an efficient and timely response to natural disasters as well as everyday requests.

This integration will not only allow residents to report problems; but also to view and monitor concerns submitted to the Village. Residents can even create their own "watch areas" to receive notifications about all the issues reported in their community, enabling them to follow the progress of all service requests, not just those that they report. SeeClickFix offers full customization to fit the needs of the Village, including links to the Village's website and water billing page, logos, drop-down menus, notifications, reports, and maps. SeeClickFix is not only an excellent tool for receiving external requests, like potholes, knocked down signs, and code enforcement issues, but can also be used for internal requests relating to IT and fleet services.

Included below are several screenshots of the SeeClickFix application interface:
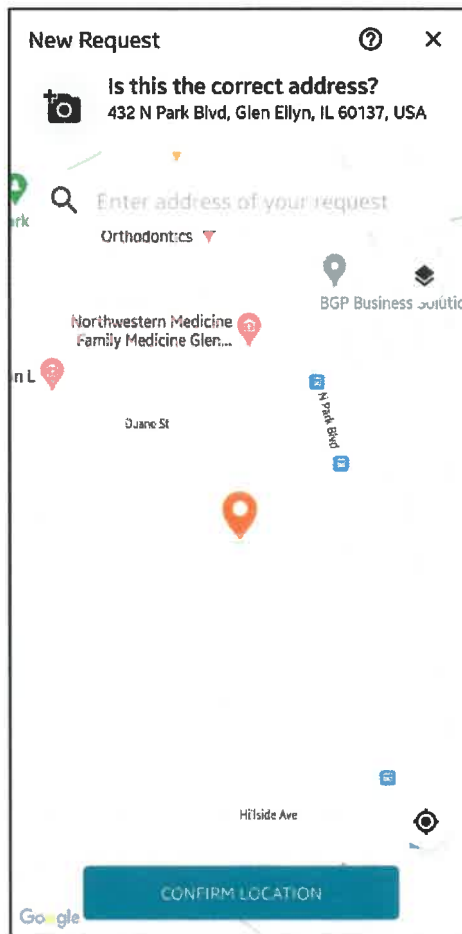
Lombard mobile application landing page:

Lombard web application landing page:
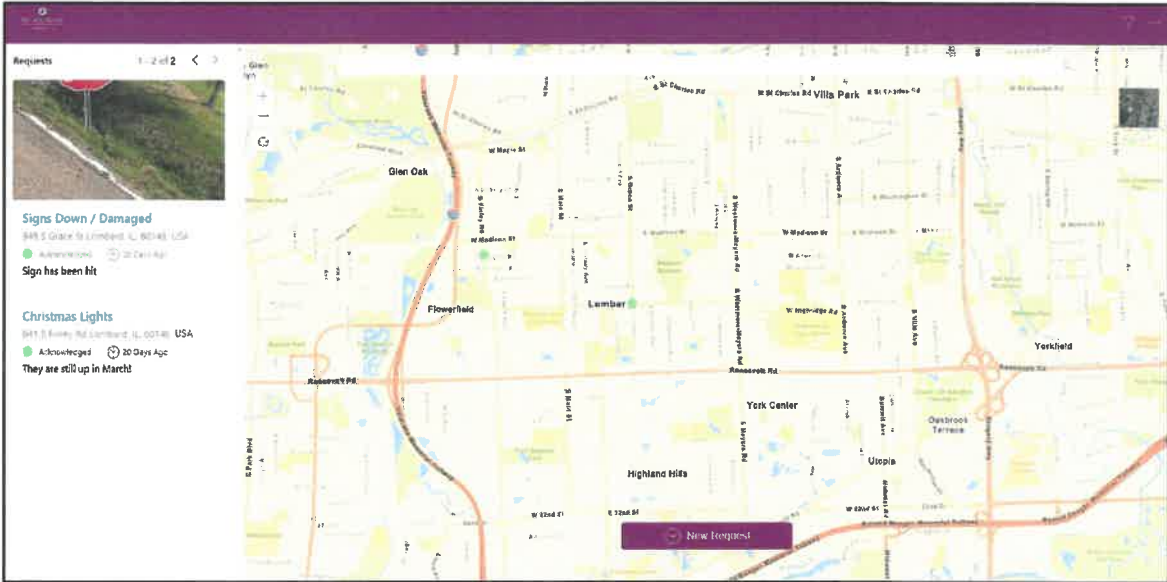
Mobile request sample (Glen Ellyn):

Mobile request selection sample (Glen Ellyn):

Lombard web application request and selection sample:

The SeeClickFix platform will seamlessly connect with the Cartegraph system that is used by the Public Works Department as well as the Citizen Service platform that is used by the Community Development Department for Code Enforcement issues. The Village's goal with the implementation of the SeeClickFix system is to ensure that users will be able to easily and conveniently report concerns to the Village, regardless of which department will review and respond to the matter.

The Village anticipates that the SeeClickFix app will go live in mid-October. The Village is in the process of integrating the various platforms and will be testing the applications through the month of September. The Village will be providing an update to the various Standing Committees of the Village Board and will have a significant social media campaign prior to launch.