

# SEECLICKFIX

VILLAGE OF LOMBARD  
PUBLIC WORKS DEPARTMENT

Public Works Director Carl Goldsmith

Assistant Public Works Director David Gorman

Asset Management Administrator Freddy Segura





# ASSET MANAGEMENT & CARTEGRAPH

- Until 2016, public works projects and tasks were recorded in various spreadsheets and paper forms
- This method of recordkeeping was cumbersome and inefficient for responding to inquiries and looking for historical information on assets and Village infrastructure
- The Village has had a vast and comprehensive Geographic Information System (GIS) repository of its assets, but it did not link those assets to ongoing work and projects
- After exploring many options, the Village purchased licensing for web-based asset management software package - Cartegraph
- Cartegraph has since given the Village the ability to tie in all infrastructure assets and related work via GIS

**Cartegraph**



# ASSET MANAGEMENT TODAY

- Asset Management Administrator
- Eliminated many databases
- Tracking the progress of service requests and projects
- Transparency
- Savings
  - Significant reduction in staff time, which has been allocated to other functions
  - Over \$30,000 a year in savings due to efficiency since implementation of the asset management platform

The screenshot displays the Cartograph software interface, which is used for asset management. It features a map view with numerous blue markers representing tasks or assets. Below the map is a table with columns for Labor Cost, Notes, Task ID, Entry Date, Activity, Asset, and Address Num. The interface also includes several dashboards and reports:

- Today's Scheduled Work:** A table listing employees and their assigned tasks, such as installing light poles and utility patching.
- Labor Hours:** A comparison showing 174.3 hours last week and 70.8 hours this week.
- Open Tasks:** A dashboard showing 33 Hot Patches, 4 Sign Replacements, 221 Light/Support Tasks, and 16 Snow Events.
- Open Requests:** A section showing 2 open requests, including a street light malfunction and a general information request.
- Outstanding Projects:** A list of projects like utility patching and preparing for community events.
- Request Status:** A pie chart showing the distribution of requests: Dead Animal (1), Sign Support (1), Street Light (1), Malfunctioning (1), and Trip Hazard (2).
- Request Categories:** A horizontal bar chart showing the number of requests in various categories like Malfunctioning, Sign Support, and Trip Hazard.



## NEXT STEP: SEECLICKFIX

- Implementation of a mobile/web solution that empowers residents/businesses/visitors to report issues, identify repair needs and share feedback.
- Citizen requests are instantly routed and passed into Cartegraph & CitizenServe (Code Enforcement Portal)
- Village staff can respond to requests on the go while tracking labor hours and equipment usage
- Provides an alternative to phone call requests for service that might otherwise get “lost in the pile”



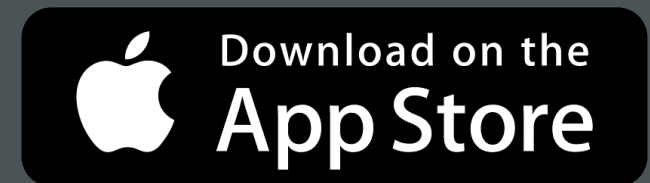
*Cartegraph*

**citi**  **enserve**<sup>®</sup>



# DOWNLOAD SECLICKFIX

Download the SeeClickFix app on your  
smartphone  
(IOS & Android are both supported)

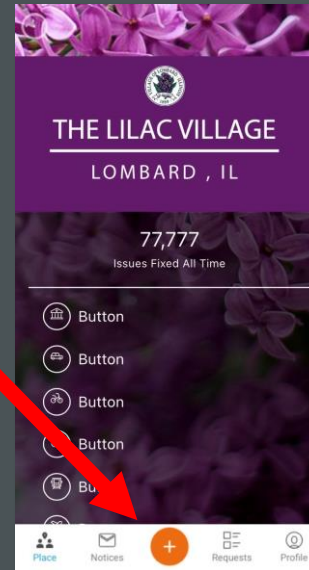






# HOW TO USE SECLICKFIX

1. At the bottom of the home screen, select the orange "+" button to submit a new request



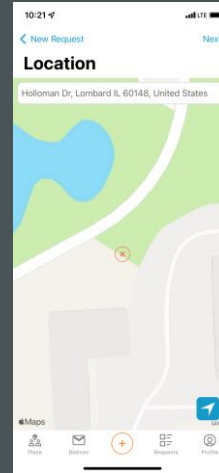
2. Take a photo of the concern that needs to be addressed



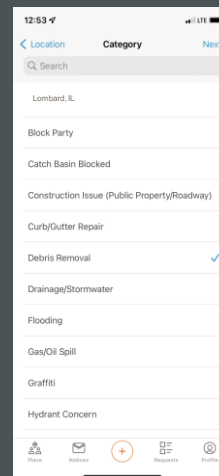


# HOW TO USE SECLICKFIX

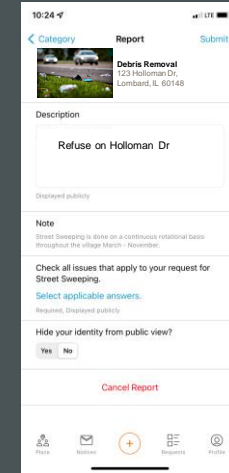
3. Enable location services and mark the location of the concern



4. Select the issue category from the provided list



5. Write a short description detailing the concern, answer any additional question and submit your request



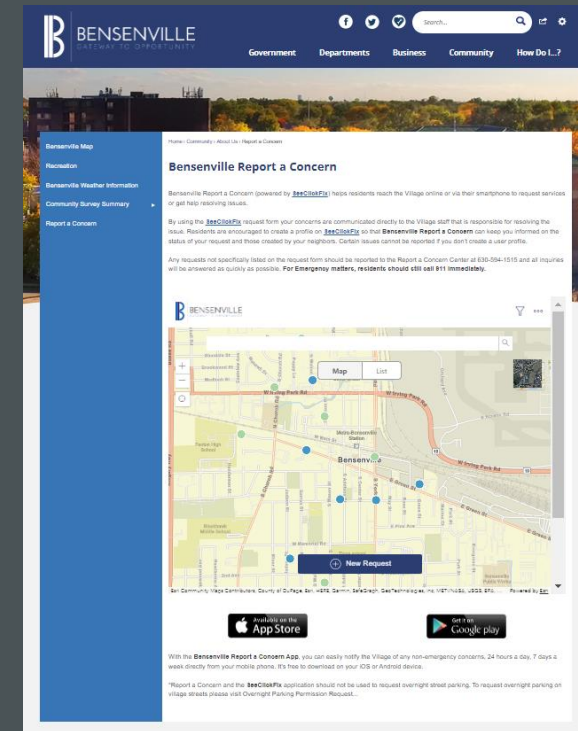
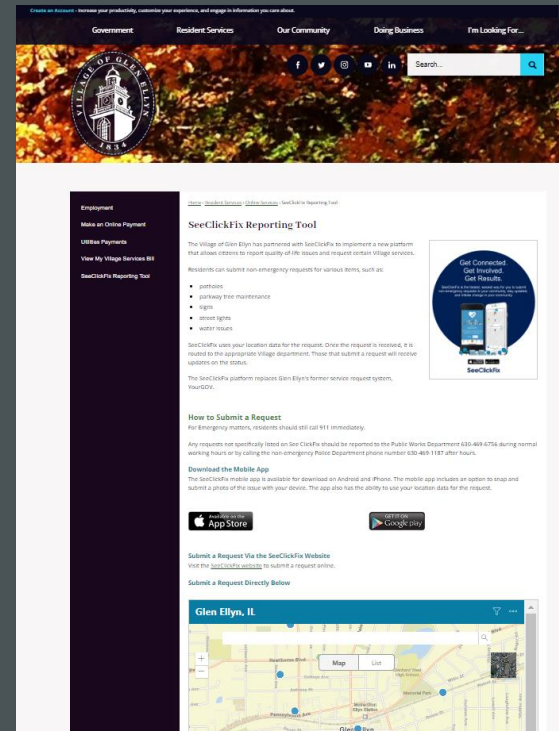
6. Your request will then be viewed by the public works or code enforcement team and addressed in a timely fashion. The app will notify users when requests they have submitted have been resolved





# COMMUNICATION & RESPONSE TO REQUESTS

- Acknowledgements are made automatically after submission
- Requests for service will be required to be attended to within 48 hours after submission (if the timeframe is missed, PW and CD Directors will be alerted)
- Duplicate requests can be merged into the original request with automated messages after that action is taken
- Requests will be monitored by PW administrative staff and CD/CE counterparts supplemented by Asset Management Administrator



Screen shots from Glen Ellyn and Bensenville SeeClickFix portals





# CODE ENFORCEMENT INTEGRATION

- The Village's goal is a single source for submitting a non-emergency concern or request for service
- SeeClickFix will integrate with Community Development/Code Enforcement platform Citizense
- Concerns that fall under Code Enforcement's purview will be routed via SeeClickFix and will be anonymized when applicable (Avoiding neighbor vs. neighbor conflict)
- Concerns will be handled by CD/CE administrative staff for dispatching and follow up

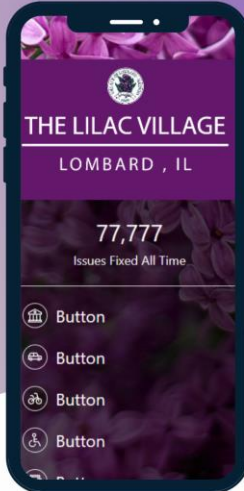
The logo for CitizenServe is displayed in a white rectangular box. The word "citi" is in blue, followed by a red icon of three wavy lines, and "enserve" is in grey. A registered trademark symbol (®) is located at the top right of the word "enserve".

**citi**  **enserve**<sup>®</sup>



# NEXT STEPS

- Continued testing until release in Fall 2022
- Social media campaign to “roll out” the SeeClickFix app
- Presentations to the elected and appointed officials
- [SeeClickFix](#)



The image shows a smartphone displaying the SeeClickFix app interface. The screen has a purple background with a floral pattern. At the top, it says "THE LILAC VILLAGE" and "LOMBARD, IL". Below that, it displays "77,777 Issues Fixed All Time". There are four buttons with icons: a building, a trash can, a person, and a wheelchair.

**SEE CLICK FIX**  
*Lombard*

See potholes, garbage, sidewalk cracks, street light outages?

Download the MyLombard app, or visit the Village website, to report your concerns!

**DOWNLOAD OR VISIT**  
Visit 'Report a Concern' on the Village of Lombard website, or download the MyLombard app on your mobile device for a fast, easy way to report non-emergency requests in Lombard.

**SUBMIT A REQUEST**  
Take a photo and send a request from wherever you are. The mobile app will use your location and the request will be sent directly to the corresponding department.

**STAY INFORMED**  
Follow along with the progress of your request via the app or web portal and receive a confirmation when it's been resolved or completed.

**REPORTING ISSUES HAS NEVER BEEN EASIER. DOWNLOAD THE APP TODAY!**

Available on the **App Store**

ANDROID APP ON **Google play**



QUESTIONS?