

CITY OF WARRENSBURG
Information Technology

Council Letter No.

August 28, 2023

Honorable Mayor and
Members of the City Council
City of Warrensburg, Missouri

Dear Mayor and Council Members:

SUBJECT: An Ordinance Authorizing the City Manager and City Clerk to Execute an Agreement with CivicPlus to add the See, Click, Fix Application to the City Website Infrastructure

BACKGROUND:

Citizen reporting of infrastructure needs within the City is a cumbersome process. Citizens must either call into City Hall and be transferred to the responsible party or they fill out an online form that is routed to the proper entity for resolution.

ISSUE:

The current system is cumbersome for both citizens and City staff. There are no tracking mechanisms in place to ensure citizen complaints are resolved and the citizen is notified of resolution. Citizens can often see the absence of communication as a lack of government transparency. Citizen complaints may also not be complete or have an exact location of the issue which makes it difficult for City employees to locate the problem.

Using the See, Click Fix application will allow citizens to use an app on their smart device to report issues throughout the City. They will be able to include a picture of the issue and it will capture the GIS coordinates of the problem. If the Citizen is registered in the system, they will be automatically updated through the entire resolution process. City employees will be able to track and assign issues to the proper department for resolution and compile reports and data to improve infrastructure management. In addition, by looking at the map in the application, other Citizens can see that an item has been reported and can add themselves to receive notifications on the issue even if they didn't report it.

STRATEGIC PLAN:

FOCUS II: Community Pride and Interaction

FISCAL IMPACT:

Total recurring cost will be approximately \$13,500 annually.

RECOMMENDATION:

Staff recommends City Council pass the attached ordinance.

Sincerely,
Enrico Villegas
Assistant City Manager/IT Director

cc: City Manager

Attachments: Ordinance
Agreement

ORDINANCE NO. _____

AN ORDINANCE AUTHORIZING THE CITY MANAGER AND CITY CLERK TO EXECUTE AN AGREEMENT WITH CIVICPLUS TO ADD THE SEE, CLICK, FIX APPLICATION TO THE CITY WEBSITE

BE IT ORDAINED BY THE COUNCIL OF THE CITY OF WARRENSBURG, MISSOURI, AS FOLLOWS:

Section 1. That the City Manager and City Clerk are hereby authorized to execute an agreement with CivicPlus for the addition of the See, Click, Fix application to the City website.

Section 2. This ordinance shall be in full force and effect from and after its passage by the City Council.

Read two times and passed in open session this 28th day of August, 2023

Jim Kushner, Mayor

ATTEST:

Jodi Schneider, City Clerk