



ADDENDUM II

COMMITTEE OF THE WHOLE AGENDA

MARCH 16, 2015

ADDITION TO AGENDA

- Item 6E. My Bloomington Request Management System. Presented by Craig McBeath.
(Time: 25 minutes - Presentation 15 minutes, Question & Answer 10 minutes)
Power Point



my Bloomington
ILLINOIS

Citizen Request Management

City-to-Citizen Communication





What is myBloomington?

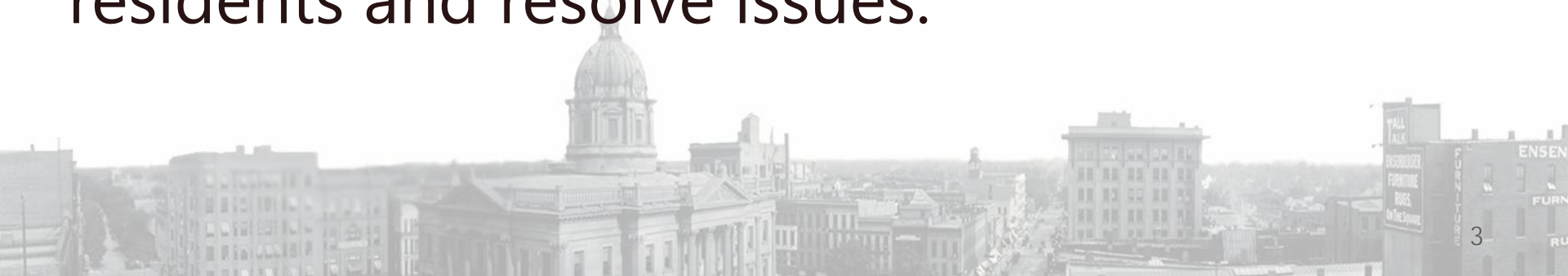
myBloomington is a digital communications system for improving access to city services.





Why myBloomington?

myBloomington makes it simpler and more rewarding for citizens to improve their community, and provides the City with an efficient method to communicate with residents and resolve issues.



Why myBloomington?



Transparency

- Build trust in the community**
- Be part of the conversation**
- Inform public on policies**



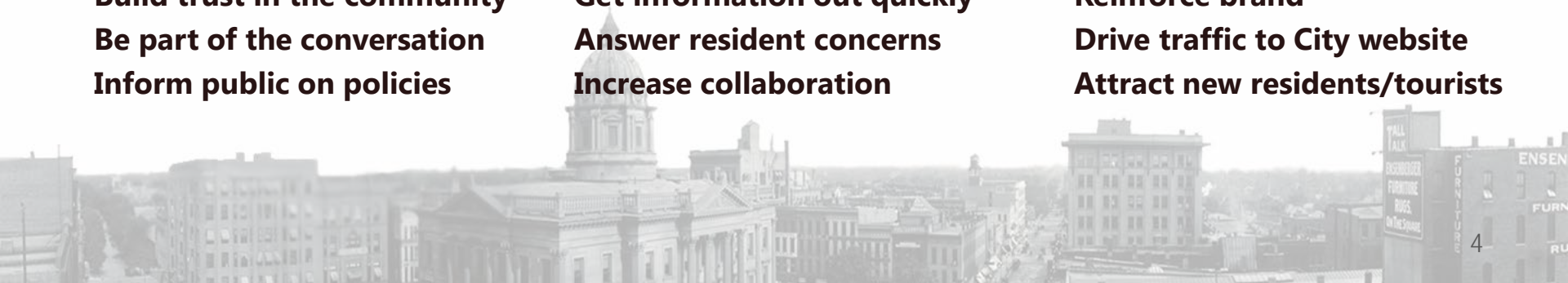
Customer Service

- Get information out quickly**
- Answer resident concerns**
- Increase collaboration**



Public Relations

- Reinforce brand**
- Drive traffic to City website**
- Attract new residents/tourists**



Services for Residents

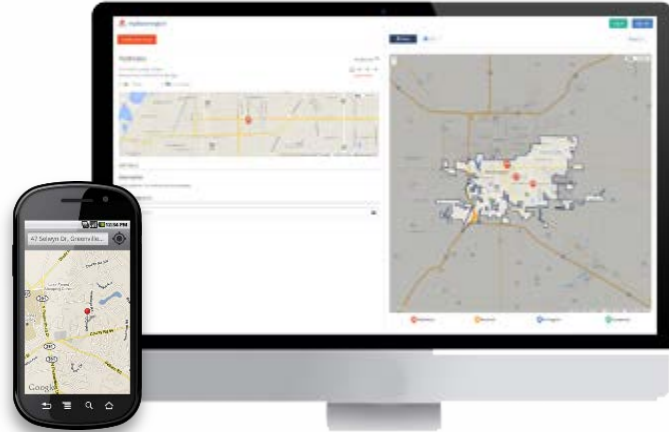
Report Issues



Examples:

- Potholes
- Garbage Issues
- Street Light Out
- Clogged Inlets

Access Information



Examples:

- Request Status
- Knowledge Base
- City News
- Contact Information

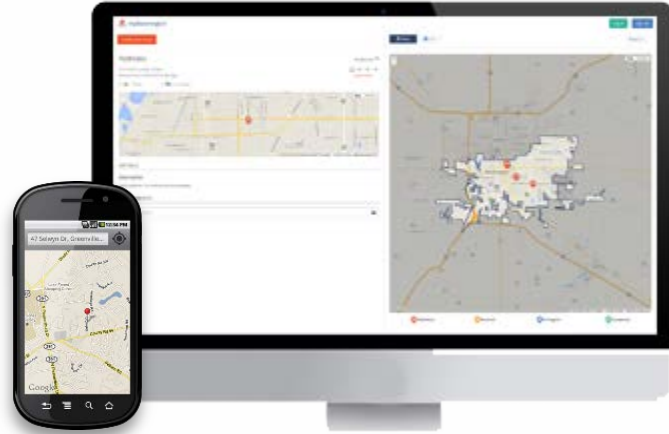
Services for Residents

Knowledge Base



- Provide easy access to commonly asked questions
- Updated by department staff to maintain the most current information

Instant Translation





- Ensuring access to everyone, including non-English speaking residents
- Utilizes Google Translate




myBloomington (Mobile)

myCityBLM SKIP





Create an account to receive real-time status updates and announcements.


 SIGN UP WITH FACEBOOK


Username


Email

myBloomington



 New Request

 **Nearby Requests**
Browse nearby requests

 **Bloomington News**
City News



myBloomington (Mobile)

Public Works

- Garbage, Recycle and Bulk Waste >
- Sewers >
- Streets and Sidewalks >

Issue Location

Where is the issue located?

Enter Address

©2015 Google - Map data ©2015 Google

Potholes

Request Type

Potholes

Issue Location

300-314 South East Street, Bloomington, IL 61701, USA

Description

Enter text

Publicly Visible to Residents

Submit



myBloomington (Mobile)

