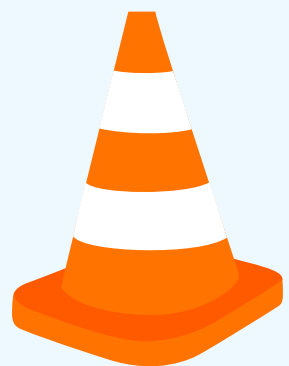
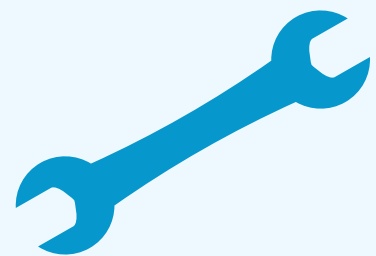


My Hyattsville

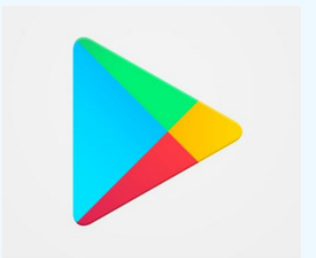
POWERED BY SEECCLICKFIX

BRAYAN PEREZ
JULY 18, 2022

What is SeeClickFix?



SeeClickFix, also known as My Hyattsville, is an online 311-reporting system that Hyattsville residents and visitors can use to report non-emergencies and request services to City staff.



How to Submit a Request



- hyattsville.org/requests



- My Hyattsville App



- Call City Admin Offices

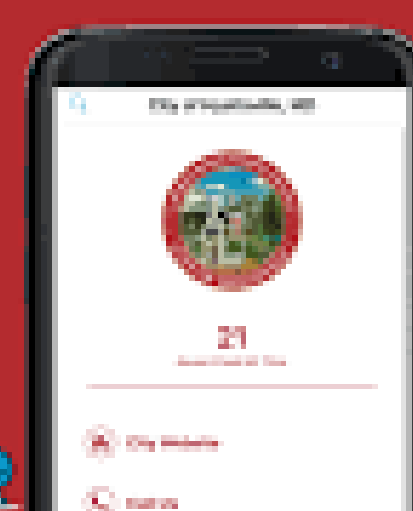
Help Spread the Word!



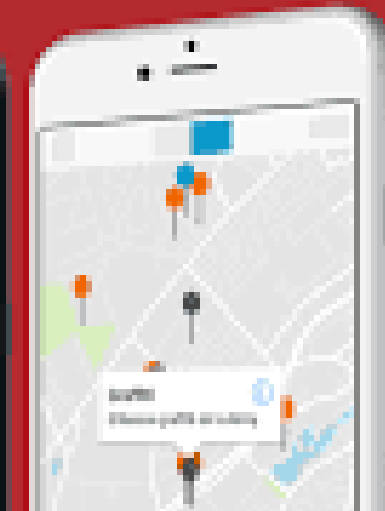
- Facebook, Instagram, and Twitter
- Hyattsville Website
- Custom How-To Guides
- Ads in Life & Times
- Life & Times & Hyattsville Reporter
- LED signs
- Big Belly Receptable Trash Cans

WHERE YOU LIVE. WHERE YOU CARE.

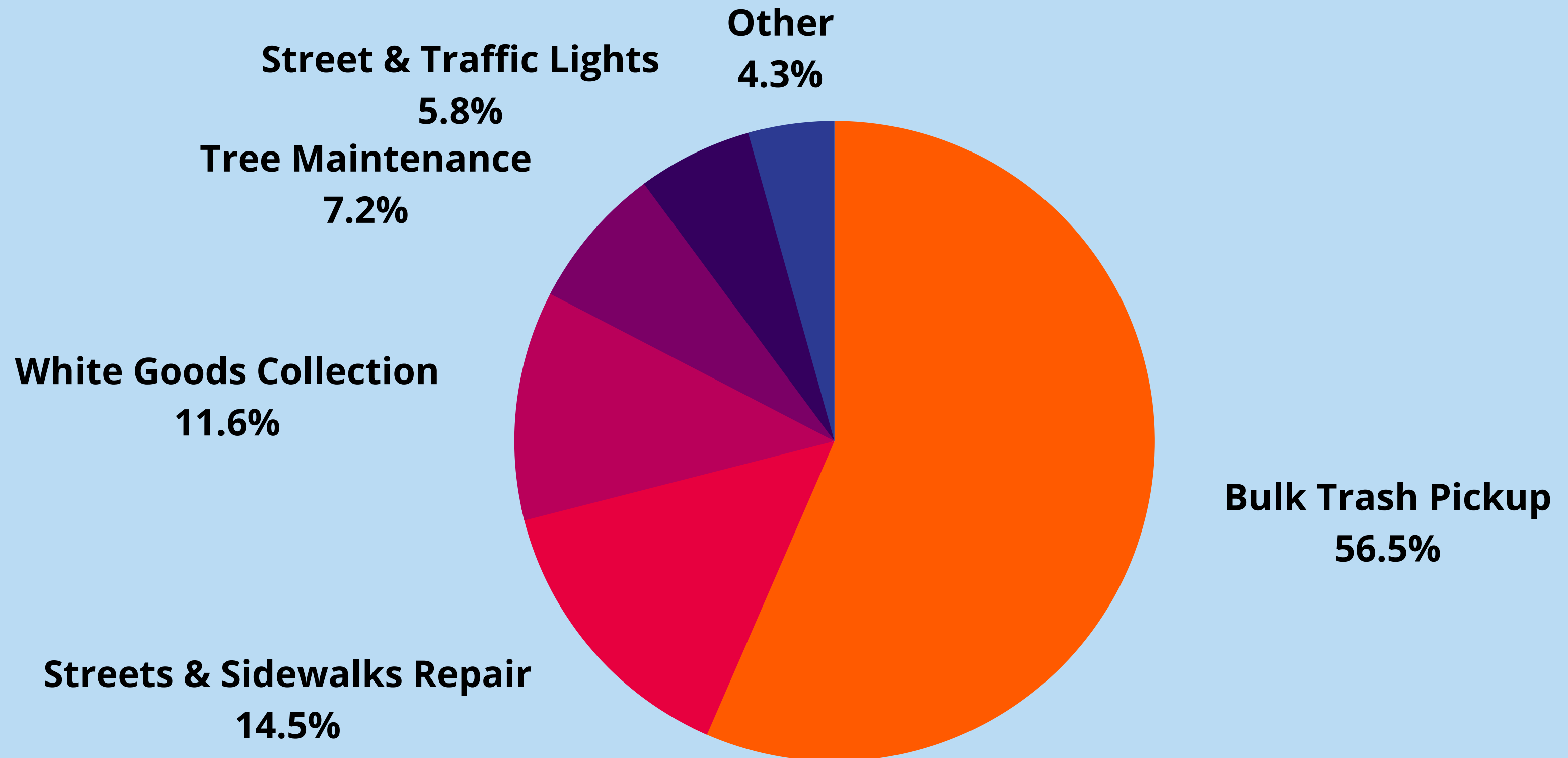
Submit and
follow requests



Stay updated on local
information and events



Common Requests



Behind the Scenes

Request submitted

User is notified the request is in progress

User notified when request is completed, or if the issue needs to be reported to an outside agency

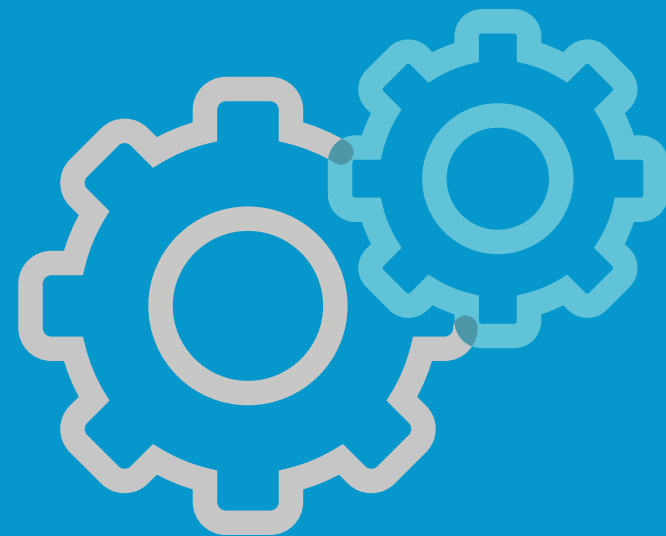
Request acknowledged by staff within 2-3 business days

Staff assess issue. Updates shared through the portal



Snapshot

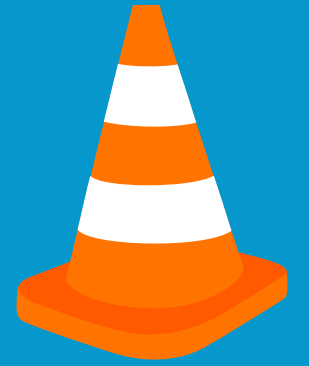
Requests Submitted in Fiscal Year 2022 Compared to Fiscal Year 2021



- 855 compared to 870 Requests Opened
- 768 Requests Closed
- 1.1 instead of 5.9 Average Days to Acknowledge
- 22.3 instead of 19 Average Days to Close



Process Improvements



Managing a Request

1. Begin by selecting the request and acknowledging it using the request timeline bar. City staff recommends using the *insert prepared content* feature to add a pre-created auto response.



The screenshot shows the 'Managing a Request' interface. At the top, a timeline bar includes 'Open', 'Acknowledged', 'In Progress', 'Needs Review', and 'Closed'. Below this, a dropdown menu titled 'Insert Prepared Content' is open, showing a list of request categories: 'Animal Control - Closed', 'Building Permit Complaint - Closed', 'Gas Leak or Service - Closed', 'General - Acknowledged' (highlighted), and 'General - Closed'. To the right, a 'Recategorize Request #12062578' dialog box is displayed, featuring a 'Select the new request type' dropdown, radio buttons for 'Public Notification' (selected) and 'Internal Notification', and buttons for 'Cancel', 'Update', 'Recategorize', 'Assign', 'Change Due Date', and 'Prioritize'. The dialog also shows 'SLA Expires at: 03/29/2022' and 'Priority: Normal'.

Closing a Request



The goal of every request is to close it! To close a request, use the timeline progress bar and select the *closed* option. Note that you can bypass the **in progress** and **needs review** options if they are not applicable. After selecting the closed option, you can use the *insert prepared content* drop-down tool to tailor information as needed.

The screenshot shows the 'Closing a Request' interface. At the top, a timeline bar includes 'Open', 'Acknowledged', 'In Progress', 'Needs Review', and 'Closed'. Below this, a dropdown menu titled 'Insert Prepared Content' is open, showing a list of request categories: 'Animal Control - Closed', 'Building Permit Complaint - Closed', 'Gas Leak or Service - Closed', 'General - Acknowledged', 'General - Closed' (highlighted), and 'Police - Closed'.

- Monthly Internal Meetings
- Updated Categories & Stock Language
- Post-COVID Changes
- How-To Guide
- Resolved past due requests
- One-on-One Trainings
- Improved user experience

Upcoming Features

- **Dead-End Categories**
- **Language Improvements**
- **Improved Reporting**



Next Steps

- Share How-To Guide
- Implement Dead End Categories Feature
- Continued monthly staff meetings
- Contract Renewal August 2022





Thank you!