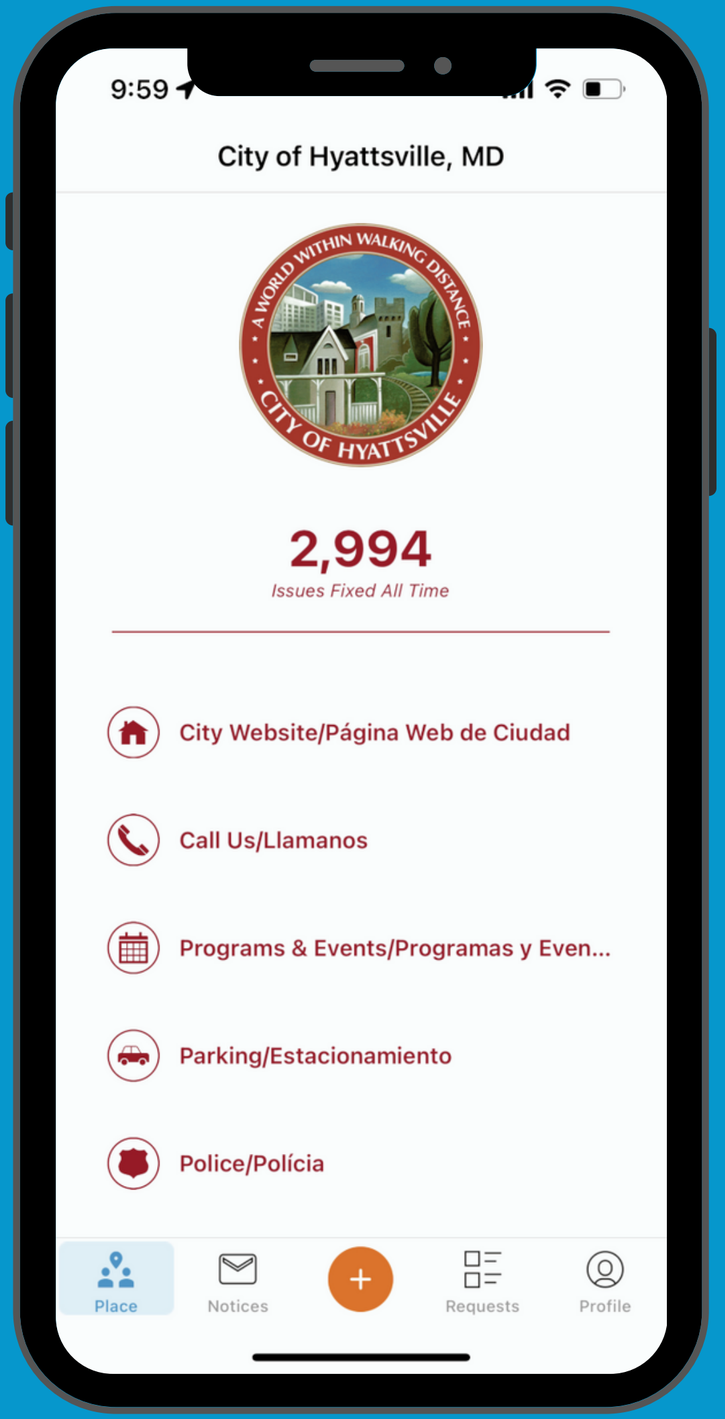


My Hyattsville

POWERED BY SEECLICKFIX

BRAYAN PEREZ

JULY 18, 2022

What is SeeClickFix?

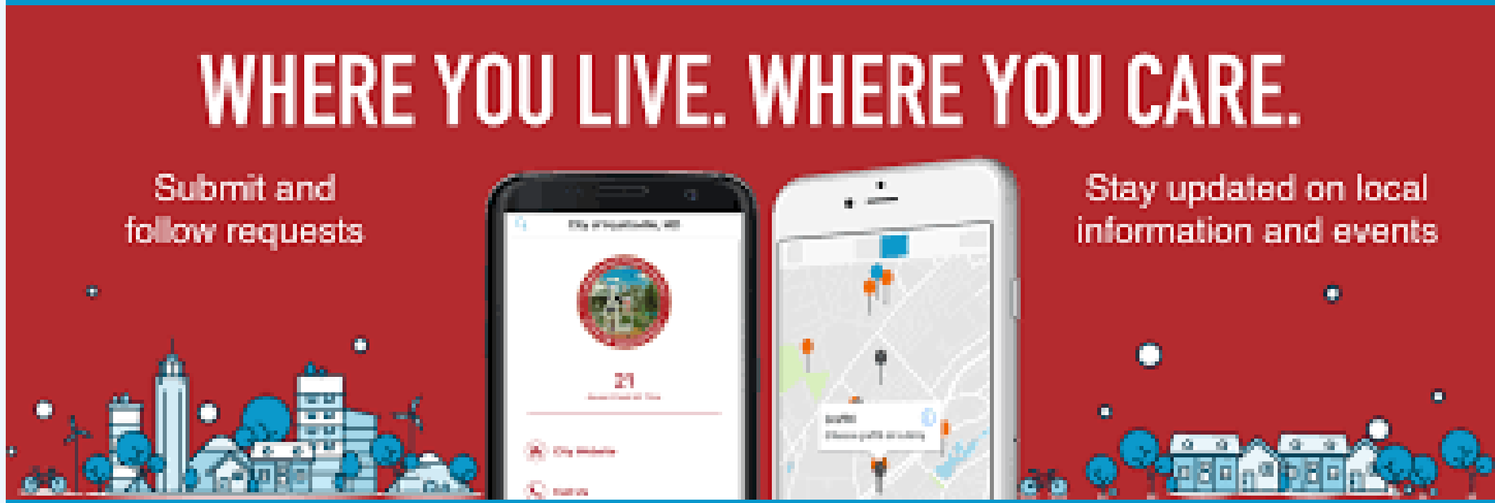
SeeClickFix, also known as My Hyattsville, is an online 311-reporting system that Hyattsville residents and visitors can use to report non-emergencies and request services to City staff.

How to Submit a Request

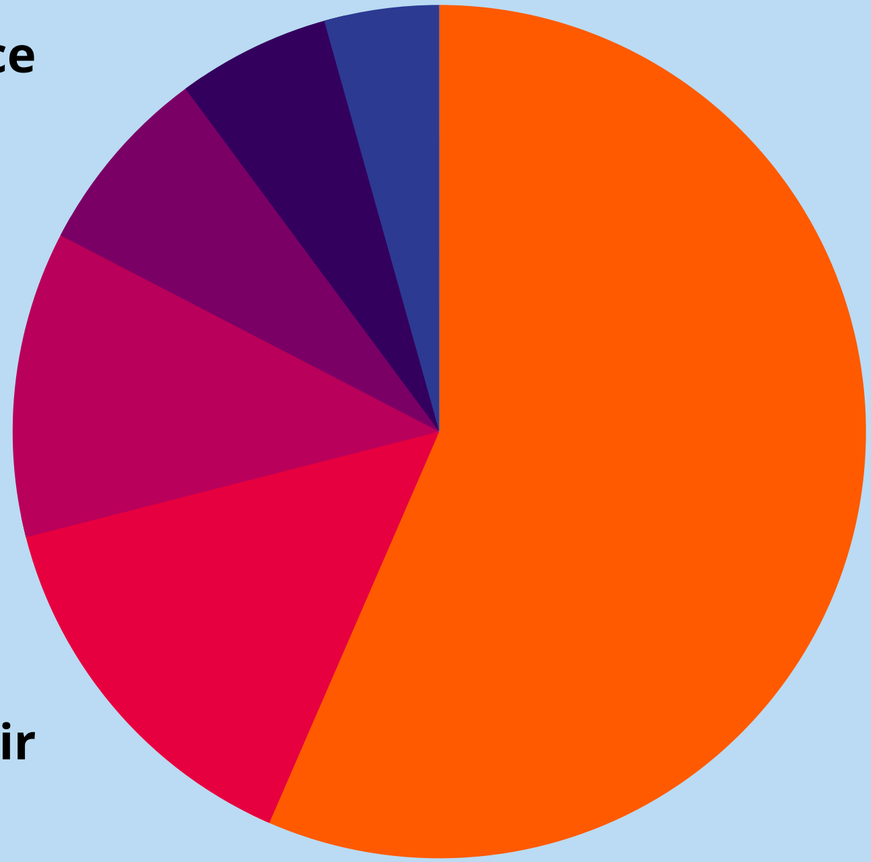
- hyattsville.org/requests
- My Hyattsville App
- Call City Admin Offices

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



Common Requests



Behind the Scenes

Request submitted

Request acknowledged by staff within 2-3 business days

User is notified the request is in progress

Staff assess issue. Updates shared through the portal

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

Snapshot

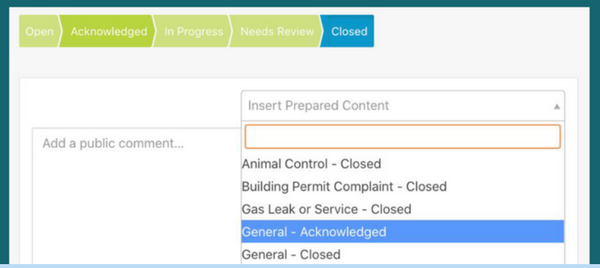
Requests Submitted in Fiscal Year 2022 Compared to Fiscal Year 2021

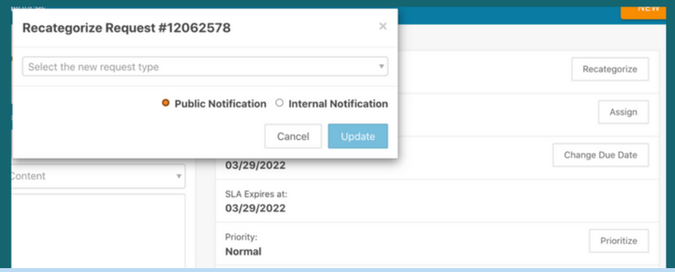
- 855 compared to 870 Requests Opened
- 768 Requests Closed
- 1.1 instead of 5.9 Average Days to Acknowledge
- 22.3 instead of 19 Average Days to Close

Process Improvements

Managing a Request

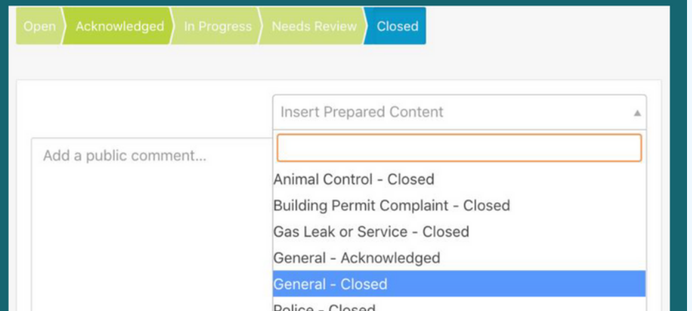
1. Begin by selecting the request and acknowledging it using the request timeline bar. City staff recommends using the *insert prepared content* feature to add a pre-created auto response.





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.



- 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!