City of Hyattsville

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Legislation Details (With Text)

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Type:	Consent Item	**Status:**	Agenda Ready
File created:	7/25/2022	**In control:**	City Council
On agenda:	8/1/2022	**Final action:**	
Title:	Renewal of Contract: SeeClickFix Citizen Request Software		
Sponsors:	City Administrator		
Indexes:	Contract		
Code sections:			
Attachments:	1. MD - Hyattsville - Renewal Ex A - 02212022		

Date	Ver.	Action By	Action	Result

Submitted by: Laura Reams
Submitting Department: Communications
Agenda Section: Presentation

Item Title:
Renewal of Contract: SeeClickFix Citizen Request Software

Suggested Action:
I move the Mayor and Council authorize the City Administrator to renew the City's contract with CivicPlus for the use of SeeClickFix citizen request software, for a term of up to three (3) years at a cost NTE $15,450 for year-one, $15,913.50 for year-two, and $16,390.91 for year-three. The total three-year contractual value will not exceed $47,755, upon the review and approval by the City Attorney for legal sufficiency.

Summary Background:
SeeClickFix, also known as My Hyattsville, is a public online 311 reporting system used to report non-emergencies and request services to City staff. Available 24/7, users can request services like scheduling a bulk trash pick-up or reporting acts of vandalism and parking violations through the My Hyattsville smartphone App or the hyattsville.org/requests portal page. Requests can be made anonymously. Once submitted, requests are automatically assigned to a designated category, and City staff personnel are responsible for managing and closing requests within a specified time. There are currently 1,100 users registered with a SeeClickFix account, and over 3,000 requests have been collectively resolved by City staff since December 2019.

Over the last year, City staff has enhanced the user experience by updating the My Hyattsville App and portal page. Additional process improvements have been implemented for the internal handling of requests. On July 18, Communications Team Project Lead Brayan Perez presented an overview of the software and review internal and external process improvements.

The City has used the SeeClickFix program for several years and the current contract will end in August 2022. City staff recommends renewing the three-year contract with SeeClickFix due to the high usage volume and the ease of use. In the previous fiscal year alone, 855 requests (over 2 requests per day) were submitted to SeeClickFix. In addition, by having

an online customer service presence, residents can submit a request without the assistance of City staff, which is limited to office hours or having to make a request in person at the City Building.

Next Steps:
Upon Council approval, staff will coordinate with the City Attorney's office to execute the contract.

Fiscal Impact:
The anticipated three-year cost for renewal is as follows, for a total NTE cost of $47,755 over three years:
Year 1: 15,450
Year 2: 15,914
Year 3: 16,391

City Administrator Comments:
Recommend Support

Community Engagement:
City staff will continue to promote SeeClickFix quarterly through its various digital and print communication channels to increase usage and resident awareness. City staff will also continue to host monthly internal staff meetings and training sessions to ensure staff knowledgeability and expertise regarding the software.

Strategic Goals:
Goal 1 - Ensure Transparent and Accessible Governance

Legal Review Required?
Pending