

**Cartegraph**TM

A New Way to Look at Government.

Engage your Citizens with Technology





Service Requests

ADD REQUEST

MY REQUESTS ALL REQUESTS

Request ID	Status	Issue	Route	Entry Date
11	Planned	Water - Leaky Hydrant		11/1/10 12:36:36 PM 05:00
12	Planned	Road - Detour		11/1/10 10:25:52 AM 05:00
13	Planned	Road - Drifting Snow		10/31/10 4:45:52 PM 05:00
14	Planned	Sign - Missing	WHEATLAND DR	10/31/10 9:21:00 AM 05:00
15	Planned	Storm - Iron Clogged	COMTREC DR	10/31/10 5:45:13 PM 05:00
16	Planned	Road - Detour	E 57th ST	10/31/10 10:21:52 AM 05:00
17	Planned	Water - Hydrant Damaged	TONNER DR	10/31/10 8:58:42 AM 05:00
18	Planned	Road - Overgrown Brush	COMTREC AVE	10/31/10 8:22:40 AM 05:00
19	Planned	Water - No/Low Pressure	E 57th ST	10/31/10 12:00:32 AM 05:00
20	Planned	Road - Pothole	E 57th ST	10/31/10 8:28:24 PM 05:00
21	Planned	Water - Flooding	TONNER DR	10/31/10 4:31:08 PM 05:00
22	Planned	Sign - Damaged	E 57th ST	10/31/10 3:11:15 PM 05:00



iPhone™
Android™



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Citizen Engagement

What's all this about?

Why are we talking about it?

What challenges can you expect?

Benefits

Client Spotlight

Questions?

What's all this about?

What's all this about?

- *Accountability*

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- *Transparency for Citizens*

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- *Accountability*
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- *Engagement*

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- *Accountability*
- *Transparency for Citizens*
- *Engagement*
- *Crowd Sourcing*

Why are we talking about it?

Why are we talking about it?

- *Need to Do More With Less*

Why are we talking about it?

- *Need to Do More With Less*
- *Evolving Communication Mediums*

Why are we talking about it?

- *Need to Do More With Less*
- *Evolving Communication Mediums*
- *Becoming Expected*

What challenges can you expect?

What challenges can you expect?

- *Fear*

What challenges can you expect?

- *Fear*
- *Process Change*

The Old Approach



1

1. The Citizen Calls in to the Organization



1

2

2. An Office Worker Answers the Call



1

2

3

3. A Complete Request Form is Entered by the Office Worker



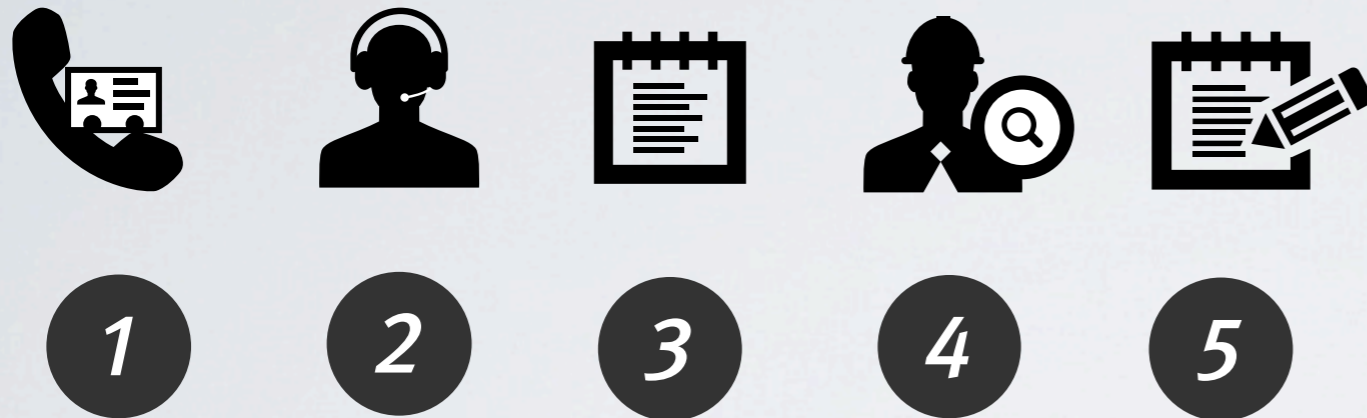
1

2

3

4

4. A Field Worker Investigates and Verifies the Request



5. The Field Worker Modifies the Issue Request



1



2



3



4



5



6

6. A New Work Order is Created



1



2



3



4



5

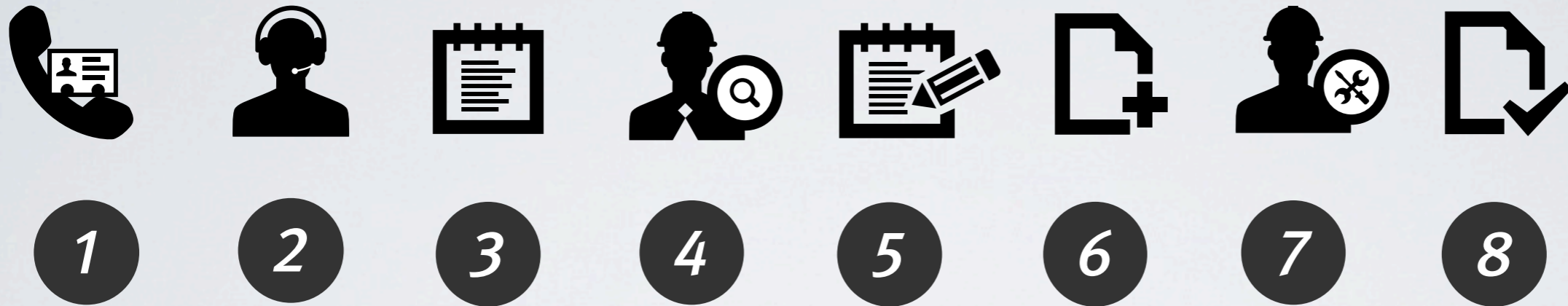


6



7

7. A Field Worker Completes the Physical Work



8. The Work Order is Completed, Resources are Recorded



1



2



3



4



5



6



7



8



9

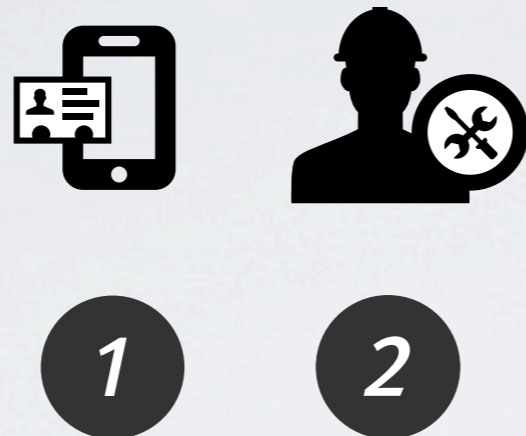
9. The Citizen is Notified that the Work is Complete

The New Approach

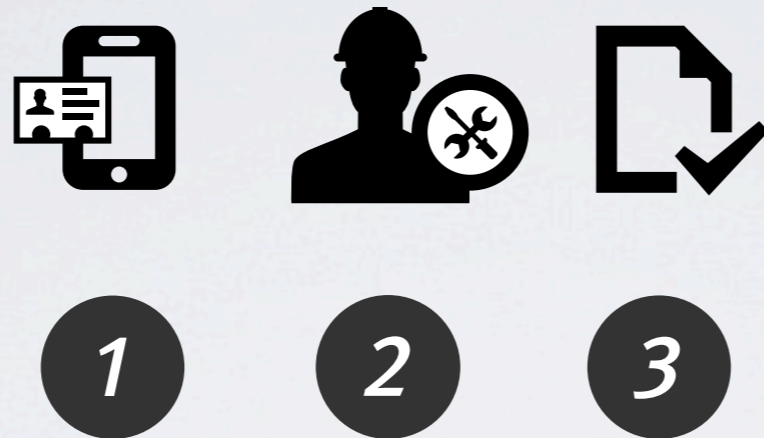


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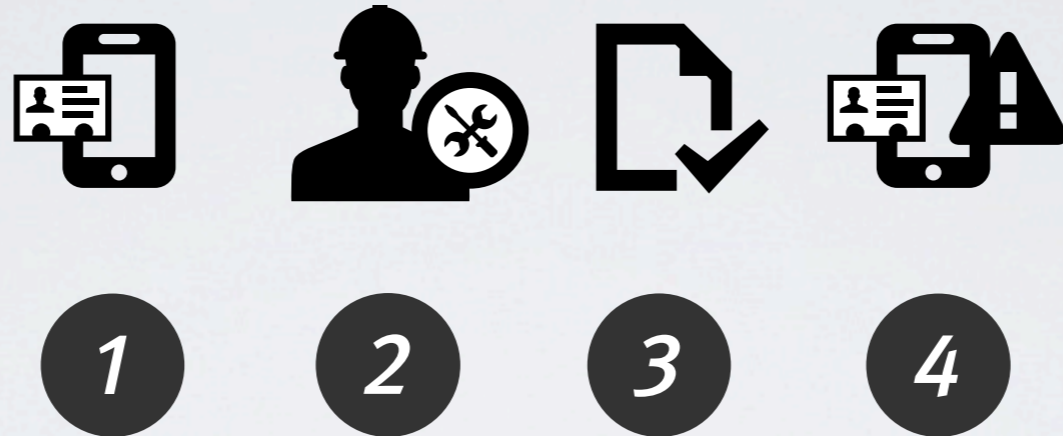
1. Citizen Submits Request Via Smartphone or Portal



2. A Field Worker Verifies and Completes the Work



3. Work Order is Completed Entered Into the System



4. Citizen Made Aware that the Work is Complete

What challenges can you expect?

- *Fear*
- *Process Change*
- *Marketing & Communication*

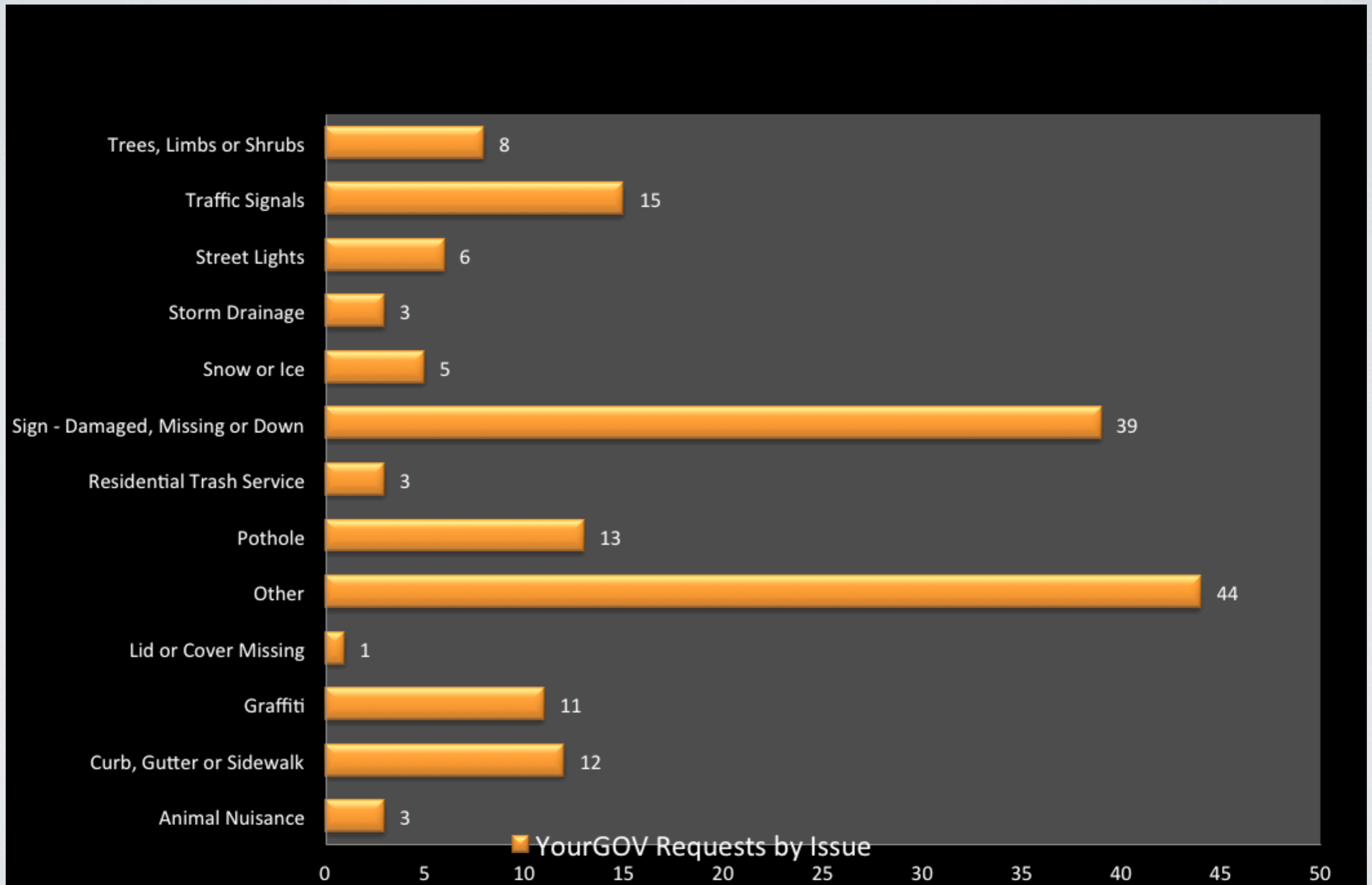
What challenges can you expect?

- *Fear*
- *Process Change*
- *Marketing & Communication*
- *Maintenance, Support, and Interest*

What challenges can you expect?

- *Fear*
- *Process Change*
- *Marketing & Communication*
- *Maintenance, Support, and Interest*
- *Chronic Complainers*

YourGOV Requests by Issue



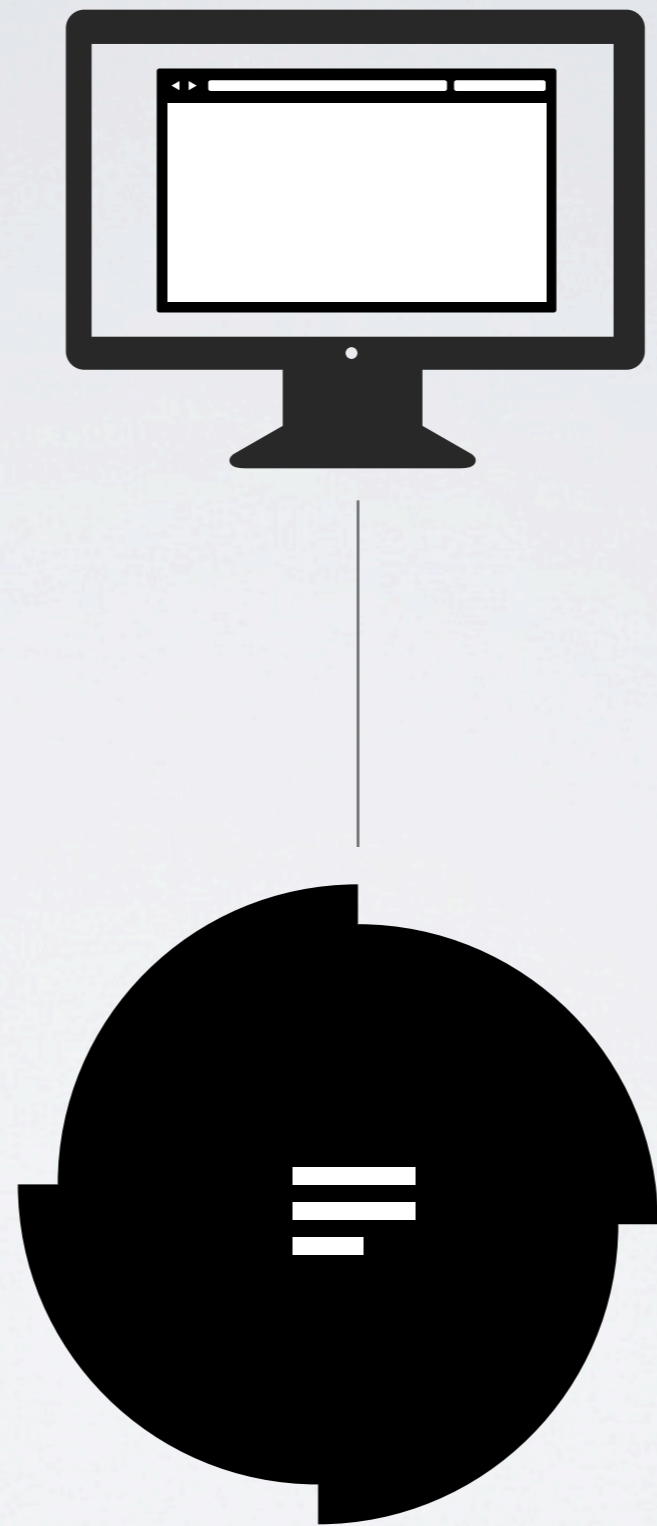
Benefits

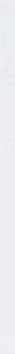
Benefits

- *Increased Efficiency*





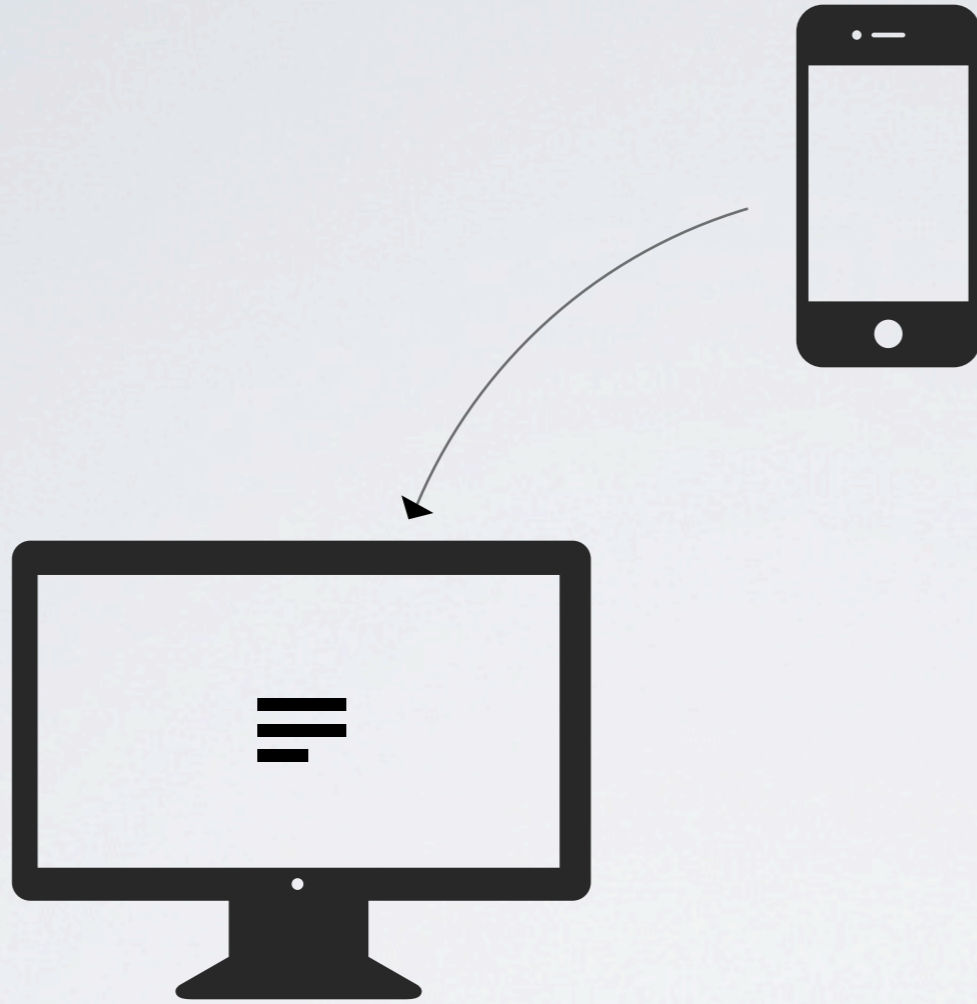


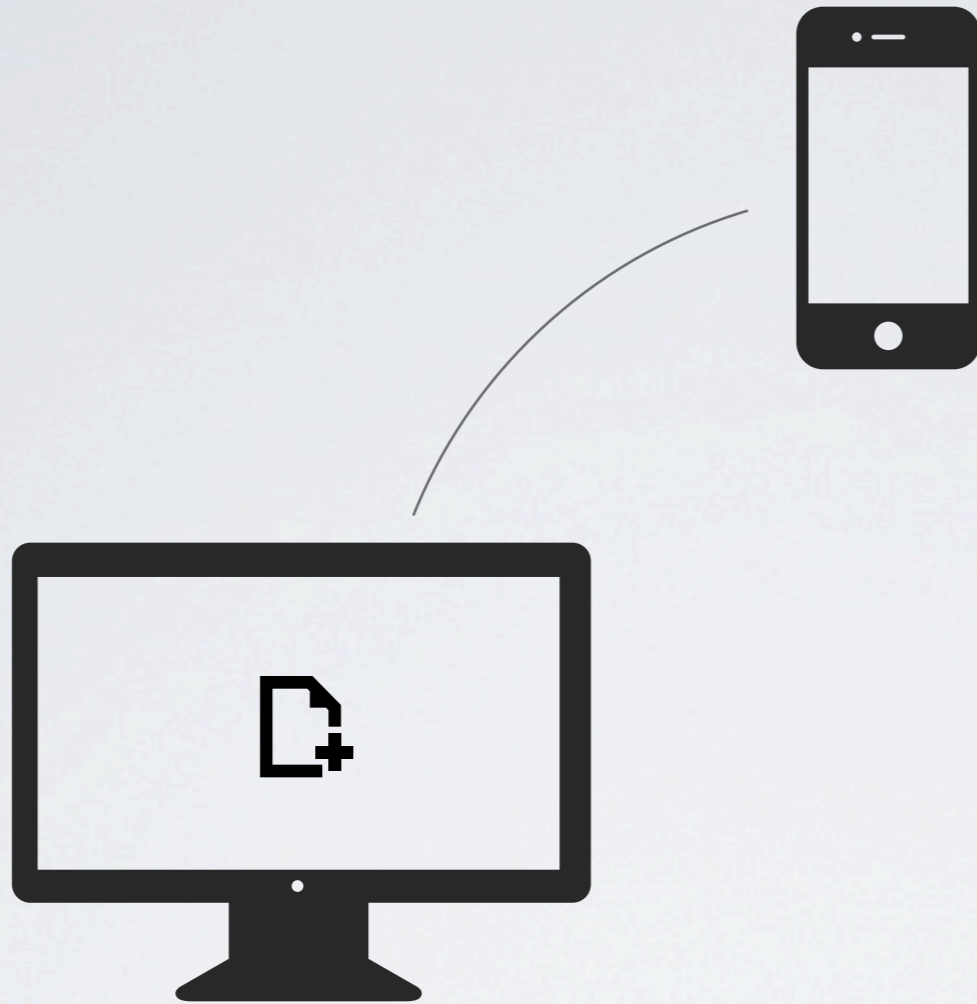


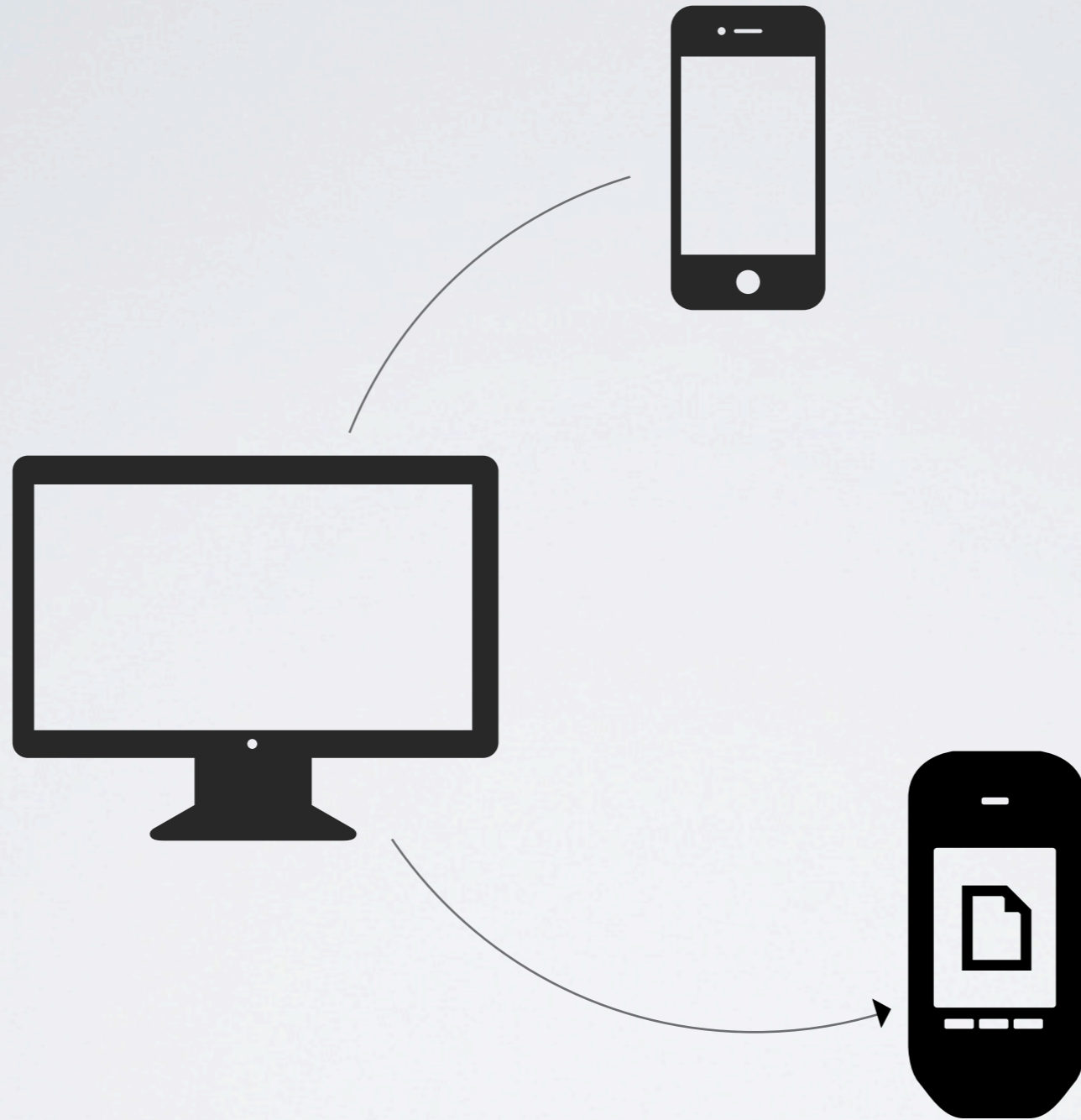
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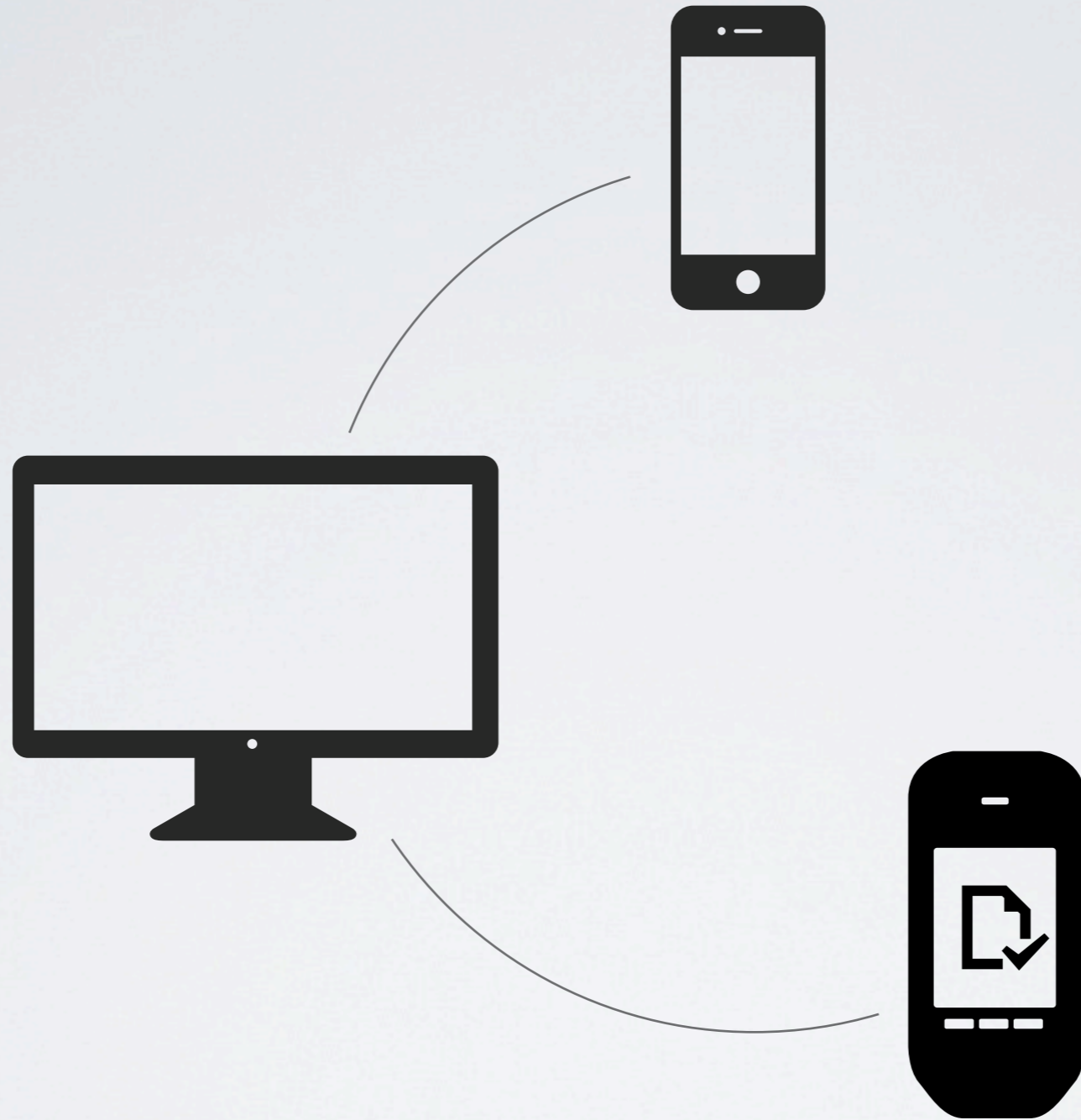


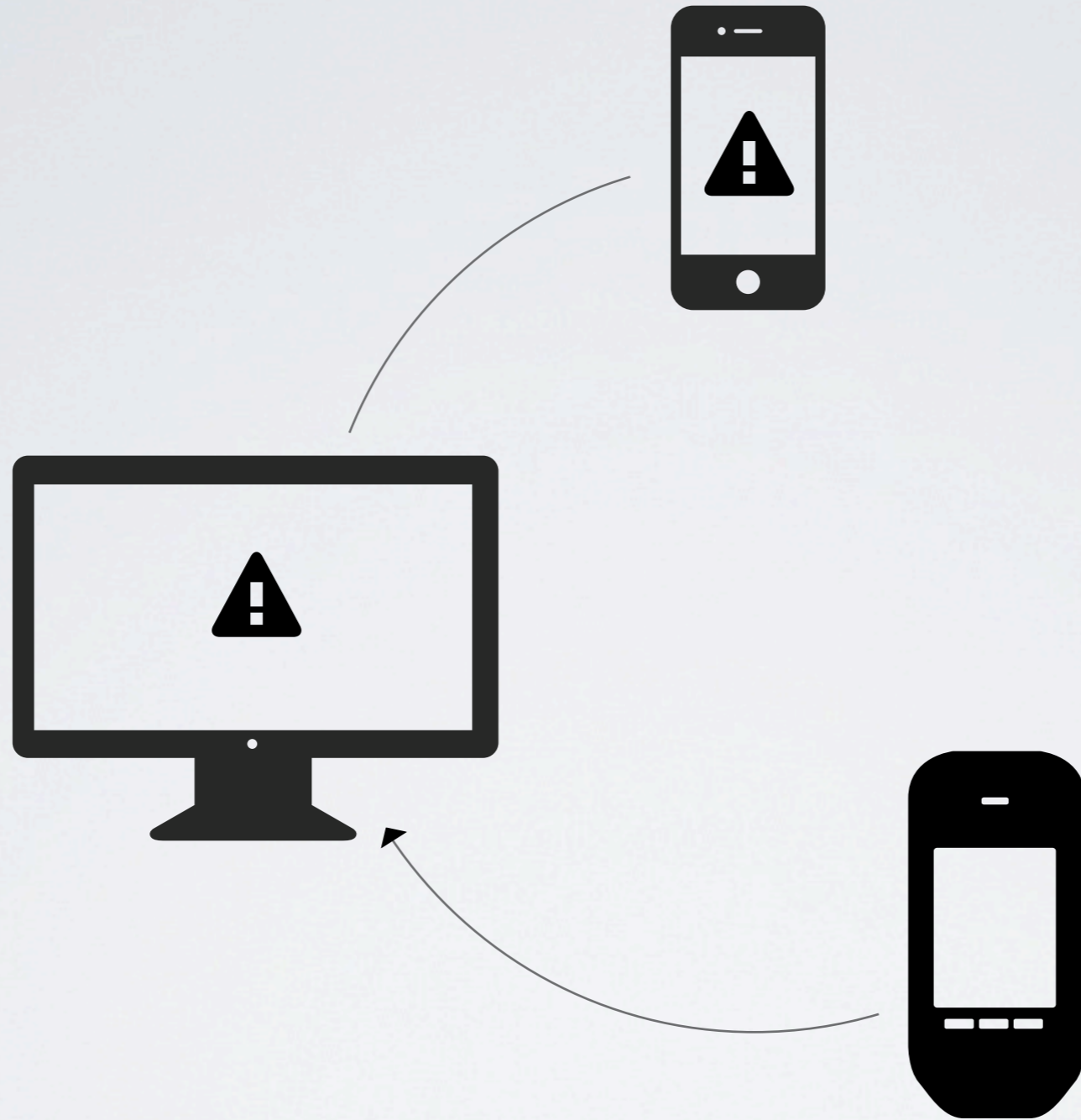












Benefits

- *Increased Efficiency*
- *Increased Visibility*

Performance Based Budgeting



Benefits

- *Increased Efficiency*
- *Increased Visibility*
- *Internal Use*

Benefits

- *Increased Efficiency*
- *Increased Visibility*
- *Internal Use*
- *Progressive*

Client Spotlight

Ascension Parish, LA

“I’m proud to say we are an early adopter of this system and I look forward to our citizens using this technology to help make our community a better place to live.”

Brandon O’Deay

*Manager, Information and Technology
Department, Ascension Parish, LA*

Jeffersonville, IN

“YourGOV provides a great opportunity to bring people closer to city government. Our hope is that people will take advantage of this tool and communicate freely with us.”

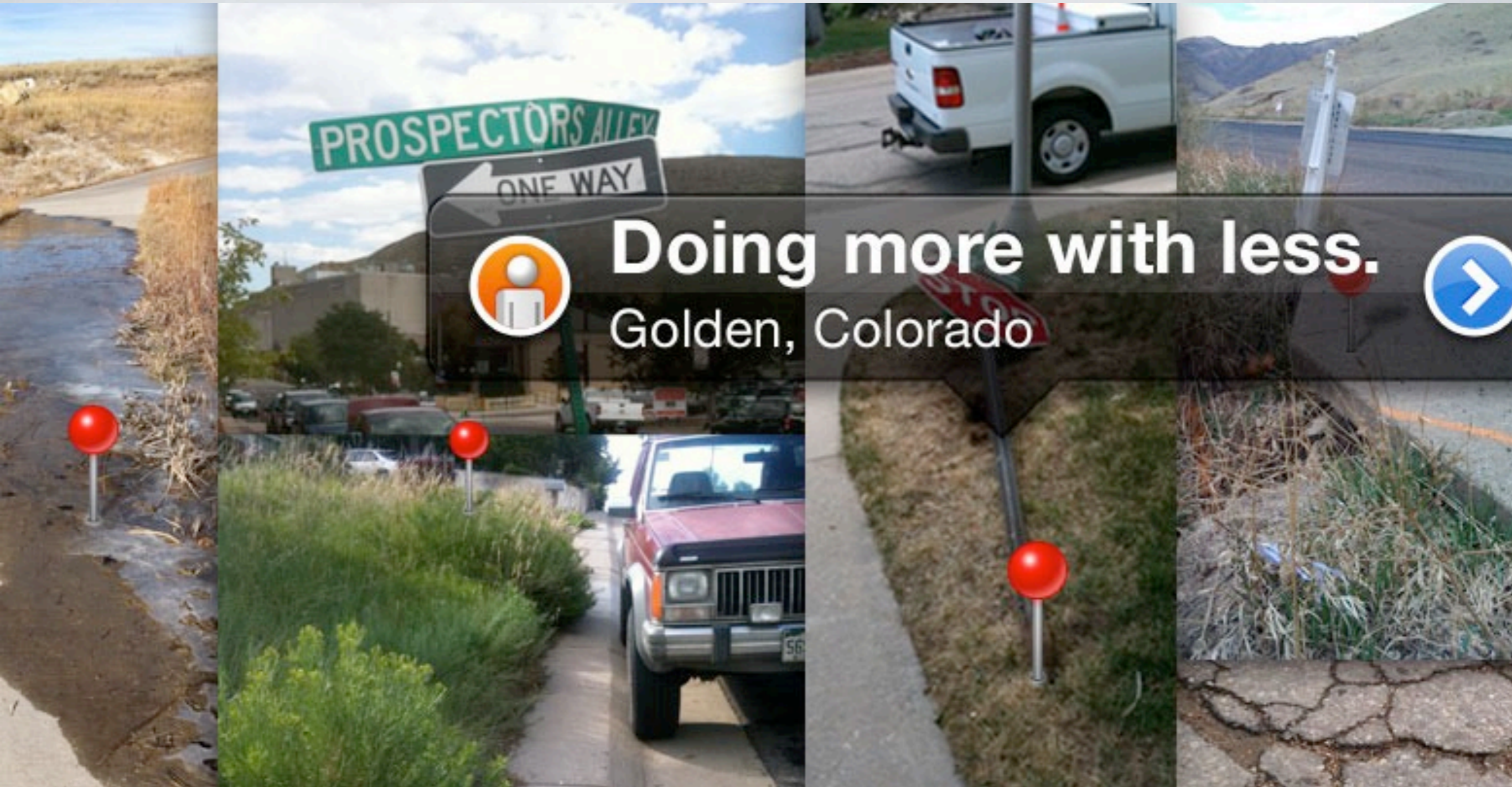
Tom Galligan, Mayor
Jeffersonville, IN

Bexar County, TX

“What we’ve been able to do with these automated solutions is absorb the significant increase in workload without having to increase staff or taxes.”

Renee Green

*Bexar County Engineer,
Bexar County, TX*



PROSPECTORS ALLEY

ONE WAY



Doing more with less.
Golden, Colorado



Questions?

Special Thanks

*Cartegraph would like to extend special thanks to **Quint Pertzsch** and the City of Golden, Colorado.*

Golden's story is a testament to how technology and people can be connected to build smarter, more sustainable, more collaborative communities. Cartegraph is proud to be a part of it.

Check out Quint's latest blog at cartegraph.com

Thank you for joining us.



Find out how YourGOV can help your agency achieve the same great results as Golden. Contact us at info@cartegraph.com and request a FREE YourGOV demo.

For more information, visit the YourGOV page at www.cartegraph.com

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A New Way to Look at Government.