

Watertown Park CommissionFebruary 20th, 2019**Agenda Item: Mobile 311 Demonstration****Request for Action: Discussion & Direction****Department: Shane Fineran, City Administrator****Background:**

The City utilizes a software solution from Dude Solutions to inventory and track maintenance efforts related to its fleet and facilities. A module available from the provider is called Mobile 311 and is an work order system for infield items such as manhole repair, potholes, long grass, etc. Staff in the field have real time connectivity as well as tie into geographical information system (GIS) data such as streets, satellite photos, and underground utilities. A feature of the Mobile 311 system is a citizen portal in which we can give residents direct access the work order system to report concerns in the community to us. The system is slowly being rolled out prior to widespread promotion of this communication tool to the community.

Staff will lead a demonstration of the system at the meeting for Park Commissions. Visit <https://watertown.mobile311.com> to set up an individualized account prior to the meeting.

Funding Source:

General Fund>Software & Licenses

Attachments:

None