Updated 311 Riverside Mobile Application and Demonstration

Innovation and Technology

City Council Meeting
December 13, 2016

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BACKGROUND

1. Riverside currently provides 311 service
   > Contact the City via phone call, website-based application, email, or mobile app
2. The original "311 Riverside" mobile app was released in June 2010
3. The new "311 Riverside" mobile app was released in November 2016

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DISCUSSION

A new and improved version of the 311 Riverside mobile application was launched

    a. Provide an overview

    b. Demonstration

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PREVIOUS LIMITATIONS

1. No ability to view request status

2. Requests submitted through the mobile app were delivered via email

    a. Introduced delays in processing, due to manual data entry

    b. System was unable to provide a service request number to the user immediately

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PREVIOUS LIMITATIONS (CONT'D)

3. Photographs could not be attached or saved to or from the Photo Gallery

4. Requests were not linked to the user's contact record, therefore checking status was impossible through the application

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NEW FEATURES

1. Enhanced user interface for better usability

2. Instant user account creation through the application

3. Fully integrated request creation and photograph upload

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NEW FEATURES (CONT'D)

4. Ability to track the status of all submitted service requests
   a. View and search existing requests, whether they were submitted by phone, web, or the app
   b. View closing comments

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NEW FEATURES (CONT'D)

5. Photographs
   a. Photographs can be attached from the user's Photo Gallery or taken through the app
   b. Users can attach multiple photographs

6. Offers users the ability to pay their Riverside Public Utility bills

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FUTURE PHASES

1. City of Riverside Events Calendar

2. Integration with the City's Social Sites

3. Explore Riverside Functionality

4. Integration of Riverside Tour Guide Functionality

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VIDEO

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PROJECT TEAM

1. Marketing and Communications Staff
2. Riverside Public Utilities Staff
   a. 311 Call Center Staff
   b. Project Management Office Staff
3. Innovation and Technology Staff

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2016 DIGITAL CITIES AWARD

1. Recognizes cities nationwide using technology to:
   a. Improve citizen services
   b. Encourage citizen engagement
   c. Enhance transparency
2. Riverside ranked #5 in the 2016

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RECOMMENDATION

That the City Council receive an update on the enhanced 311 Riverside mobile application

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