



Citizen Request Management System

MySantaRosa

(www.srcity.org/MySantaRosa)

Eric McHenry

Chief Technology Officer and Director, Information Technology Department



MySantaRosa Objectives

- Easily allow citizen requests for City services
- Keep track of citizen requests
- Provide alternative to phone
- Website and mobile
- Link to current internal workorder systems



MySantaRosa Web Overview

(www.srcity.org/MySantaRosa)

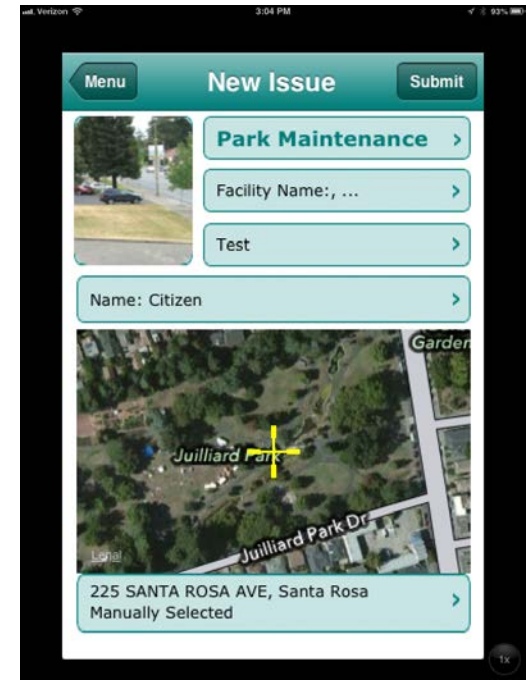
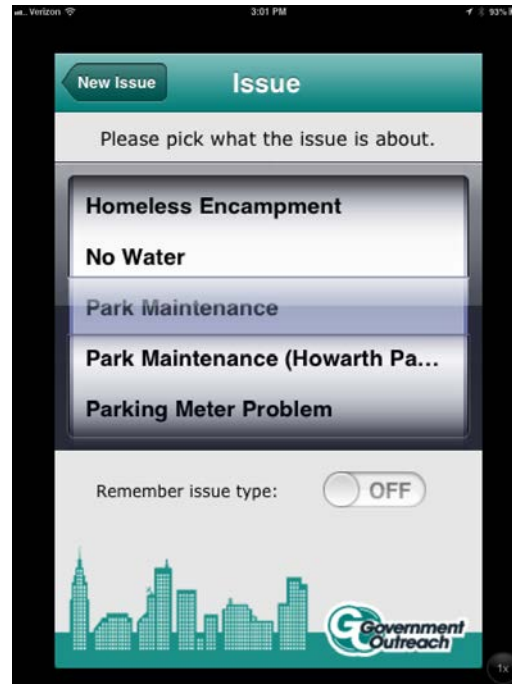
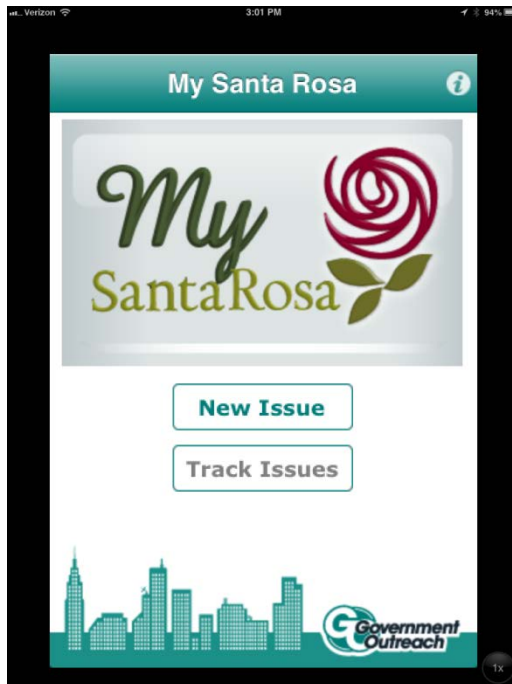
- Provides online requests for over 20 topics
 - Abandoned Vehicles
 - Creek Trail Maintenance
 - Dead Animals
 - Graffiti
 - Park Maintenance
 - Potholes
 - Parking Meter Problems
 - Street Signs
 - Street Lights

The screenshot shows the MySantaRosa website interface. At the top, there is a navigation bar with links for HOME, VISITORS, RESIDENTS, BUSINESS, GOVERNMENT, and DEPARTMENTS. Below the navigation bar, there is a search bar labeled "Search Santa Rosa". The main content area is divided into two columns. The left column is titled "Looking For Information?" and contains a search box with a "Search" button and two app download buttons for the App Store and Android. The right column is titled "Most Requested" and contains a list of 10 topics: 1. Utility Billing, 2. Potholes, 3. Street Signs, 4. Water/Waste, 5. Parking Citations, 6. Code Enforcement - Other, 7. Weed Abatement/Vegetation Management, 8. Abandoned Vehicle on Private Property, 9. Fire Hazard, 10. Parking Meter Problem. Below these columns is a section titled "Topics by Area" which lists various topics in two columns: Animals, City Government, CityBus, Code Enforcement, Fire, Garbage / Recycling, Landscaping, Parking, Parks & Community Services, Permits & Licenses, Police, Sewer, Streets & Sidewalks, Traffic, Transportation Programs, Utilities, and Water.



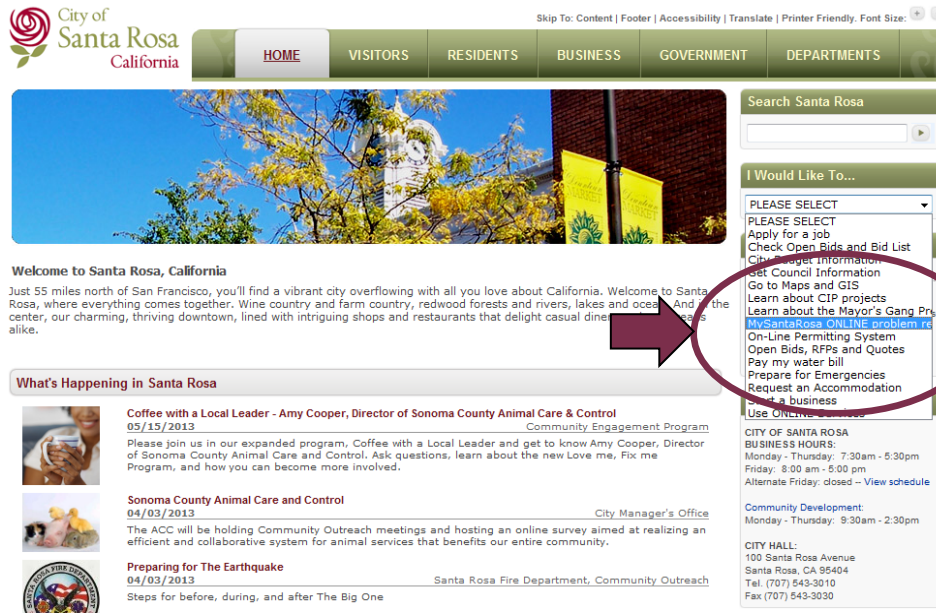
MySantaRosa Mobile Overview

- Smartphone and tablet access
- Free “app” from iTunes and Android Stores



MySantaRosa Status

- Available now
- Ready for broad public launch



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HOME VISITORS RESIDENTS BUSINESS GOVERNMENT DEPARTMENTS

Search Santa Rosa

I Would Like To...

PLEASE SELECT

PLEASE SELECT

Apply for a job

Check Open Bids and Bid List

City Budget Information

Get Council Information

Go to Maps and GIS

Learn about CIP projects

Learn about the Mayor's Gang Plan

MySantaRosa Online Problem Re

On-Line Permitting System

Open Bids, RFPs and Quotes

Pay my water bill

Prepare for Emergencies

Request an Accommodation

Start a business

Use Online Services

CITY OF SANTA ROSA
BUSINESS HOURS:
Monday - Thursday: 7:30am - 5:30pm
Friday: 8:00 am - 5:00 pm
Alternate Friday: closed - View schedule

Community Development:
Monday - Thursday: 9:30am - 2:30pm

CITY HALL:
100 Santa Rosa Avenue
Santa Rosa, CA 95404
Tel. (707) 543-3010
Fax (707) 543-3030

