



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 is the City of Santa Rosa logo and the text "CITY OF SANTA ROSA". Below this is a navigation bar with links: HOME, VISITORS, RESIDENTS, BUSINESS, GOVERNMENT, and DEPARTMENTS. A search bar is located on the right side of the navigation bar. The main content area is divided into three sections: "Looking For Information?", "Most Requested", and "Topics by Area".

Looking For Information?

This site is designed to provide our residents, businesses and visitors with a Virtual City Hall, giving you the opportunity to access City Hall, 24-hours a day, 7-days a week, from the comfort of your own home.

Search by key words to find answers quickly

Available on the App Store
Submit issues from your iPhone

Available on the Android™
Submit issues from your Android Phone

Most Requested

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](#)

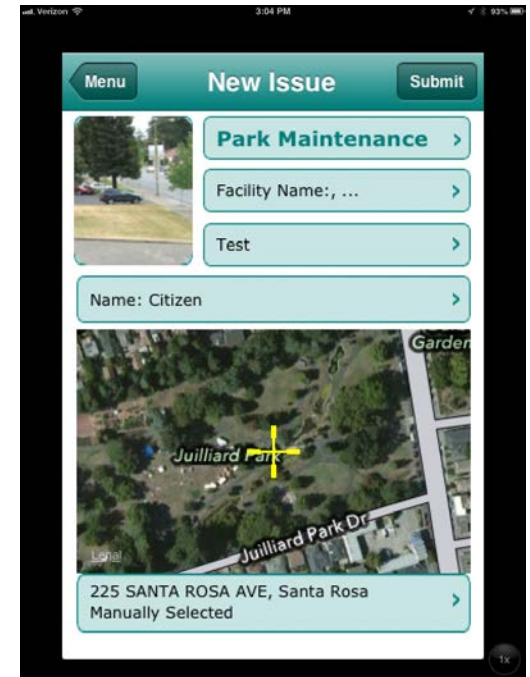
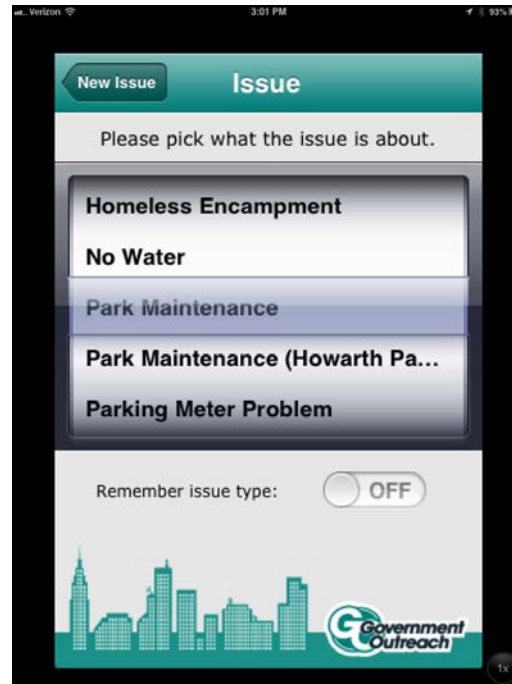
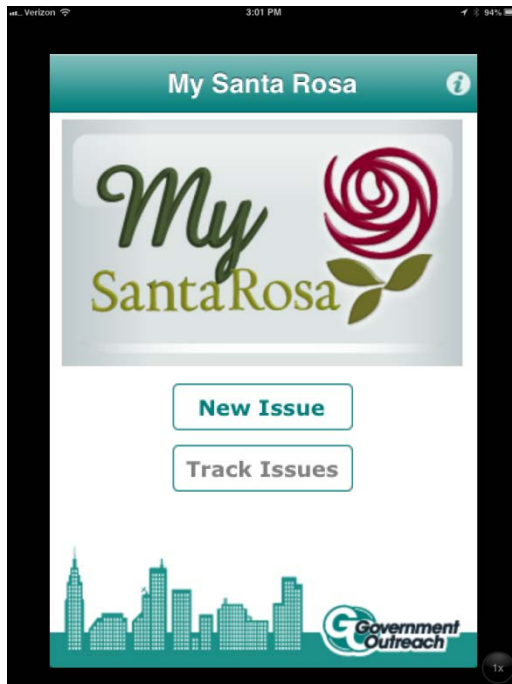
Topics by Area

Animals	Parking
City Government	Parks & Community Services
CityBus	Permits & Licenses
Code Enforcement	Police
Fire	Sewer
Garbage/Recycling	Streets & Sidewalks
Landscaping	Traffic
	Transportation Programs
	Utilities
	Water



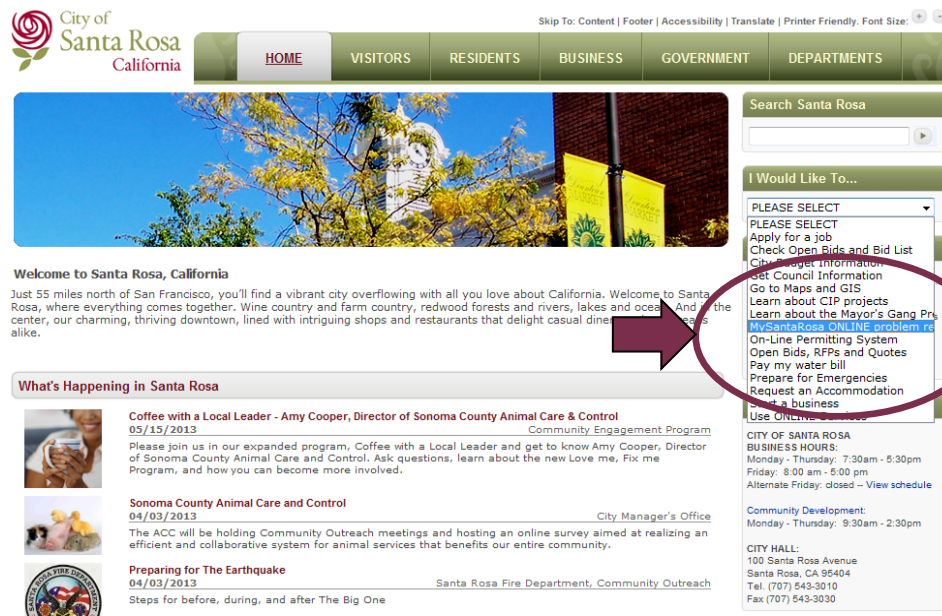
MySantaRosa Mobile Overview

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



MySantaRosa Status

- Available now
- Ready for broad public launch



City of Santa Rosa California

Skip To: Content | Footer | Accessibility | Translate | Printer Friendly. Font Size: 10

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

Request an Accommodation

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

Welcome to Santa Rosa, California

Just 55 miles north of San Francisco, you'll find a vibrant city overflowing with all you love about California. Welcome to Santa Rosa, where everything comes together. Wine country and farm country, redwood forests and rivers, lakes and oceans. And at the center, our charming, thriving downtown, lined with intriguing shops and restaurants that delight casual diners and foodies alike.

What's Happening in Santa Rosa

Coffee with a Local Leader - Amy Cooper, Director of Sonoma County Animal Care & Control
05/15/2013 Community Engagement Program
Please join us in our expanded program, Coffee with a Local Leader and get to know Amy Cooper, Director of Sonoma County Animal Care and Control. Ask questions, learn about the new Love me, Fix me Program, and how you can become more involved.

Sonoma County Animal Care and Control
04/03/2013 City Manager's Office
The ACC will be holding Community Outreach meetings and hosting an online survey aimed at realizing an efficient and collaborative system for animal services that benefits our entire community.

Preparing for The Earthquake
04/03/2013 Santa Rosa Fire Department, Community Outreach
Steps for before, during, and after The Big One

