

# *my* Mesquite

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THE CITY'S CUSTOMER SERVICE PLATFORM

# Overview

- Residents are able to interact with the City in multiple ways.
  - Phone
  - Email
  - In person
  - Website
- Various inputs for service request
  - Customers unaware or confused
  - Feedback loop ineffective
  - Lacking transparency and available data

The screenshot shows a web interface for a 'Form Center'. On the left is a navigation menu with links: 'Agendas, Minutes', 'Agendas & Minutes prior to 2011', 'Watch City Council Meetings', 'Annual City Update', and 'Contact Us'. The main content area is titled 'Form Center' and features a search bar for forms, a category selector, and a search icon. A yellow banner below the search bar states: 'By signing in or creating an account, some fields will auto-populate with your information and your submitted forms will be saved and accessible to you.' The selected form is 'Request for Solid Waste Services', with a 'Sign in to Save Progress' button. The form instructions specify: 'Use this form to request or report the following: missed trash, missed recycle, missed grass/leaves, missed brush, missed bulky items, sharps pick up, bin/blue bag request, illegal dumping, crew complaint, or crew compliment. Reported location must be within the boundaries of the City of Mesquite.' The form fields include: 'Contact Information' with 'First Name\*' and 'Last Name\*' text boxes; 'Phone Number\*' and 'Email Address\*' text boxes; 'Location of job requested. Must be an intersection or street address.' with a 'Street Name, Address, Block Number or Intersection\*' text box; 'What is the issue?\*' with a dropdown menu (currently showing '-- Select One --') and an 'Additional Information\*' text box; and a checkbox for 'Receive an email copy of this form.' with an 'Email address' text box below it. A note states 'This field is not part of the form submission.' At the bottom are 'Submit' and 'Submit and Print' buttons.

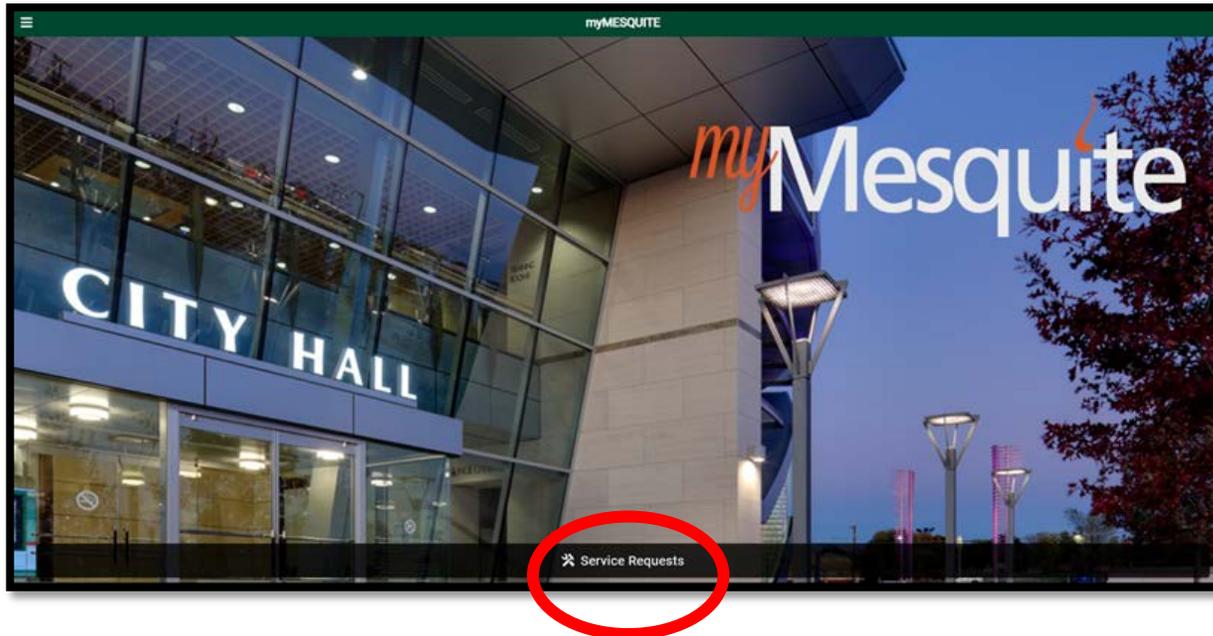
# myMesquite

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- The City designed a new platform that allows citizens to easily report code violations, graffiti, potholes and more through their smart phone (including photo & GPS location) or through a link on the City's website.
- The service requests will be automatically routed to the appropriate department, integrated into work order systems for most departments, and allow for residents to receive major updates.
- Benefits
  - Customer service in real time delivered in a user-friendly platform
  - Single point of entry for most citizen service request and concerns
  - Location-aware service input and ability to attach photos and video
  - Gain efficiencies and eliminate waste

# myMesquite

## WEBSITE



## MOBILE APP



# How to Use:

1. Access myMesquite by downloading the App to your phone or follow a link on the City of Mesquite webpage
2. Select service request button
3. Input type of request it is
4. Select location by filling out address or selecting a location on the map
5. Provide additional details if applicable
6. Attach picture, video, or additional media
7. Submit request

**Service Request**

Submit a Request

Select a Report Type: >

Where is the problem?

Select Location

Tell us more details >

Add photos, videos, or audio 0/4

Keep this confidential (Optional)

**SUBMIT**

# Customer Engagement

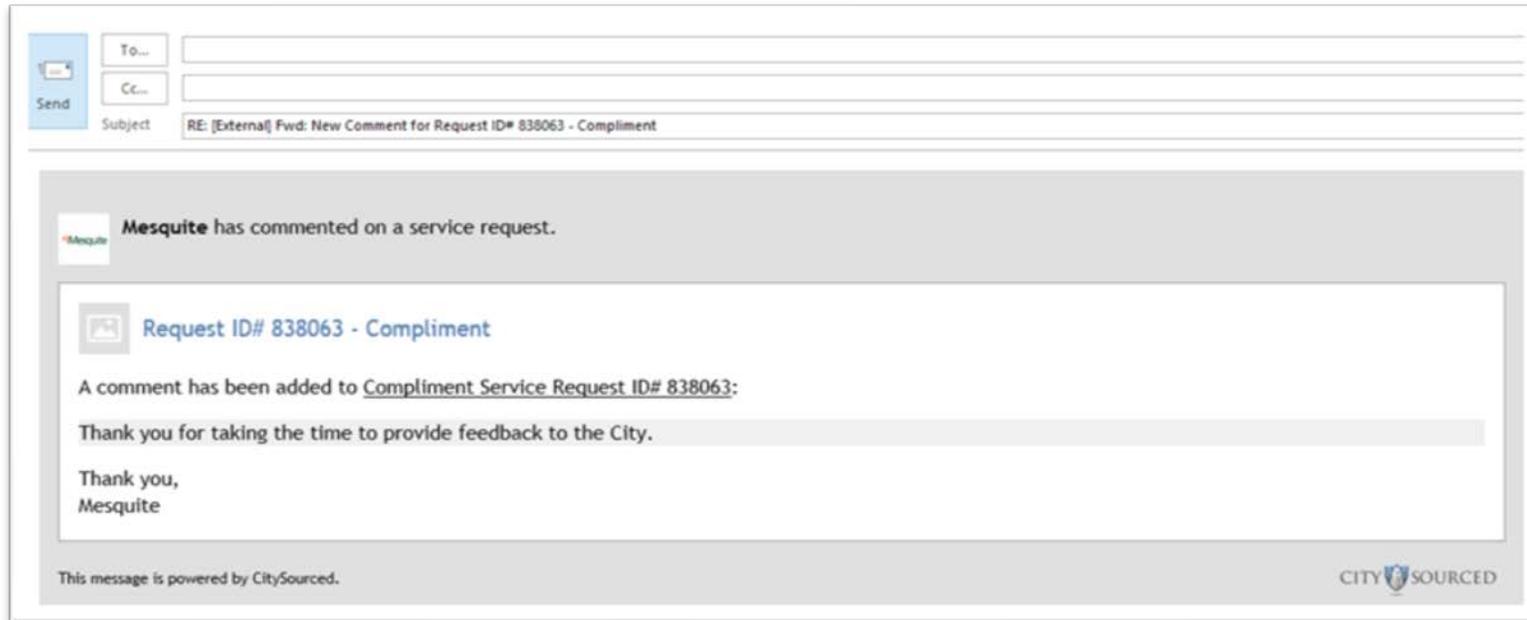
- Major updates posted to service requests
- If customers are registered they will be notified of changes to a service request
  - Email
  - Mobile notifications

The screenshot shows a mobile application interface for a 'Request Detail' page. At the top, there is a green header with a back arrow and the text 'Request Detail'. Below this, the category 'Property Maintenance Issues' is displayed. A yellow banner indicates the request is 'In Process' and was 'Updated: 3h ago'. A photograph shows a residential property with a large pile of junk and outdoor storage items in the yard. Below the photo, the request ID is '829322' and it was 'Created: 1w ago'. The address is '701 Willowbrook Dr, Mesquite, TX 75149'. The description reads: 'Accumulation of junk. Outdoor storage issues.' There are three comments from 'Mesquite' (the service provider):

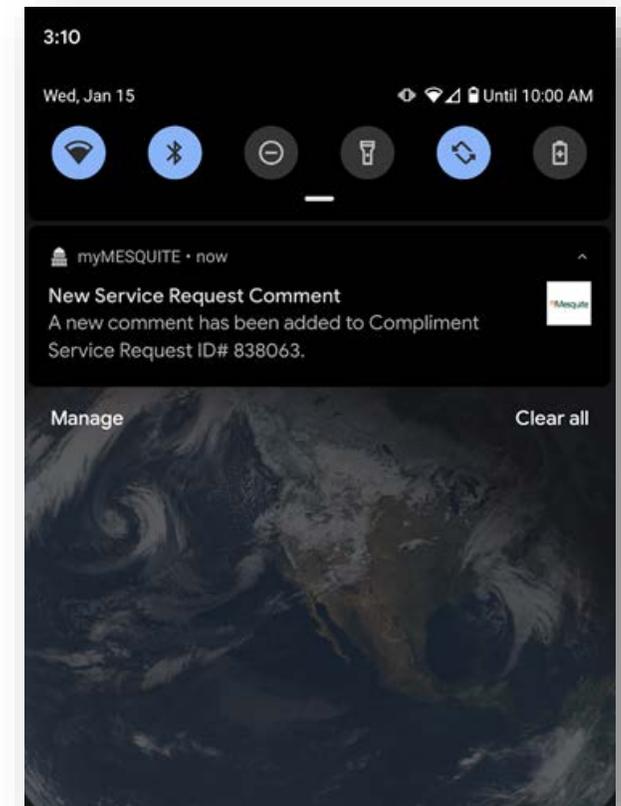
- 1w ago: Thank you for submitting your request. Environmental Code strives to respond within 72 hours of receipt. If you have any questions or if you need immediate action, please contact Environmental Code at 972-329-8704.
- 1w ago: This request has been submitted directly to Mesquite and assigned ticket id 007830-2019.
- 1w ago: Mesquite has updated this service request's status from 'Received' to 'In Process'.

# Notifications

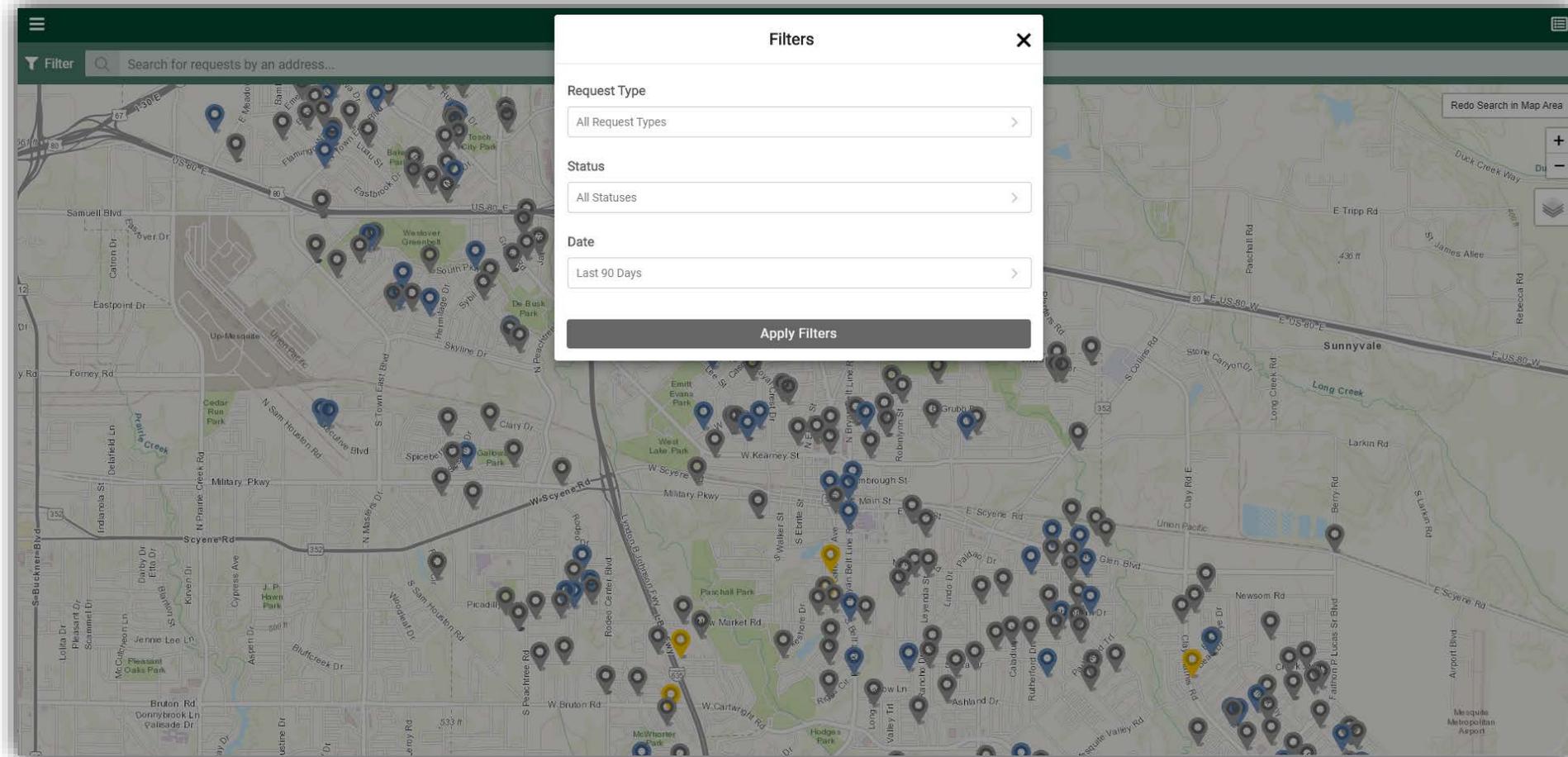
## EMAIL



## MOBILE NOTIFICATIONS



# Nearby Request (Desktop View)



# Types of Requests/Concerns

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➤ **Animal Concern**

➤ **Compliment**

➤ **Code Violation**

- Code Enforcement issues such as parking on grass, high grass/weeds, trash

➤ **Fire Department Concern**

- Fire department related issues, requests or concerns that are **non-emergency**.

➤ **Parks and Recreation Issues**

➤ **Police Concern**

- Police department related issues or concerns that are **non-emergency**.

➤ **Property Maintenance Concern**

- Non-permitted Improvement Concern
- Multi-Family/Apartment Property Concern
- Other Property Maintenance Concern
  - Pool Concern
  - Banners/Signage Concern
  - Hotel/Motel Concern

➤ **Recycling & Trash**

➤ **Restaurant/Food Complaint**

➤ **Sewer Issues**

➤ **Storm and Drainage Issue**

➤ **Streets & Alleys**

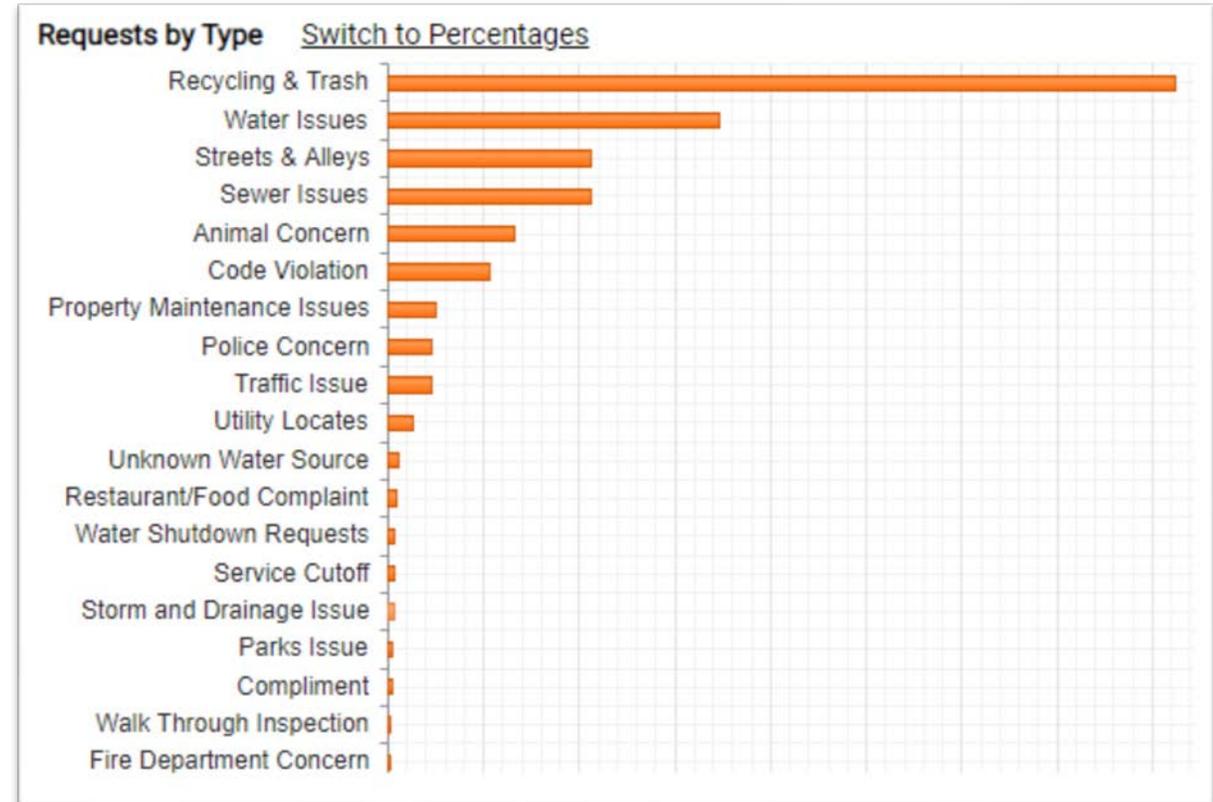
➤ **Traffic Issue**

➤ **Utility Locates**

➤ **Water Issues**

# Metrics

- Since launch on January 21
  - Total Reports Created- 2036 Service Requests
  - Average Reports Created per Day- 66
  - Average Reports Closed per Day- 54
  - Average Time to Close- 1.887 Days
  - Most Common Request Type- Recycling & Trash

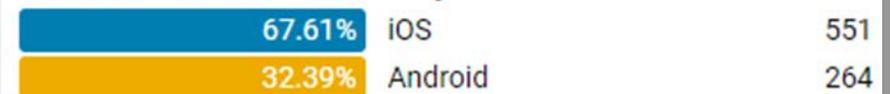


# Usage Metrics

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- Over 800 downloads of the app
- Over 1300 residents have registered with myMesquite

## Total Downloads by Platform



# Next steps

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- Market and Communication
  - Website
  - Social Media
  - Printed materials
  - Provide download assistance at events
  - Other various communication tools
- Notify neighbors of myMesquite
- Report concerns

# Questions?

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