

NO: **R124**

COUNCIL DATE: **JULY 7, 2014**

REGULAR COUNCIL

TO: **Mayor & Council**

DATE: **June 26, 2014**

FROM: **Acting General Manager, Engineering**

FILE: **5270-01**

SUBJECT: **Surrey Request App**

RECOMMENDATION

The Engineering Department recommends that Council receive this report as information.

INTENT

The intent of this report is to provide an update to Council on improvements to the City's service request application for use by the public. The new in-house developed Surrey Request App is available for use on smartphones, replacing the pilot 'SeeClickFix' app.

DISCUSSION

In November 2012, an off-the-shelf service request app, 'SeeClickFix', was piloted to provide an additional means of reporting non-emergency civic issues through smartphones. A positive aspect of the pilot was that it helped move Surrey a step forward in its service offerings to the public; however, a number of issues arose with this app.

Based on the feedback from the pilot, Engineering staff developed a new app Surrey Request which will improve upon staff's ability to respond to service requests by:

- Linking directly with internal systems;
- Providing tracking and feedback to the public on the status of requests;
- Enabling the public to attach photos of the request; and
- Automatically providing a GPS location map of the request.

The Surrey Request app provides residents the opportunity to request information and report issues such as graffiti, street light outages, abandoned garbage, and over 20 additional categories. It is a feature rich, easy to use app that is available for use on smartphone devices and incorporates industry best practices in usability. Once the app is initiated it automatically recognizes the user so that they only have to enter their phone number and e-mail the first time they use it.

The Surrey Request app is one component of an integrated reporting system that includes the existing online 'Report a Problem' website and our service request and work management Cityworks platform which informs decision-making, creates efficiencies, and maximizes the use of resources.

This system will benefit field staff by providing exact location of the request on a map thereby improving response time and reducing duplication of effort.

Attached as Appendix I are screenshots to help illustrate some of the app's features.

Next Steps

Full marketing of the new app through news releases and other media advertising such as bus shelters, digital media signs, and City program materials will proceed in the next week.

SMART SURREY CONSIDERATIONS

The Surrey Request app is an important component in the City's 'Smart Surrey' Strategy which seeks to build a city that uses technology and innovation to transform life and work within its region in significant and fundamental ways.

This Strategy complements and integrates with other City strategies including Sustainability, Economic Development and Social Plans to achieve the City's vision of a vibrant, healthy, connected, engaged community where people work, live and play.

SUSTAINABILITY CONSIDERATIONS

The Surrey Request App supports the City's economic goal of improved efficiency in service delivery by providing an automated system that routes requests directly to the appropriate staff, identifies the exact location of the issue and simplifies tracking and responses. This reduces the staff time required to follow up on each inquiry. In particular, this supports the following City Sustainability Charter scope actions:

- SC16: Socio-cultural Infrastructure and Services.

CONCLUSION

The new in-house built Surrey Request app will provide the public with a convenient and sophisticated option to request information and report issues to the City and will improve efficiency and timeliness of staff responses.

Gerry McKinnon
Acting General Manager, Engineering

GMC/JB/STS/ras

Appendix I – Surrey Request App Screen Shots

APPENDIX I

