City of Coral Gables
CITY COMMISSION MEETING
June 10, 2014

ITEM TITLE:

Discussion and/or action for a City of Coral Gables mobile app.

BRIEF HISTORY:

The IT Department has been working on a mobile app to provide enhanced citizen services, improve city-wide services, and promote citizen access to government. This system allows residents to report issues related to code violations, Public Works concerns, and other non-emergency requests by using their smart phones. The program is simple and easy to use. It allows the citizens to take a picture with their mobile phone and enter their concerns and submit the request to the appropriate department for resolution. Additionally, this system will allow the Code Enforcement team to conduct their daily field functions with their smart phones. Lastly, the mobile app will also allow the Public Works Department to create, process, and manage their internal work orders. The cost for this app is $14,600 in the first year, and has a recurring annual cost of $9,600. We expect to roll out the CRM and Code Enforcement functions in FY 2014, and the Work Order System in FY 2015.

The functionality of this system can be expanded if desired. Some features that could be added include: Trolley information; bike route locations; City news and alerts; access to some city permits information and billing services; local restaurant, business and university information; and historic sites and cultural events. In addition, the app can be social media enabled.

To expand the app, it would cost $6,000 for the first year. There would be a recurring annual cost of $3,500.

APPROVED BY:

Department Director	City Attorney	City Manager

ATTACHMENT(S):
1. Presentation