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# EDMUNDS GOVTECH TEAM

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	<b>Jessica Jensen</b> Marketing Director
	<b>John Wray</b> Regional Sales Director



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# TODAY'S AGENDA

- 12:00 – 12:35pm** Citizen engagement topics
- 12:35 – 12:45pm** What we can do for you
- 12:45 – 1:00pm** Q&A



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# CITIZEN ENGAGEMENT

## What is Citizen Engagement?

A trending topic based on citizen needs and demands driven by digital transformation.

Citizen engagement plays a crucial role in promoting community values, welcoming collaboration, and building more resilient and responsive municipalities that can effectively address the needs and aspirations of their residents.



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# ENGAGEMENT STRATEGY



## Public Meetings and Town Halls

- Citizens voice concerns, ask questions, and provide feedback on local issues to understand needs and aspirations.
- Can serve to educate the community.
- Share videos, tips, etc. online.



## Citizen Advisory Boards and Committees

- Establishing groups on various topics such as education, transportation, or urban planning.
- Provides opportunities to contribute expertise and opinions in decision-making processes.



## Community Events and Workshops

- Events, workshops, and seminars on specific issues to educate citizens and encourage involvement.
- Platform for learning, discussion, and collaboration.



## Neighborhood Associations

- Support and promote to enable residents to connect with each other, discuss local matters, and collectively engage with the local government.
- These associations can serve as an important channel for citizen input and mobilization.



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# ENGAGEMENT STRATEGY



## Volunteering and Community Service

- Encouraging citizens to participate in volunteering and community service initiatives fosters a sense of ownership and engagement.
- Local governments can facilitate such programs and recognize the contributions of active community members.



## Public Surveys and Opinion Polls

- Conducting surveys and opinion polls on critical matters allows local governments to gauge public sentiment and preferences.
- Online and offline methods can be utilized to ensure broad participation and inclusivity.



## Youth and Student Involvement

- Engaging young people through school programs, youth councils, and internships offers opportunities for their perspectives and ideas to be incorporated into local decision-making. It also cultivates a sense of civic responsibility among future generations.



## Collaboration with Community Organizations

- Partnering with local nonprofits, community organizations, and grassroots movements allows the government to tap into existing networks and mobilize a broader range of citizens.
- Collaborative efforts can lead to more meaningful engagement.



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# EDMUNDS GOVTECH IMPACT



**Digital Transformation with 24/7 Service**



## Online Platforms and Social Media

Creating user-friendly websites and online platforms specifically for citizen engagement can facilitate virtual discussions, surveys, and feedback collection. Social media platforms can also be utilized to disseminate information, share updates, and encourage citizen participation.

## Open Data & Transparency

Providing access to government data, budgets, and decision-making processes promotes transparency and accountability. Open data initiatives enable citizens to understand and assess government actions, fostering greater engagement.



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# ONLINE PLATFORMS & SOCIAL MEDIA

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# WEBSITE TIPS

- Optimize your website
  - Create an easy to find button on your homepage
  - Post the link on your department pages and in the sidebar for each page
  - Add relevant news to your payment page for each department
- Include a mailer with your bills to showcase the option to pay online
- Create a social media post
- Add information about it to your phone system or customer service e-mail signatures



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Town of Hamlin  
 HOME DEPARTMENTS GOVERNMENT COMMUNITY CONTACT

**Where the Heart Is**

**SERVICES**

<b>Parks &amp; Recreation</b> Come join us and take part in our vibrant community activities!	<b>News &amp; Events</b> View the latest events & activities that Hamlin has to offer!	<b>Online Tax Portal</b> Save time and a stamp, pay your property taxes online!	<b>Meetings &amp; Agendas</b> We encourage you to be an active part of our community!
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# OPEN DATA & TRANSPARENCY

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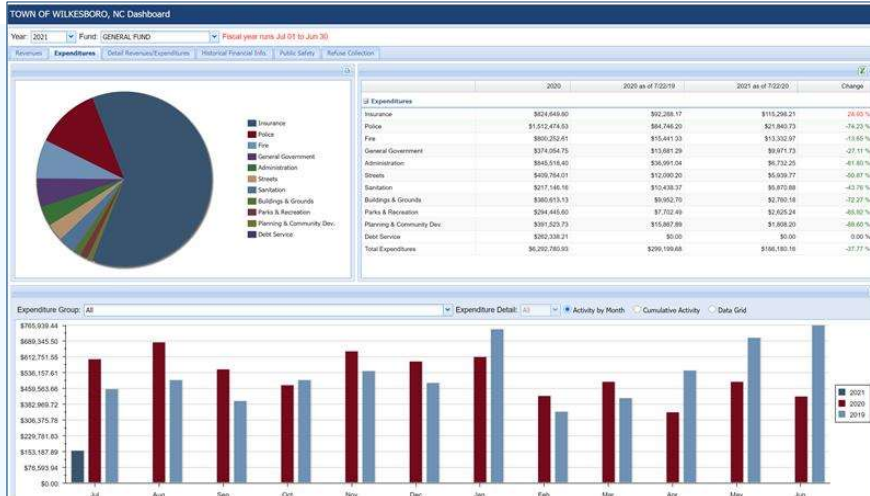
Notice of Town of Berry Public Budget Hearing  
 Notice is hereby given that on November 3, 2022 at 7:00 pm at the Berry Town Hall, 9046 State Road 19, Mazomanie, WI 53560 a Public Hearing on the proposed budget of the Town of Berry will be held. The proposed budget in detail is available at the town office. The following is a summary of the proposed 2023 budget. The budget summary is posted pursuant to 65.90 (3)(a)1 of Wisconsin Statutes.  
 Notice of a Special Town Meeting of the Electors of the Town of Berry on November 3, 2022 immediately following completion of the Public Hearing on the proposed budget. A Special Town Meeting of the Electors called pursuant to Section 60.12 (1)(c) of Wisconsin Statutes by the Town board will be held for the following purposes:  
 1. To approve the 2022 total town tax levy to be collected in 2023 pursuant to Section 60.10(1)(a) of Wisconsin Statutes.

	2022 Budget	2023 Budget	% Change	
Balance January 1				
Designated:				
Bike Path	\$204	\$204		
Highway Contingency	\$22,340	\$169,340		
Professional Fees	\$10,263	\$10,263		
Parks	\$3,389	\$3,389		
Park Shelter	\$158	\$158		
Town Events	\$331	\$331		
Highway Capital Equipment	\$1,669	\$1,669		
Undesignated – General Fund	\$377,026	\$493,715		
Revenues – General Fund				
Local Levy	\$476,334	\$532,091	+11.70%	Local Levy \$532,091
Other Taxes	\$21,818	\$20,000		plus
Intergovernmental	\$244,549	\$157,273		Fire & EMS Budgets
Licenses & Permits	\$27,314	\$27,234		C.P. EMS \$27,828
Charges for Services	\$77,404	\$77,874		C.P. Fire \$61,023
Investments/Interest	\$1,929	\$2,500		Dist. 1 EMS \$18,592
Miscellaneous/Ag Use Penalty	\$4,663	\$150		B.E. Fire \$22,016
Total Revenues	\$854,011	\$817,122	-4.31%	Total Fire & EMS \$129,459
Expenditures – General Fund				
General Government	\$163,716	\$179,266		Total Levy \$661,550
General Operating	\$22,296	\$24,641		
Health & Human Services	\$12,416	\$12,800		
Parks	\$3,249	\$3,925		
Highways/Road Projects	\$297,474	\$503,243		<b>2022 TOTAL LEVY</b>
Miscellaneous/In Lieu of Tax	\$8,781	\$9,873		<b>to be paid in 2023</b>
Sanitation	\$82,390	\$83,374		<b>\$661,550</b>
Total Expenditures	\$590,322	\$817,122	+38.41%	
Balance December 31				
Designated:				
Bike Path	\$204	\$204		
Highway Contingency	\$169,340	\$169,340		
Professional Fees	\$10,263	\$10,263		
Parks	\$3,389	\$3,389		
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Town of Berry, WI

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# MUNICIPAL DASHBOARD



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# ONLINE SERVICES



**Achieve Citizen Engagement: Citizens Demand 24/7 Access to Services**



## Online Services with your Website, Connected Web Portals, & Mobile Apps

- Increase online applications/service
- Limits on office hours and staffing
- Resolves remote connectivity issues
- Increase communication/marketing of services to residents
- Reduce phone and foot traffic
- Minimize data errors due to manual data entry
- Reduce the heavy paper trail/need for in-person options
- Increase contactless payment options for all revenue types



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## DID YOU KNOW?

**62%**

of adults use social media as a source for news.

**6 in 10**

residents said they had looked up information about their town on the internet prior to the pandemic.

## IMPLEMENT EFFICIENCY

- Allow for easy and convenient access to information 24/7
- Allow online requests, service applications, transparency dashboards, online payments, and more
- Optimize website for news, social media feeds, online payment links, meeting live streaming, important information, newsletters, etc.
- Easy to find information, links, etc.
- Move to hosted/cloud environment to maximize operations
- Leverage multi-channel marketing to educate residents to optimize online offerings
- Website, Facebook, LinkedIn, Twitter, YouTube, Zoom



# OUR SOFTWARE & SERVICES



How we help local governments achieve citizen engagement:



## Web Portals & Mobile Apps with Fully Integrated Enterprise Resource Planning (ERP) Product Suite

**Finance** – Municipal Dashboard, ViewPoint Dashboard, Requisitions App, Vendor Self-Service

**Personnel** – Employee Self-Service & Attendance App

**Permitting** – Online Permit Applications, Inspector & Contractor Self-Service, Inspections App

**Utility** – Online Service Applications, Mobile Work/Service Orders, Online Payments, Resident Self-Service & MyTown App

**Recreation** – Online Memberships, Renewals, Registration, Bookings, Payments

**AR/Revenue: Payments/Lookups** – Online Bill Pay for Tax, Utility, Clerk, Licensing, and more



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# ONLINE PAYMENTS

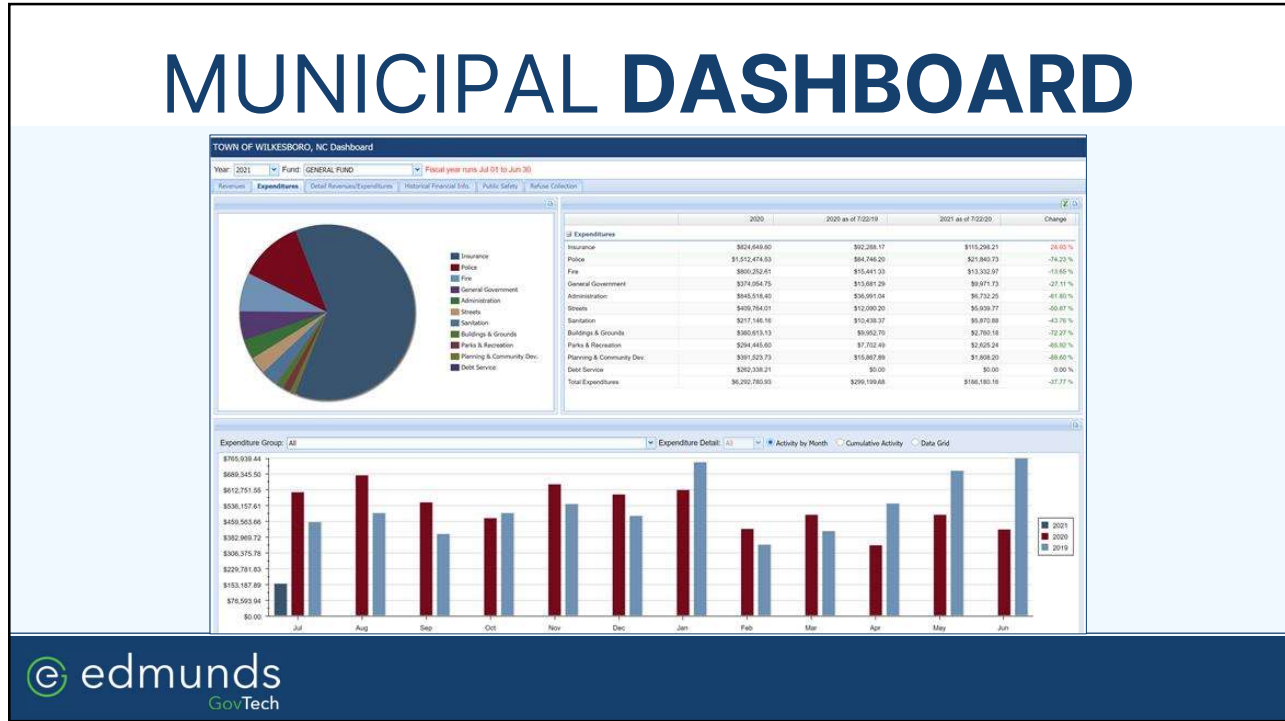
It's **more than a payment portal**. It's **happier** customers, **fewer phone calls**, and **increased staff productivity**.

- Provide an integrated, online portal where customers can not only pay their bill, but also see account information.
- Reduces calls to inquire about balance due, due date, last payment information, usage/reading history, billing history, etc.



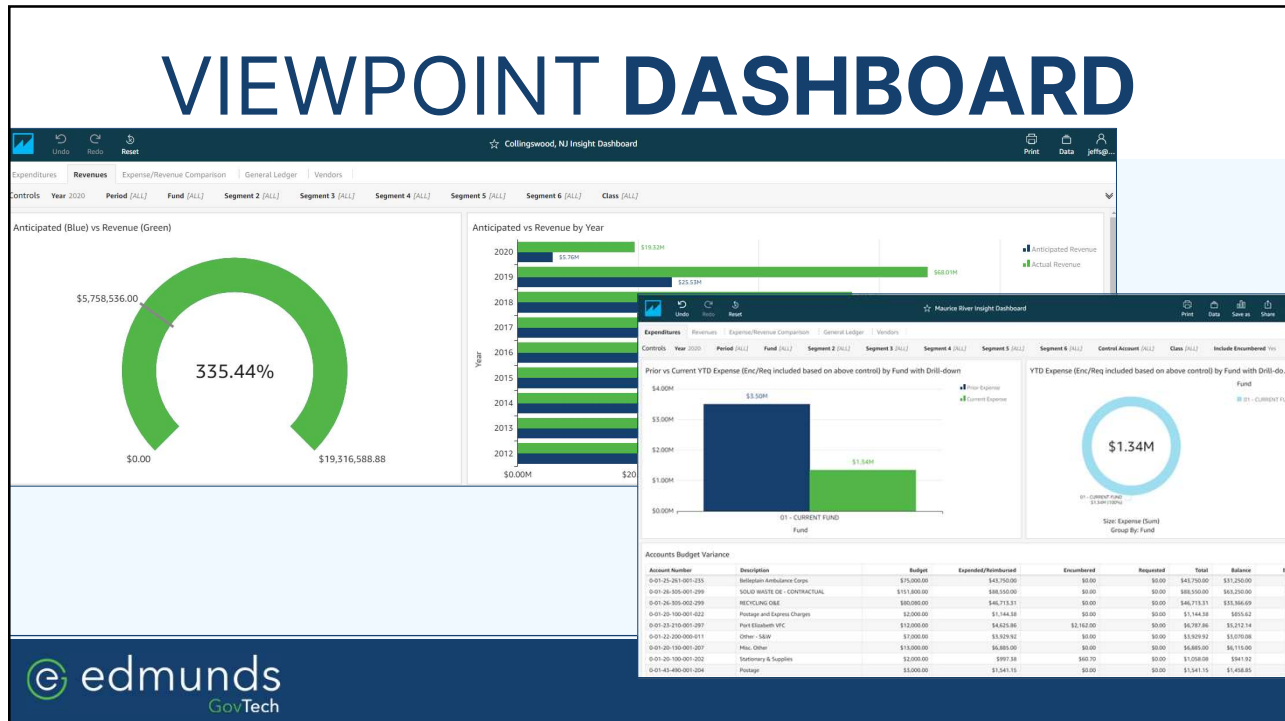
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# MUNICIPAL DASHBOARD

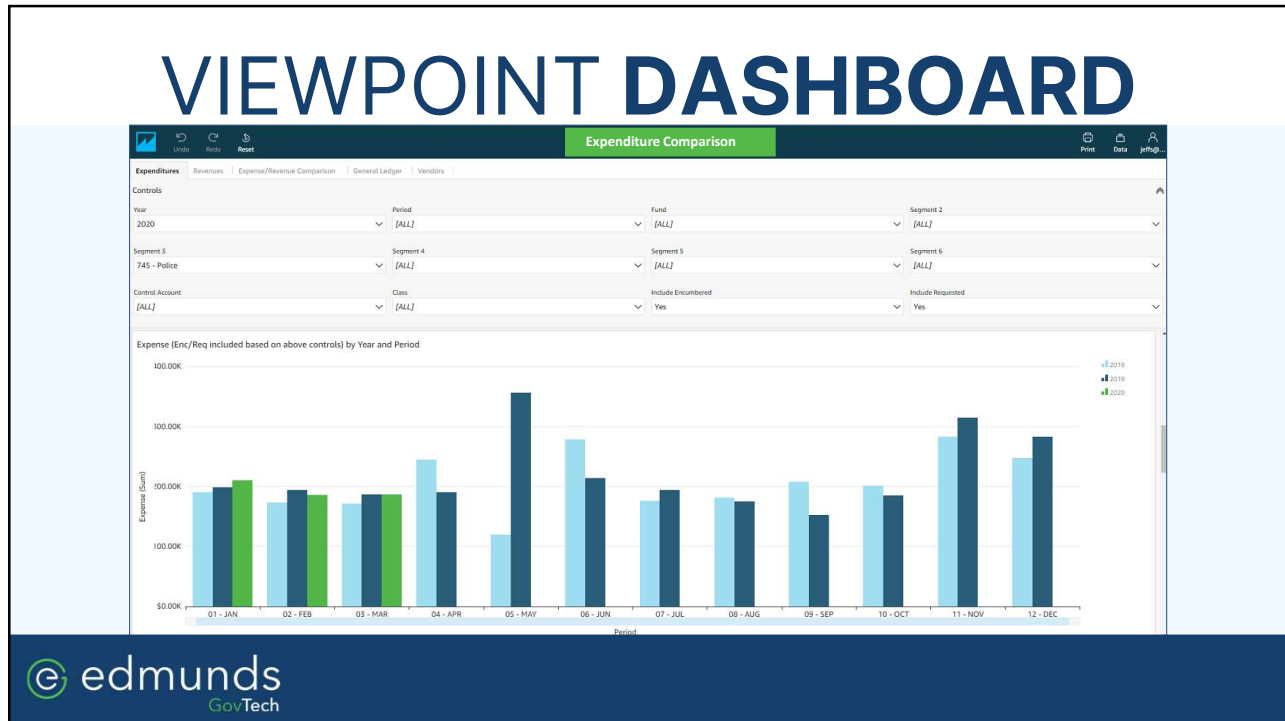


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# VIEWPOINT DASHBOARD



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# RESIDENT SELF-SERVICE

- Make and track requests
- Integrate with MyTown app
- Integrate with work/service orders
- Completion via mobile app

Make a Request

Tell Us About Yourself!

Please fill in your contact information so we can send you updates on your request. Your Email Address will be used for tracking requests.

Email Address: [JohnDoe@email.com]

Name: [John Doe]

Address: [ ]

Phone: [ ]

Notification Method: [ ] Email [ ] Phone

Where is the Issue?

Specify the location of the issue using the Search buttons. If the location is not tied to a property use the "Other" field.

Street Number and Name: [21 ARMORE TER] Search

Parcel ID: [4 802] Search

Other: [ ]

View Map

What is the Issue?

Select the type of issue and enter a brief description. You may attach a document or picture as well.

What type of issue? \*

Select a type

- CURBSIDE TREE MAINTENANCE
- GRASS CONCERNS
- HANGING LIMB
- LEAF PICKUP
- NUISANCE
- PARKING CONCERN
- PARKS & PLAYGROUNDS
- POTHOLES
- PROPERTY MAINTENANCE CONCERNS
- RECYCLING
- SNOW REMOVAL
- STREET LIGHTING
- STREET SIGN ISSUE

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# MOBILE APPS

## My Town Mobile App

- Make and track requests
  - Integrates with Resident Self-Service Portal
  - Push notifications when requests are updated
- Customize topics where users can subscribe and create their own Info Feed
  - Push notifications for information published to their subscribed topics

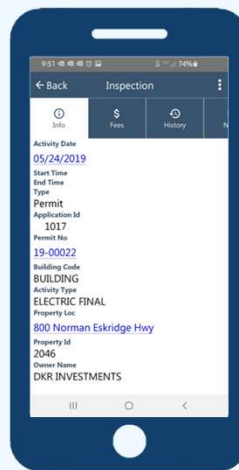
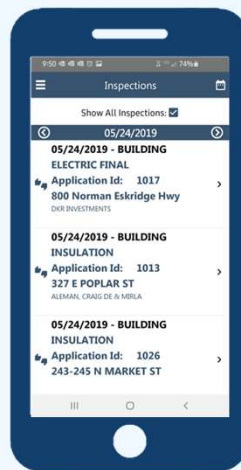


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# MOBILE APPS

## Employee Engagement

- Employee Self-Service Portal – Payroll & HR
- E-Requisition Approval Mobile App
- Work/Service Order Mobile App – with utility meter functionality
- Inspections Mobile App – Permitting/Enforcement



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# PARKS & RECREATION

The screenshot displays the Recreation Department website interface. On the left, a 'Complete Registration' modal is open for 'John Smith'. It includes a message: 'Lunch will be provided, please select your lunch choice below. All lunch is served with a drink and chips.' Below this, there are fields for Name (John Smith), Shirt Size (Medium), Allergies/Special Medical Conditions (peanuts), and a Medical Consent Form section with an 'Upload' button. A 'Register' button is at the bottom of the modal. In the background, a 'Shopping Cart' is visible, listing items for a 'Soccer Field' for the '2020 Season' on 'Jul 17, 2020 2:00 PM - 4:00 PM'. The cart items include a 'Soccer Reservation Fee' of \$200.00 and a 'Soccer Lights Fee' of \$150.00, with a 'Season Total' of \$350.00 and a 'Facility Total' of \$350.00. A 'Pay \$350.00' button is at the bottom of the cart.

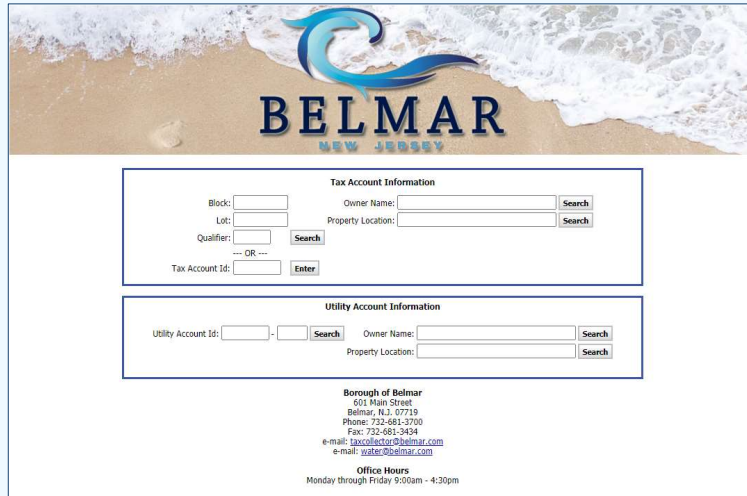
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# PERMITTING SELF-SERVICE

The screenshot shows the 'Permitting Self-Service' application form. The form is titled 'ZONING - ocrzoning.pdf'. On the left, a navigation menu includes 'Permit Summary', 'Permit Info', 'Violation Summary', 'Violation Info', 'Apply for Permit', 'Make Payments', and 'Logout'. The 'Apply for Permit' section is active, showing fields for 'Application Date' (07/16/2020), 'Property Location', 'Owner Name', 'Property Id', 'Permit Type' (ZONING), 'Work Type', and 'Use Type'. Below these fields is a 'Notes' section with an 'Add Note' button and a table for 'Created Date', 'Modified Date', and 'Note'. At the bottom of the form are 'Attachments' and 'Submit' buttons. The main content area displays a 'ZONING PERMIT APPLICATION' form from the 'CITY OF OCEAN CITY'. This form includes fields for 'Applicant's Name', 'Address', 'Block/lot', 'Latitude', 'Phone', 'Home Improvement Cert. Reg. #', 'Cell', 'Fax', and 'Email'. It also contains a 'Proposed Use of Property and Buildings' section with a 'Zoning District' dropdown. The form includes several checkboxes for 'In the development site within the Historic District?', 'Is the development site within the Old City Overlay District?', 'Is this, in the building an Old City Overlay design?', and 'Design Department?'. A 'Date of Approval' and 'Resolution Number' field are also present. At the bottom, there is a 'TYPE OF APPLICATION - Check all that apply' section with checkboxes for 'New building', 'Expansion/Alteration', 'Change of Use', 'Change of Land Use', 'Change of Type', 'Expansion/Alteration', 'Change of Use', 'Change of Land Use', 'Change of Type', 'Expansion/Alteration', 'Change of Use', 'Change of Land Use', 'Change of Type', 'Expansion/Alteration', 'Change of Use', 'Change of Land Use', 'Change of Type'. The form is signed by the 'Applicant' and includes a 'FOR CITY OF OCEAN CITY USE ONLY' section.

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# ONLINE BILL PAY & LOOKUP



**Borough of Belmar**  
 601 Main Street  
 Belmar, N.J. 07715  
 Phone: 732-681-3700  
 Fax: 732-681-3434  
 e-mail: [taxcollector@belmar.com](mailto:taxcollector@belmar.com)  
 e-mail: [water@belmar.com](mailto:water@belmar.com)

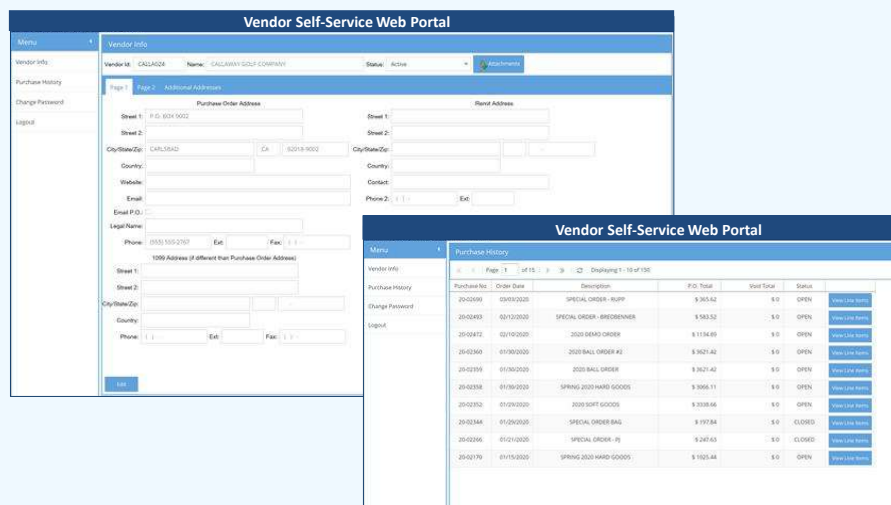
**Office Hours**  
 Monday through Friday 9:00am - 4:30pm



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# VENDOR SELF-SERVICE

- Link on website
- Vendors can update information and upload attachments into MCSJ
- View purchase history and reprint purchase orders
- Make forms available for vendors to download, fill-out, and re-attach
- Two-way email notifications when information is changed or new files are available



Purchase No.	Order Date	Description	P.O. Total	Stat Total	Status
20-0209	02/02/2020	SPECIAL ORDER - RUPP	\$ 365.42	\$ 0.00	OPEN
20-0249	02/12/2020	SPECIAL ORDER - BREDENBEN	\$ 583.52	\$ 0.00	OPEN
20-0247	02/10/2020	2020 BOMD ORDER	\$ 1134.89	\$ 0.00	OPEN
20-0260	01/30/2020	2020 BALL ORDER #2	\$ 1627.42	\$ 0.00	OPEN
20-0259	01/30/2020	2020 BALL ORDER	\$ 1627.42	\$ 0.00	OPEN
20-0238	01/09/2020	SPRING 2020 WARD GOODS	\$ 3066.11	\$ 0.00	OPEN
20-0232	01/09/2020	2020 SPORT GOODS	\$ 3038.66	\$ 0.00	OPEN
20-0244	01/09/2020	SPECIAL ORDER B&B	\$ 197.84	\$ 0.00	CLOSED
20-0246	01/01/2020	SPECIAL ORDER - B	\$ 249.65	\$ 0.00	CLOSED
20-0279	01/10/2020	SPRING 2020 WARD GOODS	\$ 1625.84	\$ 0.00	OPEN



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# WHO IS EDMUNDS GOVTECH

At **Edmunds GovTech**, we leverage our experience to enhance yours. More than just local government software, **we deliver industry-leading services and support to serve you and your community better**, with 26 seamlessly integrated modules to improve your efficiency.

**50+**

Years of Experience  
*Est. 1972*

**2,060+**

Local Government Agencies Served  
*Municipalities, Counties, Utilities*

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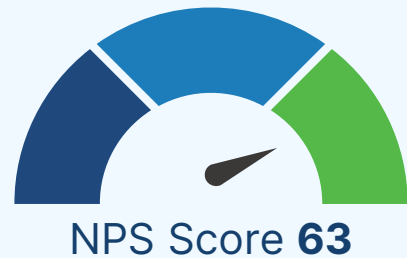
States Served  
*Populations <1k to >1mm*



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# EDMUNDS' ACCOLADES

**Edmunds GovTech** has been recognized as a **GovTech Top 100** company for three years in a row.



*The GovTech 100 is an annual list compiled and published by Government Technology as a compendium of 100 companies focused on, making a difference in, and selling to state and local government agencies across the United States*



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# OUR SOLUTIONS

 <b>Finance</b>	 <b>Tax &amp; Revenue</b>	 <b>Utility</b>
 <b>Payroll &amp; HR</b>	 <b>Community Development</b>	 <b>Citizen Engagement</b>



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# OUR SERVICES

 <b>Implementation</b>	 <b>Support</b>	 <b>Customer Success</b>
 <b>Training</b>	 <b>Consulting</b>	 <b>Data Conversion</b>



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# QUESTIONS?

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[www.EdmundsGovTech.com](http://www.EdmundsGovTech.com)



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# THANK YOU!

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