

# City of Waco

## Collaborative Resident Engagement

*Building a High-Performing City Government*



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City Government





# MyWaco Resident Engagement Website & APP

- City of Waco branded **mobile app (iPhone & Android)**
- One-stop shop for **resident engagement**
- Centralized system to manage **resident requests** (*i.e., Animal Concerns, Code Compliance Concerns, Graffiti/Vandalism, etc.*)
- **Analytics and Reporting**
- Text & email **communications**
- **Spanish** versions of APP



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## Project Timeline



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Project Schedule		Task Name		July	August	September	October	November	December
Analysis	OneView Enterprise Onboarding								
	Project Kick Off								
	Kick Off Meeting								
	Asset Gathering								
	Asset List / Documents Sent to Customer								
	Console Setup Sheet Review Meeting								
	Mobile App Asset Review Meeting								
	Assets Received from Customer								
Design and Configuration	OneView Console								
	Web / Mobile Application								
	Console / Mobile App Testing (internal)								
	Configuration Review								
	Configuration Revisions								
	Configuration Acceptance								
Deployment	Prototype 1 Release								
	Internal Launch								
	Admin Training								
	Training: Messaging								
	Training: Knowledge Base								
	User Training								
	Prototype 1 Revision								
	Prototype 2 Release								
	Finalize App Store Entries								
	Submit Apps to Stores for Review / Approval								
	Release Apps in Stores								
	Remove Test Data from Console								
Go-Live	Public Launch								
	Post Launch Support								



# Key Milestones Remaining

## Training, Marketing & Reporting – MyWaco



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- **User and Admin Training**
  - Knowledgebase Articles
  - Standard Operating Procedures
- **Digital Marketing Plan – Municipal Information**
  - Develop Plan & Strategy for December 6<sup>th</sup> Soft Launch
- **Reporting - GIS and Decision Support**
  - Dashboards for Departments and CMO's
  - Customer Service Reporting
    - Ensure Resident Requests do not get lost
    - KPI's



# MyWaco – Report Types



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Compliments	Parking Violations
General Requests	Police Complaint
Abandoned Vehicle/Bike	Pothole
Animal Concerns	Public Health
Code Compliance Concerns	Street/Sidewalk Concerns
Drainage/Standing Water	Street Signs/Markings Concerns
Fences (Residential)	Tall Grass/Weeds/Vegetation
Environmental Concerns	Traffic Signal Concerns
Fire Hydrant Concern	Trash & Recycling Service
Graffiti/Vandalism	Tree concerns
Trash/Litter/Illegal Dumping	Water and Sewer Concerns
Noise/Nuisance/Animal/Other	Waco Transit
Parks and Trails Concerns	

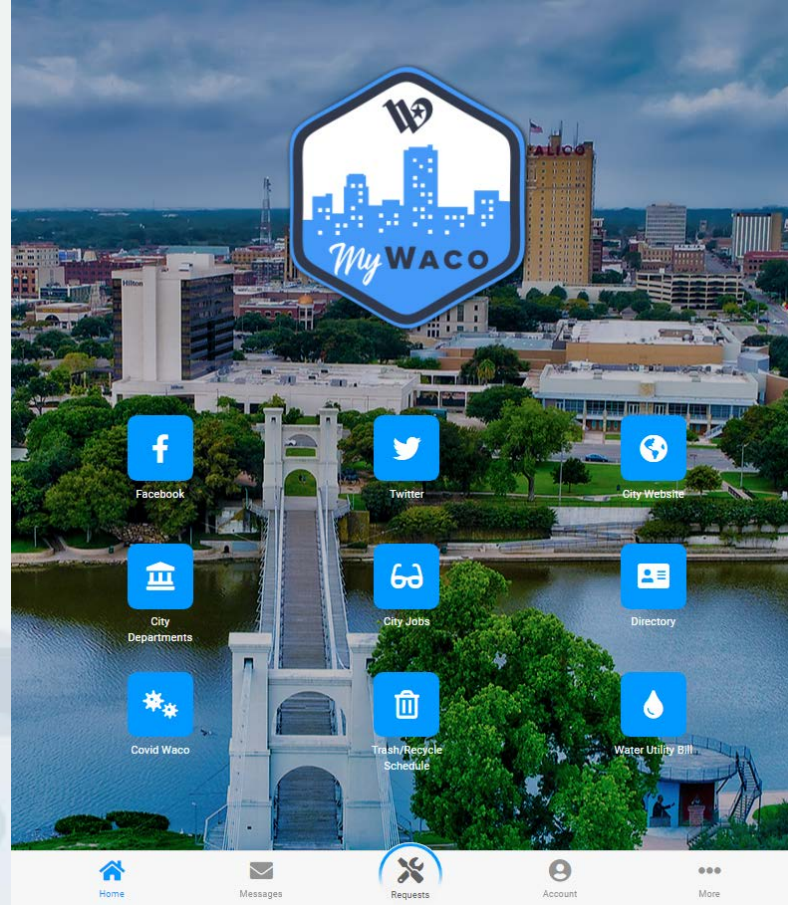


# MyWaco - Resident Engagement

**TEST WEBSITE:** <https://wacotx.citysourced.com>



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# MyWaco – Post Launch IT Focus



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- **Patch Management**
  - Stay current with software releases and new features.
  - Software enhancements based on user feedback.
- **Change and Communications Management**
  - Update Standard Operating Procedures based on upgrades and changes to MyWaco.
  - Develop Training and Information sharing opportunities for City of Waco Departments.
- **One City of Waco APP and Website for our Residents**



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# MyWaco – THANK YOU!

- **Stephanie Jensen** – Decision Support Developer, Information Technology
- **Jose Zuniga** – Graphics/Print Supervisor, Municipal Information



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# Questions?

