



Public Nuisance Tracking and Case  
Management System



# Challenges

- Provide a mechanism to report issues in real-time via mobile device
- Supply a centralized system for multi-department efforts
- Engage a process to follow-up with residents
- Duplicate reporting of identical issues
- Streamlining practices to resolve calls for service
- Better promote our City's brand



# Project Goals

- Replace current Service Request Management system and add a “Mobile Solution” to achieve real-time reporting of quality of life issues and citizen inquiries
- Provide greater public service and enhanced civic engagement
- Improve citizen engagement (reach more citizens, offer new channel feedback, etc.)
- Neighborhood improvement (graffiti, potholes, blight, water conservation, etc.)

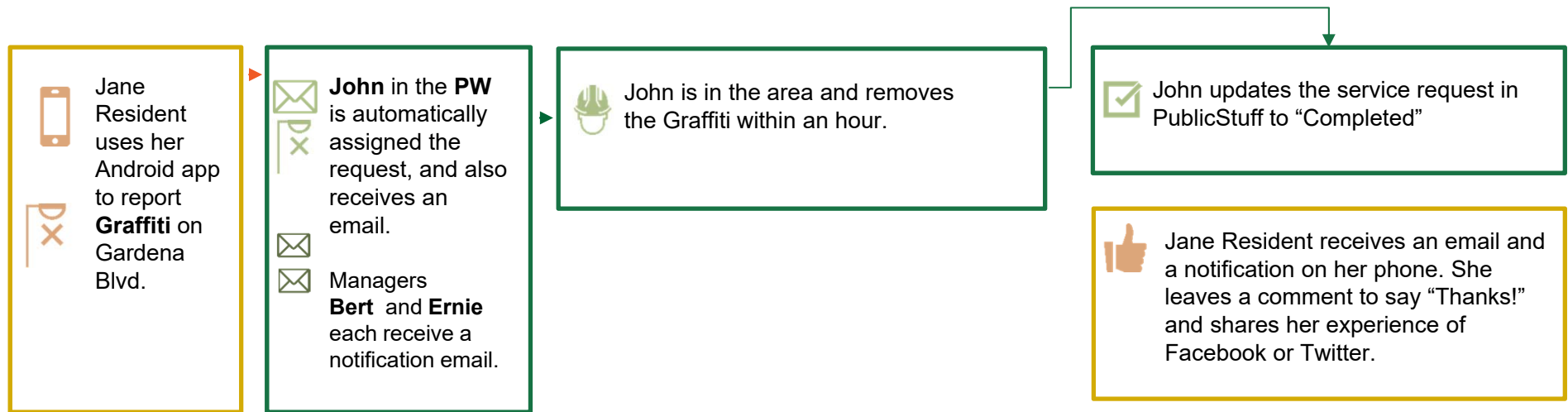


# Gardena Direct

- Allows the City to track a number of issues and directly assigns them to the appropriate department and/or staff member
- Allows the City and residents to communicate real-time
- Provides status updates to the residents regarding the item(s) reported and issues near them
- Provides reports and statistical information for City Staff
- Reduces staff hours and time delays to resolving calls for service



# How it Works



- Residents and Staff can utilize mobile, web or phone to submit requests
- Staff utilizes Public Stuff Pro to manage request



# Social Media

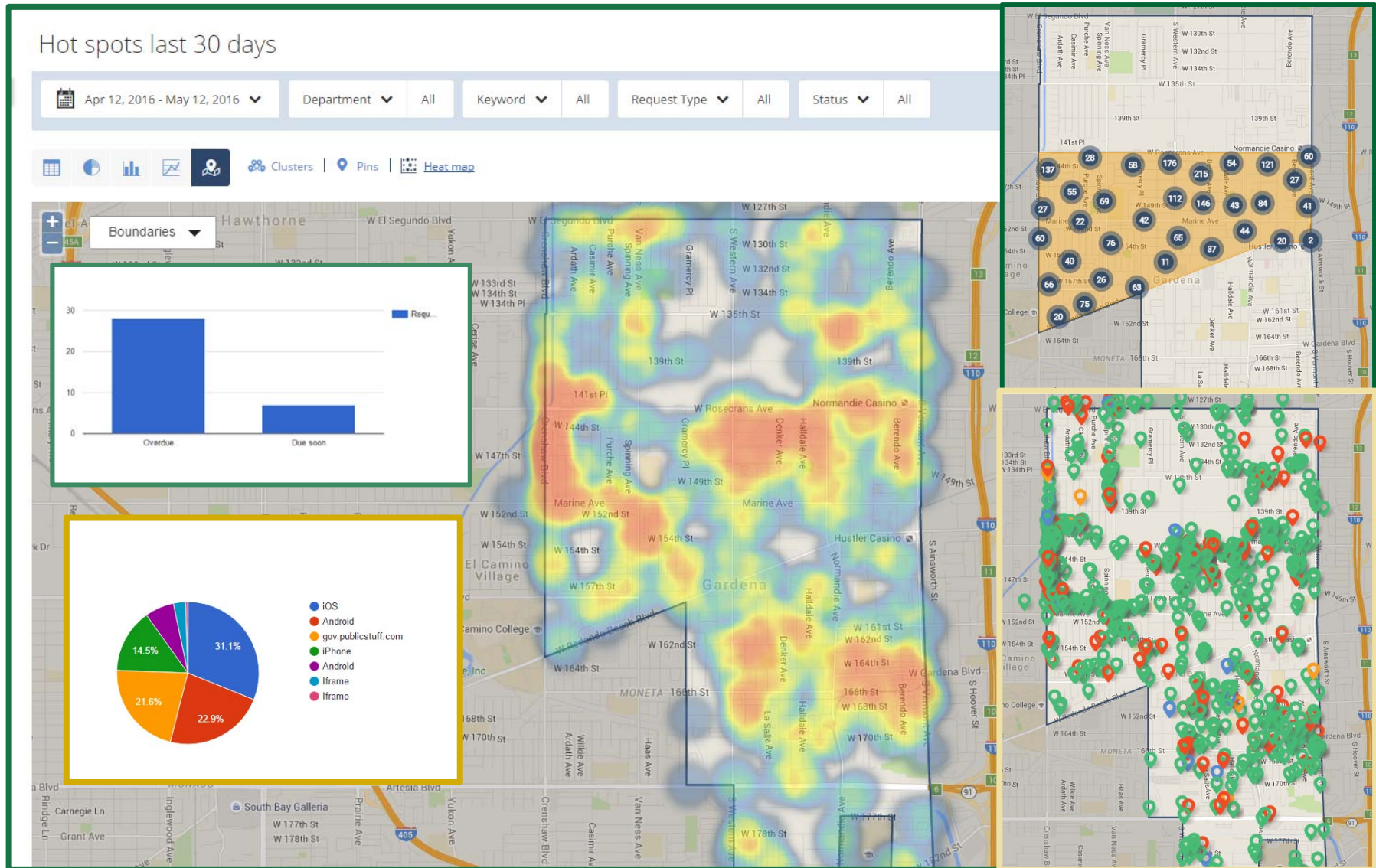
- Gardena Direct has the ability to link to your Facebook account to submit and share requests on other platforms
- The custom widgets allow residents to access the City's social media pages



The screenshot displays the Gardena Direct website interface. On the left, a registration form prompts users to create an account for real-time updates, with a 'Sign up with Facebook' button and input fields for Username, Email, and Password. On the right, a navigation menu lists various services: City of Gardena Directory, Crime Stats, Gardena Police Department Website and Facebook, Places of Interest, City of Gardena- GTrans, Gardena Twitter, and City Events. A central social media widget, highlighted with a yellow border, shows a Facebook post from 'Stephany Santin' reporting an issue using Gardena Direct with the hashtag #1580819. The post includes a 'PublicStuff' embed and interaction options like Like, Comment, and Share.



# Sample Reports





# Questions?

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