



Las Vegas

Agenda Item No.: 41.

AGENDA SUMMARY PAGE
CITY COUNCIL MEETING OF: AUGUST 4, 2010

DEPARTMENT: CITY MANAGER
DIRECTOR: ELIZABETH N. FRETWELL

☐ Consent ☒ Discussion

SUBJECT:
ADMINISTRATIVE:

Report and possible action for providing citizens mobile access for the submission of service requests, complaints and inquiries for action by City of Las Vegas departments - All Wards

Fiscal Impact

☐ No Impact ☐ Augmentation Required
☐ Budget Funds Available

Amount:

Funding Source:

Dept./Division:

PURPOSE/BACKGROUND:

The City of Las Vegas has developed a free mobile website that will allow anyone to easily report a problem to the appropriate City department, using any mobile device capable of browser-based access to the Internet, including cellular phones, smartphones and personal digital assistants. For issues located outside the City of Las Vegas, the user will automatically be directed to the responsible jurisdiction. This solution is very efficient as it enables staff to respond more quickly to reported issues. Over time, the mobile site can be expanded to include other city services like payments and transactions.

RECOMMENDATION:

Approval and authorization for the Department of Information Technologies to move forward with the mobile website technology

BACKUP DOCUMENTATION:

Submitted at Meeting PowerPoint Presentation by Staff

Motion made by GARY REESE to Accept the Report

Passed For: 7; Against: 0; Abstain: 0; Did Not Vote: 0; Excused: 0

RICKI Y. BARLOW, LOIS TARKANIAN, STEVE WOLFSON, OSCAR B. GOODMAN, GARY REESE, STEVEN D. ROSS, STAVROS S. ANTHONY; (Against-None); (Abstain-None); (Did Not Vote-None); (Excused-None)

Minutes:

JOSEPH MARCELLA, Director of Information Technology, provided a PowerPoint presentation on the Mobile Web Site that allows citizens to report any problems and track its results. They can do this with any mobile device with a web browser.

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MR. MARCELLA introduced ANTHONY WILLIS, GIS Supervisor, Information Technologies, to provide an overview of what the City will be offering. Through a PowerPoint Presentation, MR. WILLIS outlined how the system works, how to report a problem and the procedure. Once the person reports a problem they will be connected with the appropriate department.

MR. WILLIS stated this was a collaborative effort and thanked IT, E-Government, GIS, and the web team for their assistance in getting this program launched.

MR. MARCELLA remarked that the service is not limited to reporting graffiti, it does not require a special telephone, it has no location restrictions, is available to anybody and is fully integrated with the City's system.

MAYOR GOODMAN asked how the message is processed once it is received. MR. MARCELLA responded that the same system is used when a problem is relayed to the City via a telephone call. It is very convenient to report a streetlight or any other type of problem right away and the information is forwarded to that respective department.

COUNCILMAN BARLOW stated this program is putting everyone on the same page and it will be useful for residents who want to report graffiti. He asked if a problem can be reported even though there is no address. MR. MARCELLA responded that in the future, the user can input an intersection or choose the GPS to find the location.

COUNCILMAN BARLOW supports the citizens reporting graffiti but cautioned people using cell phones while driving, especially texting. MR. WILLIS pointed out that some neighbors report problems on their cell phone while they walk the neighborhoods.

COUNCILWOMAN TARKANIAN asked MR. WILLIS to walk through the process of reporting a problem. MR. WILLIS explained that a citizen would go to the mobile site at (m.lasvegasnevada.gov) using the mobile device, click report a problem, include the address, the address will be verified to make sure the address is in the City, if it is, an option would be provided to select the type of problem, describe the location, click submit and it will be reported to the appropriate department. The instructions can also be found on the website. COUNCILWOMAN TARKANIAN commended staff for the excellent program and for bringing it to the residents.

MR. WILLIS added that messages are submitted anonymously, for those neighbors who do not want their names disclosed. COUNCILMAN BARLOW verified with MR. MARCELLA that illegally parked or abandoned vehicles can be reported as well. MR. MARCELLA added that this program was entirely done at no costs to the taxpayers.

See Item 29 for related backup.

