



# MySanLeandro

Mobile 311 Reporting and Response



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# MY-SAN LEANDRO MOBILE 311 APP



# AGENDA

Background

Reason for Change

Statistics

Demo

Q&A







# BACKGROUND

Transitioning from Mobile311 to  
SeeClickFix (SCF)

- Address challenges
- Enhance community engagement
- Improve service delivery

# Key Issues w/MySQL Mobile311 Application

- ❖ **Mobile App Usability Concerns (taken out of AppStore)**
- ❖ **User Account Creation Difficulty**
- ❖ **Communication Failures**
- ❖ **Reporting Limited and cumbersome**
- ❖ **Lack of Work Order Integration (Asset Essentials)**

# Benefits of Switching to SeeClickFix

- ❖ **Enhanced User Experience:** Easier app navigation and account setup.
- ❖ **Improved Communication:** Real-time updates and notifications.
- ❖ **Higher Engagement:** Encourages citizen feedback.
- ❖ **Enhanced Efficiency:** Automated processes reduce workload.





# PROJECT GO-LIVE

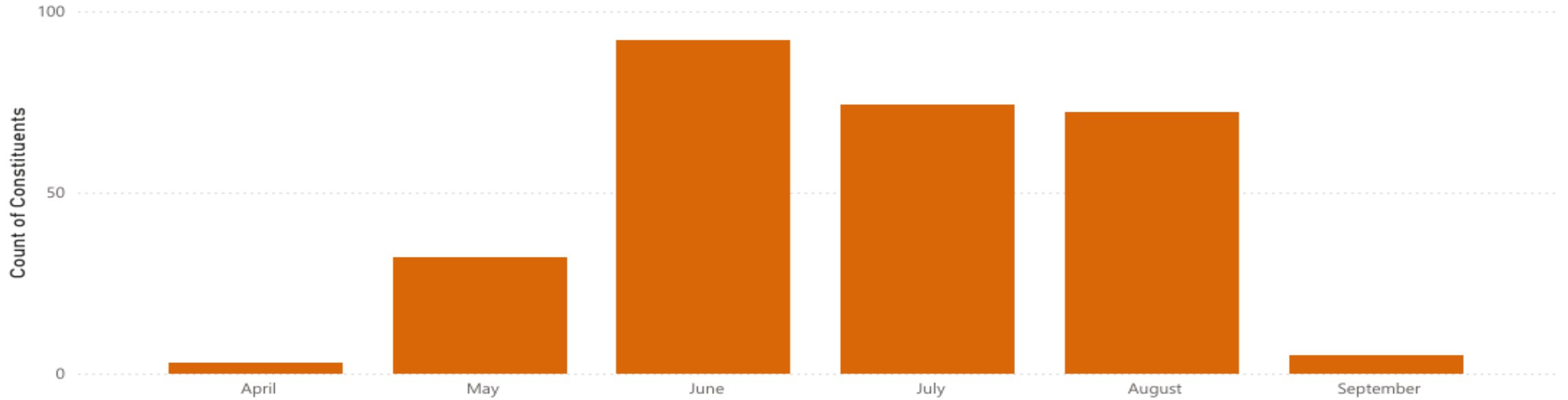
- ❖ Alpha and Beta testing in April and May
- ❖ From June 6th to June 30<sup>th</sup> – Available for use to all constituents – No outreach or advertising
- ❖ Formal Go-Live on June 30th
  - ❖ Commenced Public Outreach to promote the new system.
    - ❖ Ongoing digital advertising campaigns, Highway 880 billboard signs, San Leandro Times ads, mass mailers
    - ❖ Promotional videos in English, Spanish, and Cantonese

# STATISTICS(USERS CREATED)

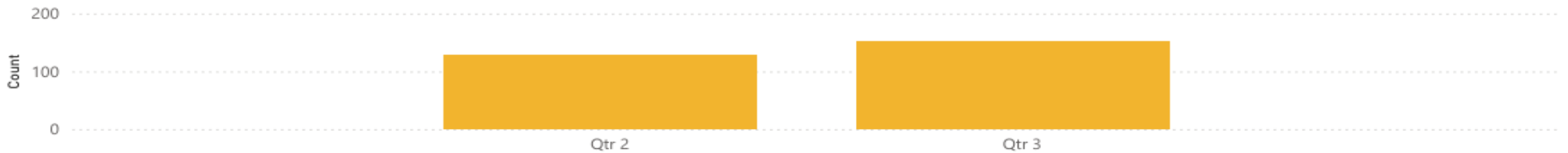
Total Enrolled Constituents

278

### Constituent Adoption Month over Month



### Adoption Quarter over Quarter





# STATISTICS (REQUESTS)

Item Count

1889

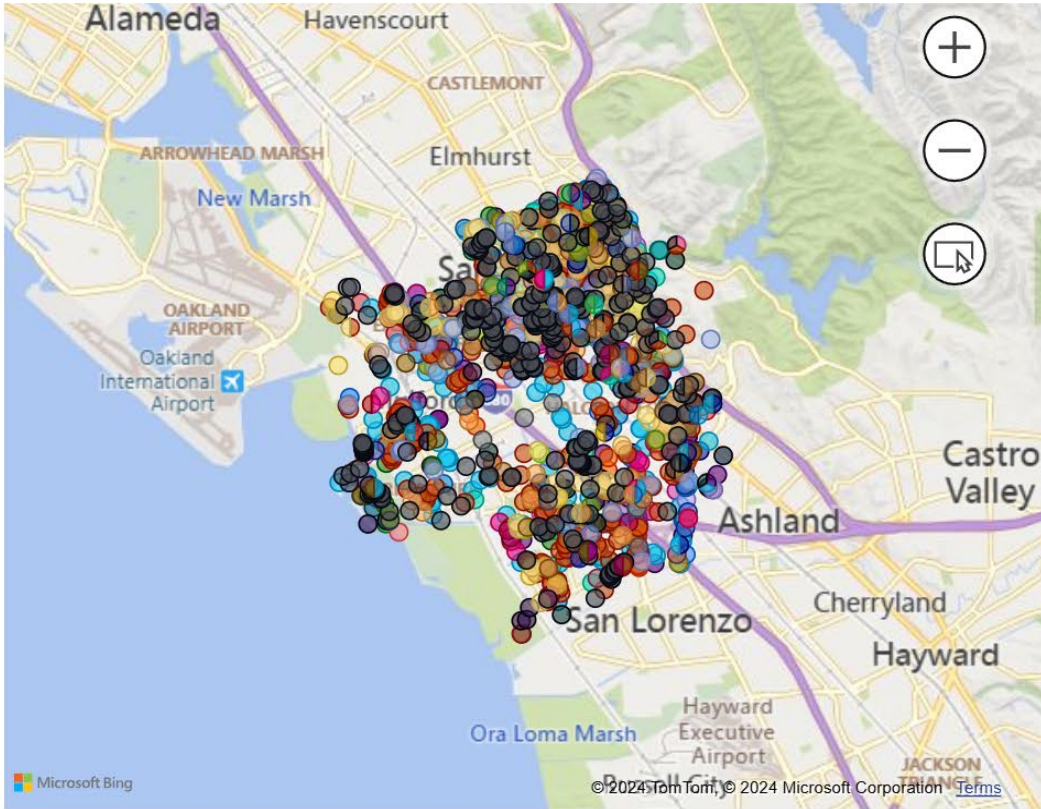
Open Items

502

Closed Items

1387

## Requests by Location

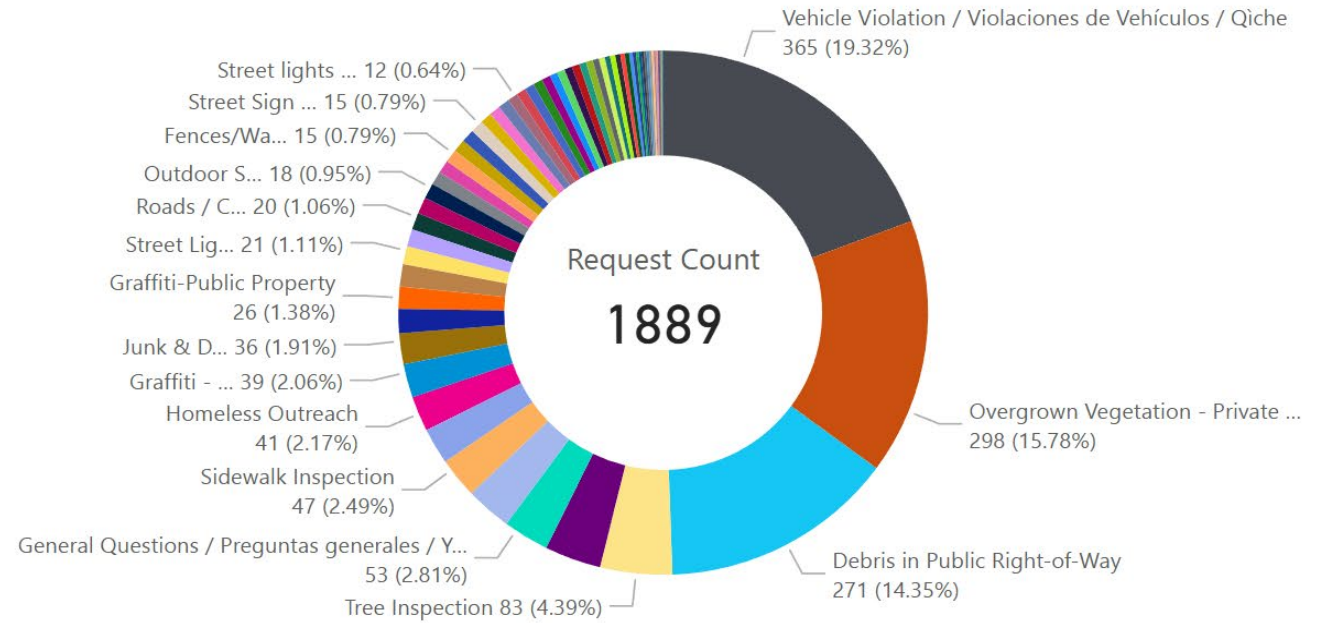


## Filter Date

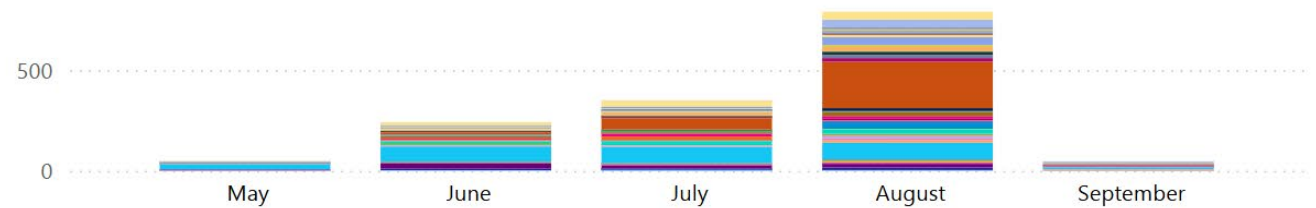
5/8/2024 9/3/2024



## Requests By Type



## Requests by Month



# My-SanLeandro Mobile App Demonstration

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- [Google Play Store Download](#)

THANK YOU

