

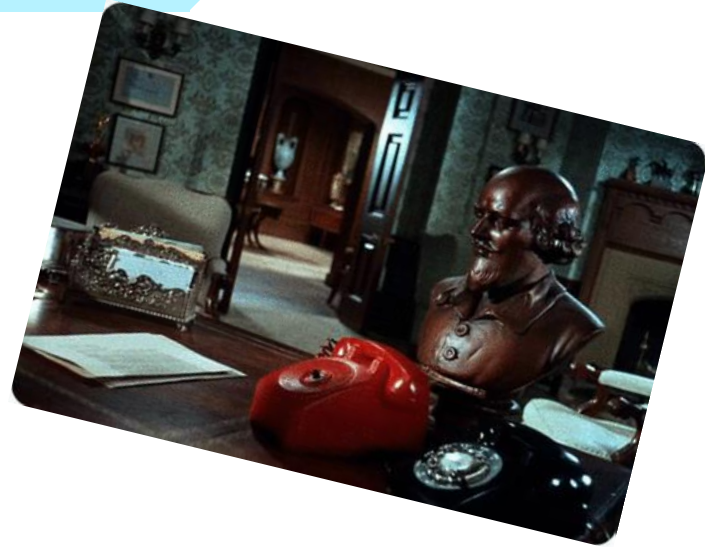


myBloomington App

City-to-Resident Communication

myBloomington App

- First introduced in 2015, the myBloomington App is a hotline to the City. From potholes to property maintenance – Garbage collection and grass complaints – requests can be made 24 hours a day.



myBloomington App

March 2015 – December 2015
372 Resident Requests Made



myBloomington

January 2021 – December 2021
10,456 Resident Requests Made

myBloomington App

■ The digital communication service makes it easy for residents to resolve issues and access information. Each request that comes in is routed to the department and staff member that will move the request to the next step in the workflow.

■ A step-by-step workaround is available to residents who may have experienced issues with the app crashing or locking up. That has proven to fix the problem.

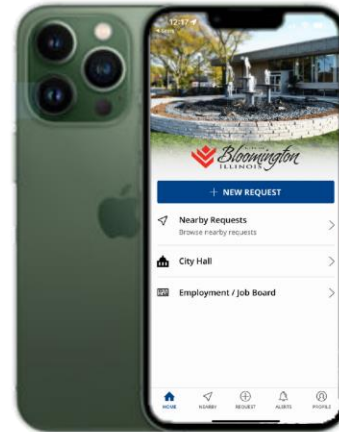
■ As a result of system upgrades, new users won't experience the same glitches early users of the app did in the past.

myBloomington App

Mobile Use:

1. Search “myBloomington” in the app store on SmartPhone
2. Install the app
3. Start submitting requests

iPhone



Android



myBloomington App



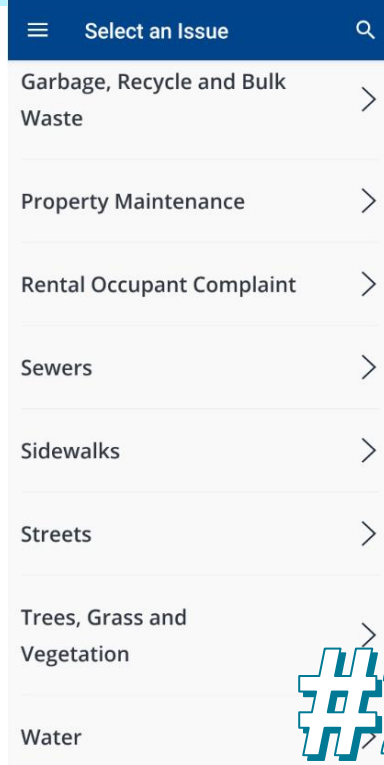
 **NEW REQUEST**

 **Nearby Requests** >
Browse nearby requests

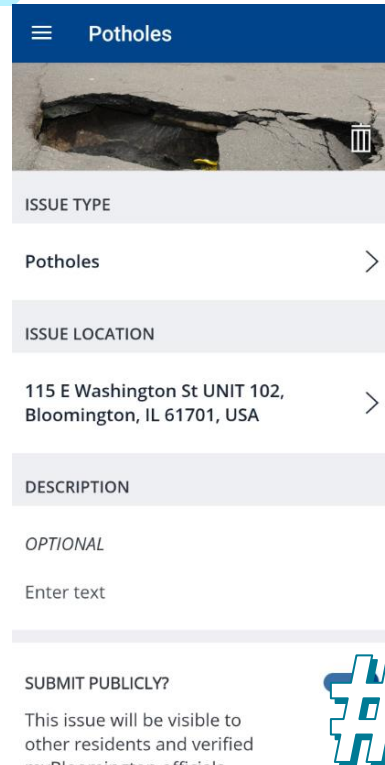
 **City Hall** >

 **Employment / Job Board** >

#1



#2

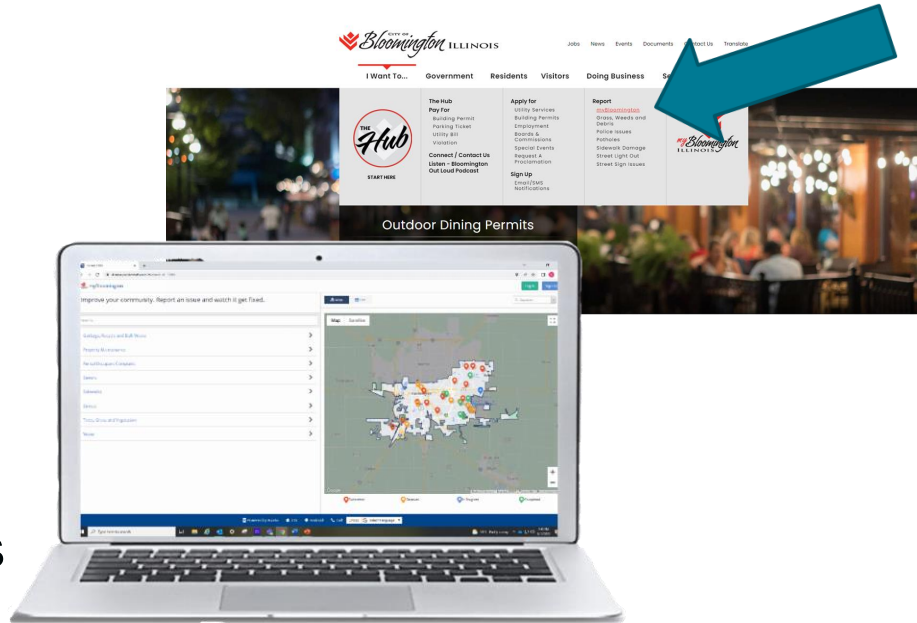


#3

myBloomington App

Through Website:

1. Start at www.cityblm/org
2. Click on “I Want To” for dropdown menu
3. Click on myBloomington on the right hand side
4. Start submitting requests



myBloomington App

I Want To...

Government

Residents

Visitors

Doing Business



START HERE

The Hub

Pay For

- Building Permit
- Parking Ticket
- Utility Bill
- Violation

Connect / Contact Us

- Listen - Bloomington
- Out Loud Podcast

Apply for

- Utility Services
- Building Permits
- Employment
- Boards & Commissions
- Special Events
- Request A Proclamation

Sign Up

- Email/SMS
- Notifications

Report

- [myBloomington](#)
- Grass, Weeds and Debris
- Police Issues
- Potholes
- Sidewalk Damage
- Street Light Out
- Street Sign Issues



Outdoor Dining Permits

City of Bloomington Businesses Can Now Apply For Outdoor Dining Permits

LEARN MORE

myBloomington App

 myBloomington

Improve your community. Report an issue and watch it get fixed.

Search...

Garbage, Recycle and Bulk Waste >

Property Maintenance >

Rental Occupant Complaint >

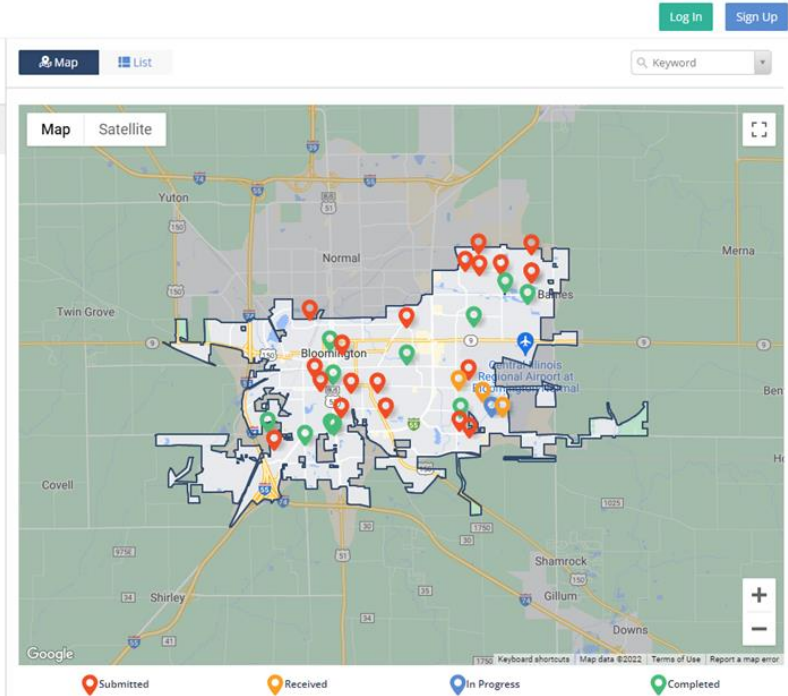
Sewers >

Sidewalks >

Streets >

Trees, Grass and Vegetation >

Water >

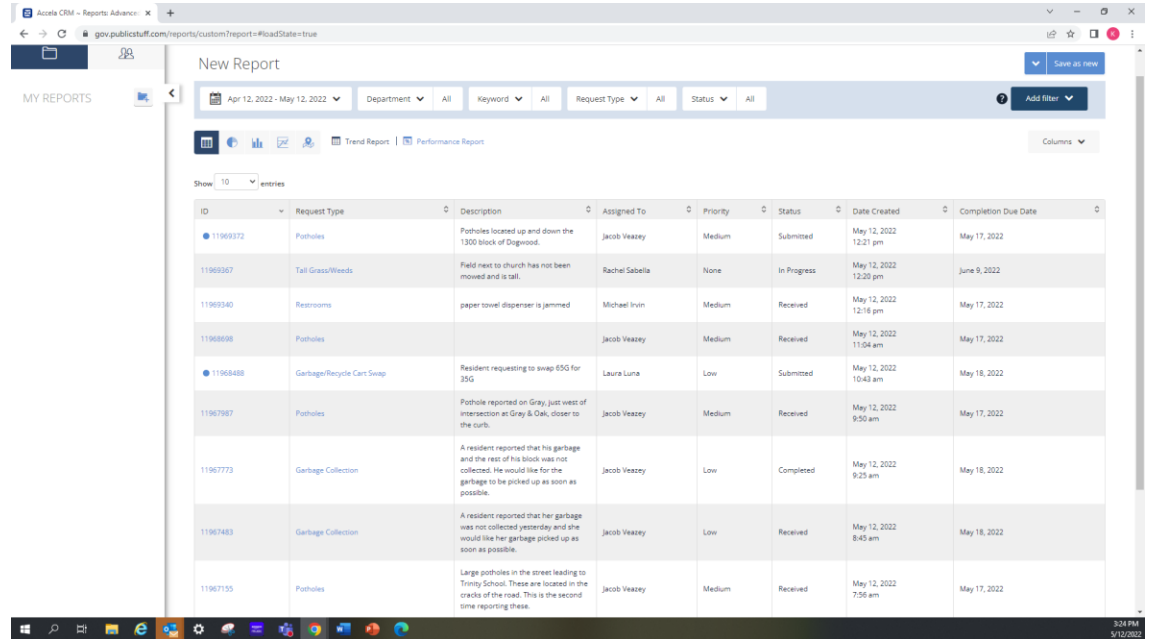


The screenshot displays the myBloomington app interface. At the top right, there are "Log In" and "Sign Up" buttons. Below the header, there are "Map" and "List" navigation options, and a search bar labeled "Keyword". The main content is a map of Bloomington, IL, showing various issue reports marked with colored pins: red for "Submitted", orange for "Received", blue for "In Progress", and green for "Completed". The map includes labels for locations like Yuton, Normal, Bloomington, and Shamrock. A legend at the bottom identifies the pin colors: Submitted (red), Received (orange), In Progress (blue), and Completed (green).

myBloomington App

Why Accela?

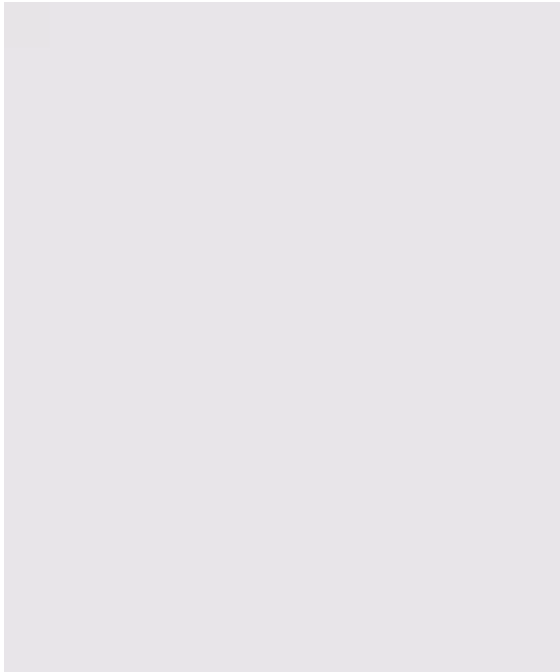
- Compared to other products, this software provides many more services for a relatively low annual cost.
- Delivers increased information with GIS and imagery, allowing efficient and quick response to requests.
- Cloud-based technology eliminates the need for the purchase and installation of additional infrastructure software and hardware, reducing time-to-value.



The screenshot displays a web-based reporting interface for Accela CRM. The page title is 'New Report' and the URL is 'gov.publicstuff.com/reports/customReport=RoadState=true'. The interface includes a navigation menu on the left with 'MY REPORTS' and a main content area with a table of report entries. The table has the following columns: ID, Request Type, Description, Assigned To, Priority, Status, Date Created, and Completion Due Date. The table contains 10 entries, with the first entry highlighted in blue.

| ID | Request Type | Description | Assigned To | Priority | Status | Date Created | Completion Due Date |
|----------|---------------------------|--|---------------|----------|-------------|-----------------------|---------------------|
| 11969372 | Potholes | Potholes located up and down the 1300 block of Dogwood. | Jacob Veazey | Medium | Submitted | May 12, 2022 12:21 pm | May 17, 2022 |
| 11969367 | Tall Grass/Weeds | Field next to church has not been mowed and is tall. | Rachel Sabela | None | In-Progress | May 12, 2022 12:20 pm | June 9, 2022 |
| 11969340 | Restrooms | paper towel dispenser is jammed | Michael Irvin | Medium | Received | May 12, 2022 12:16 pm | May 17, 2022 |
| 11969698 | Potholes | | Jacob Veazey | Medium | Received | May 12, 2022 11:04 am | May 17, 2022 |
| 11968488 | Garbage/Recycle Cart Swap | Resident requesting to swap 650 for 355 | Laura Luna | Low | Submitted | May 12, 2022 10:43 am | May 18, 2022 |
| 11967987 | Potholes | Pothole reported on Gray, just west of intersection at Gray & Oak, closer to the curb. | Jacob Veazey | Medium | Received | May 12, 2022 9:50 am | May 17, 2022 |
| 11967773 | Garbage Collection | A resident reported that his garbage and the rest of his block was not collected. He would like for the garbage to be picked up as soon as possible. | Jacob Veazey | Low | Completed | May 12, 2022 9:29 am | May 18, 2022 |
| 11967483 | Garbage Collection | A resident reported that her garbage was not collected yesterday and she would like her garbage picked up as soon as possible. | Jacob Veazey | Low | Received | May 12, 2022 8:45 am | May 18, 2022 |
| 11967155 | Potholes | Large potholes in the street leading to Trinity School. These are located in the cracks of the road. This is the second time reporting these. | Jacob Veazey | Medium | Received | May 12, 2022 7:56 am | May 17, 2022 |

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Questions?