

The KVS **Citizen Response Manager (CRM)** system was developed to record, track and report all constituent concerns for a municipality. The system is comprehensive and provides systematic, measured activities and follow-ups that ensure timely and accurate results. Citizen Response Manager allows local government to record and monitor citizen concerns, and assign responses. Assignment and allocation of resources through the use of a work order provides for measurement of the costs associated with the job at hand.

System Highlights

DISPLAYS STATUS OF CONCERNS

INITIATES WORK ORDER PROCESSING

TRACKS RESPONSE FROM REFERRING DEPARTMENT

UNLIMITED RESPONSE HISTORY

ALLOWS MEMO TEXT FOR COMMENTING

USER DEFINED CODES SUCH AS: WARD, CALL TYPE, DEPARTMENT, NEIGHBORHOOD, CALL SUBJECT, STATUS, CALLER

REPORTS ON ALL CITIZEN CONCERNS AND RESOLUTIONS

The screenshot shows the 'Citizen Response M/M' application window. The form contains the following fields and values:

- Citizen Response Number:** 07-1214.00001
- Date:** 12/14/2007
- Time:** 10:40
- Received By:** DEMO
- Caller:** JOHN Q PUBLIC (First, MI, Last)
- Street Address:** 100 ANYWHERE LANE
- City/State:** ANYPLACE NY
- Zip:** 12345-0000
- Phone:** Day: (716) 555-1234, Eve: (716) 555-9876
- Caller Type:** Look A - AVERAGE CALLER
- Location:** No: 100, Unit: , Abbr: , Name: ANYWHERE LANE
- Parcel Muni:** 146, Id: 1-161-22
- Neighborhood:** Look 101.1 - DOWNTOWN
- Employee No.:** Look -
- Call Type:** Look 22 - REPAIR
- Subject:** Look 25 - POTHOLE
- Requested Completion Date:** , **Status:** Look 0, **Date:** 12/14/2007, **Priority:** 1
- Follow Up Date:** 12/21/2007, **Dept:** 4000 - PUBLIC WORKS AND FAC

Below the form is a 'Work Order' table:

Dept	Number	Compl.Date	St	Status	Date
4000	9	12/21/2007	0		12/14/2007

At the bottom of the window are several checkboxes: Memo (checked), Contact, Violator, ReFer, Owner, and Response. Below the table are five buttons: ENTER=Ok, ESC=Cancel, F1=Save/Print, F2=Lookup, and Delete.

Sample CRM File Maintenance Screen