

CITIZEN RESPONSE MANAGER

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. It contains a form for entering a citizen response. The form includes fields for:

- 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
- 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 with columns: Dept, Number, Compl.Date, St, Status, Date. The first row shows: Dept 4000, Number 9, Compl.Date 12/21/2007, St 0, Status 12/14/2007. To the right of the table are checkboxes for Memo (checked), Contact, Violator, ReFer, Owner, and Response. At the bottom are buttons for ENTER=Ok, ESC=Cancel, F1=Save/Print, F2=Lookup, and Delete.

Sample CRM File Maintenance Screen