

NEWS RELEASE

Donald R. Culliver, Mayor

Release: May 27, 2011

SUBJECT: Mayor Culliver Announces City Website Change

Today Mansfield Mayor Donald R. Culliver announced an update to the City of Mansfield's Website which will allow citizens and visitors a new and hopefully more convenient method to assist the city in responding to community concerns.

The new "online" Citizen Reporting Method will allow visitors to the website to request action by the city or in some cases provide the means of simply reporting situations that may need attention.

According to the Mayor this time of year, and especially with excessive rains, the most frequent complaint is high weeds. Although we realize this year is unique as the city itself struggles to maintain city owned property, the on-line report will provide us a timely and documented method to track such complaints in addition to potholes, Graffiti and unsecured structures. When residents file the report at www.ci.mansfield.oh.us a message is sent to the department head responsible to address the issue as well as administrative personnel who much document complaint progress.

On the front page of the website, visitors will find two large buttons on the home page. The first large button on the right hand side of the page is to report a Pothole and the second large button is for all other requests. According to IT Manager Chris Risner they are essentially the same form but we know and understand that Potholes are a very common. Currently there are four "reporting types" available, Potholes, Graffiti, Debris in Roadway (non-emergency) and Sign and Signal (non-emergency) to report lights out, signs down etc..

Some information on the form is required, however additional information although optional is very helpful and allows us to contact the resident with a timeline for addressing the issue.

No longer do you need to search through the phone book or city directory for numbers to different departments or wonder about which department handles which request. IT Manager Chris Risner explains how easy the request form is, "You simply tell us about the problem and the system will electronically log the request and notify the appropriate department personnel." Once in the electronic work order management system is activated employees and supervisors can see the request and act on it.

As our community works to achieve the best possible service with available resources, greater use of technology will help us close the gap between service between need and available resource.

Mayor Culliver noted "Greater efficiency always equals better service at reduced costs".

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