

**Citizen Engagement Platform
“Addison FixIT App”
Presentation**



ADDISON

To provide Addison residents and business community with a user-friendly, all-in-one **Citizen Engagement** solution that encourages engagement and gives the Town leaders a consolidated view of valuable data to use for providing more meaningful experiences for residents and build a stronger community.

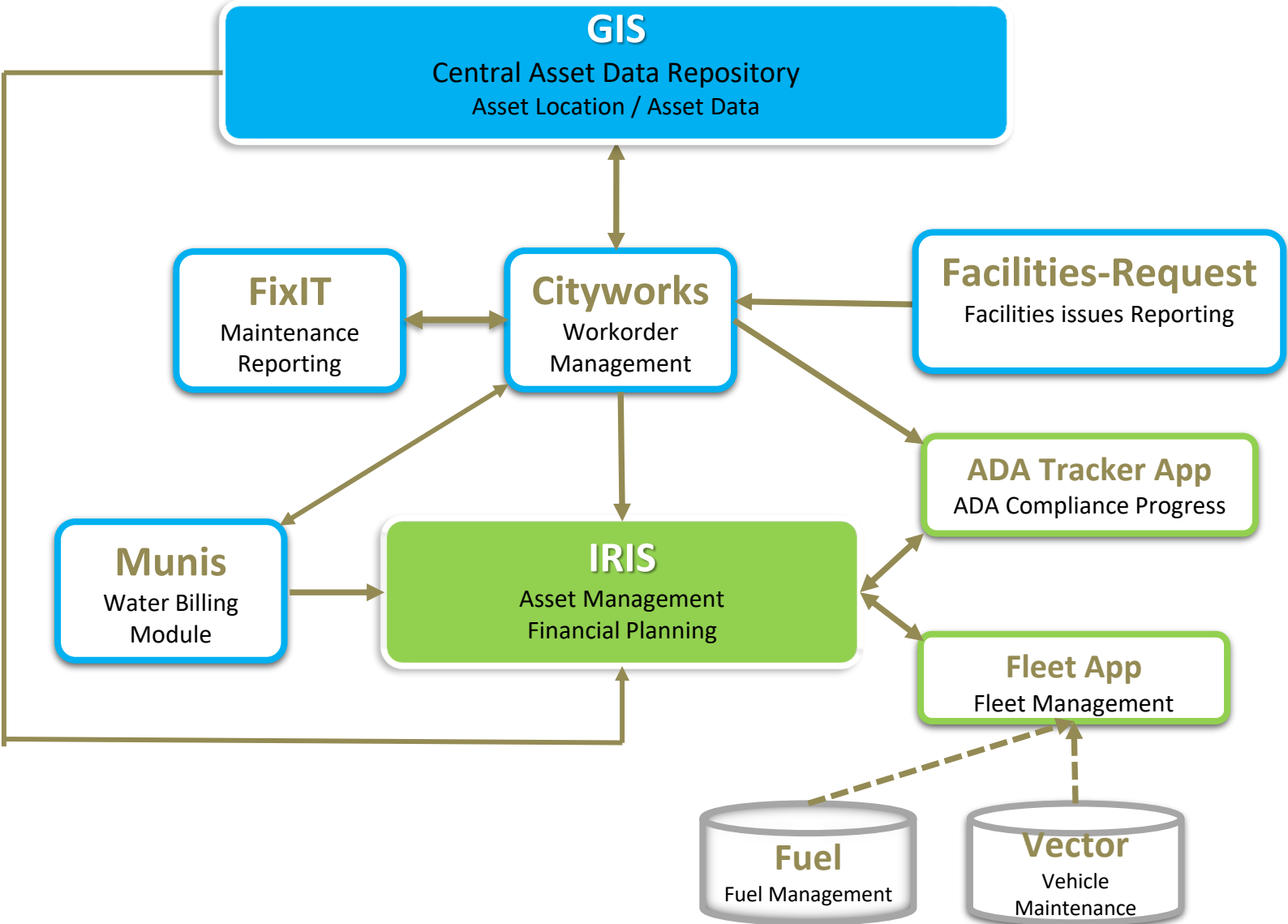
- 200 Customers around the country
- 35 in Texas

Soft Launch Date (Internal Testing): October 2019
Launch Date: December 22, 2019

	2020 Subscribers	2021 Subscribers	Total Number of Subscribers
iOS Downloads	309	215	524
Android Downloads	77	52	129
Total Registered Users	205	201	406

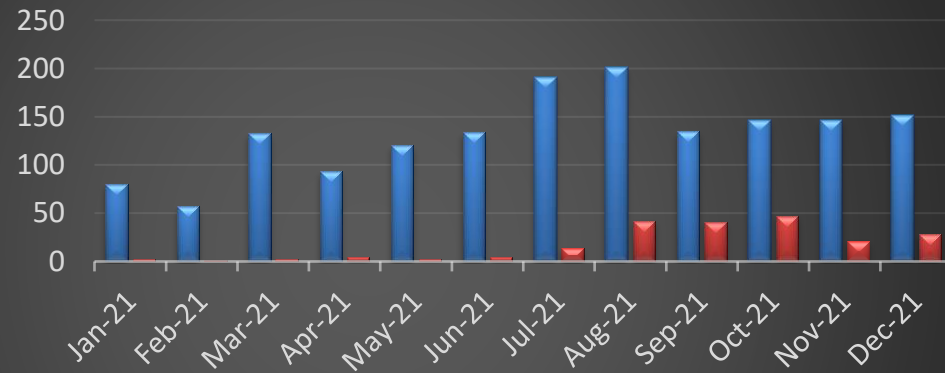
Subscribers are able to use the FixIT App on their devices without registering as a user. These requests are submitted anonymously.

Asset Management and FixIT App Integration



FixIT App Total Service Requests for 2020 and 2021

Total Service Requests in 2021 1,795



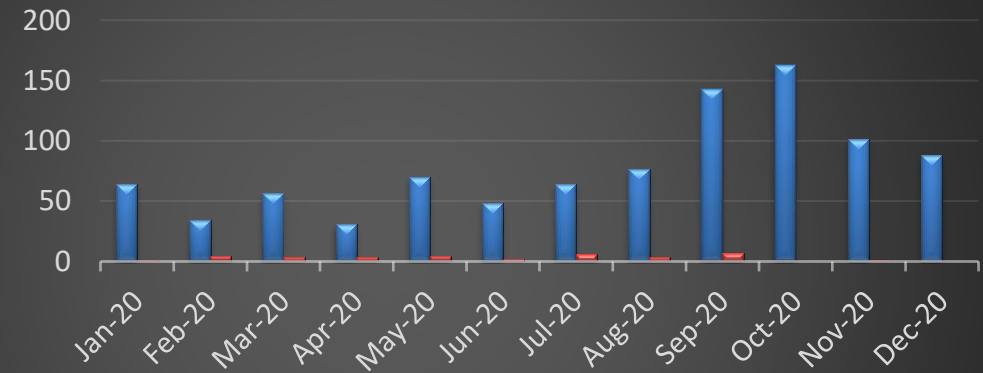
	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
Requests Completed	80	57	133	93	120	134	191	201	135	146	146	151
Requests Pending	2	1	2	4	2	4	14	42	41	47	21	28

Requests Completed Requests Pending

2021 Top Service Requests

28.8% - Parks Related
31.9% - Code Enforcement
9.2% - Streets Related

Total Service Requests in 2020 972



	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
Requests Completed	64	34	56	31	70	48	64	76	143	163	101	88
Requests Pending	1	4	3	3	4	2	6	3	7	0	1	0

Requests Completed Requests Pending

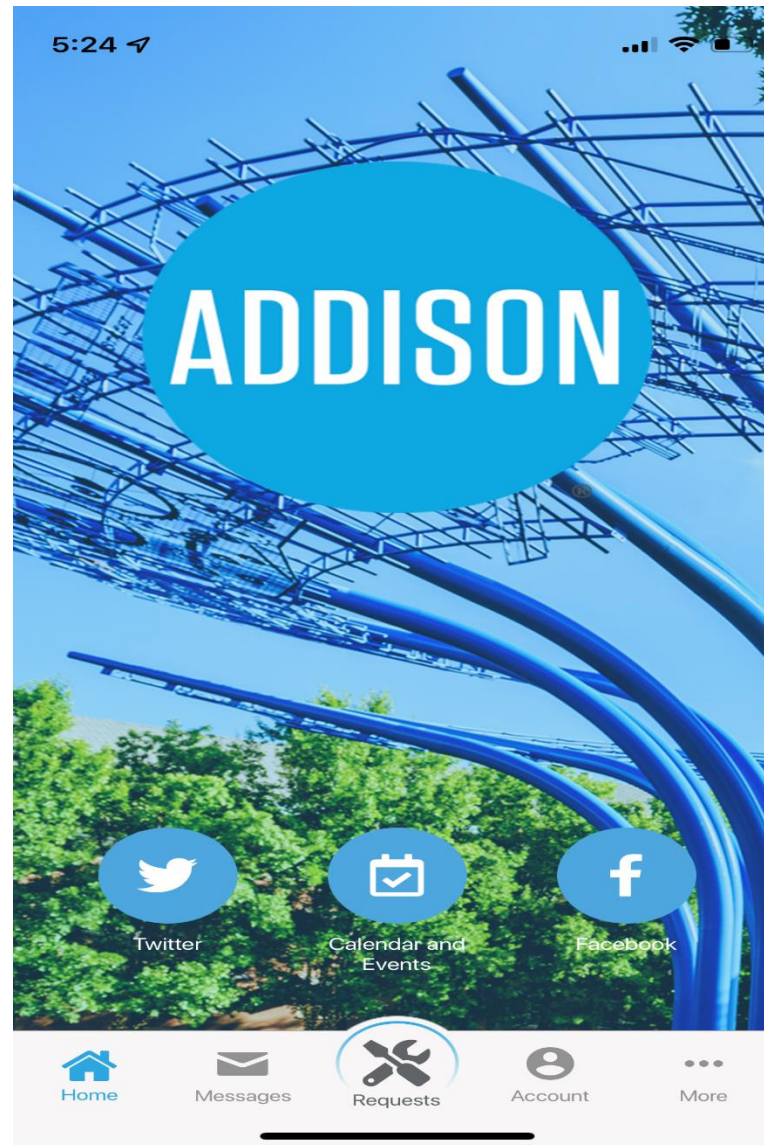
2020 Top Service Requests

48.4% - Parks Related
21.3% - Code Enforcement
10.3% - Streets Related

- 224 requests submitted anonymously
- Top 5 Submitters
 - Marlin Willesen 538
 - Paul Walden 269
 - Roger Meadors 94
 - Kent Domingue 34
 - Jay Ihrig 33
- 58 requests submitted online via website

Live Demonstration

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Questions?