



# WEST LINN UPDATE

November 2014



## Council Goals Update - Third Quarter, 2014

### Transportation

- *The Master Trails Plan prioritization list was adopted after great work by citizen advisory groups and staff.*
- *The traffic light at Santa Anita and Rosemont should be completed by mid-October.*

### Economic Development

- *Small business resource center opened at the West Linn Public Library; visit it today for your small business needs.*
- *Proposals for community partnership grants are due October 17; open to public, private and nonprofit organizations for projects that promote tourism in West Linn.*

### Water

- *Bolton Reservoir replacement project siting analysis is completed and will be discussed by the City Council at a future meeting.*
- *Bolton Reservoir neighbors have been engaged in a variety of ways, including in-person meetings, email updates, information requests, and an open house.*

### Community Engagement

- *Nominations for Moore Award currently being accepted; due date is November 21. This award honors "unsung heroes" in West Linn for their service.*
- *Rosemont Ridge Middle School teacher Lisia Farley selected as League of Oregon Cities' Civic Education Award winner for her work on community engagement with the city.*



## West Linn Launches New App

YourGOV connects the community to the city

*Got a pothole in your street? There's an app for that.*

*Want to reserve a picnic shelter at a park? There's an app for that.*

*Need your water turned off? There's an app for that!*

West Linn recently launched its own computer and smartphone app, YourGOV, which allows citizens to quickly and easily report non-emergency issues within the limits of West Linn.

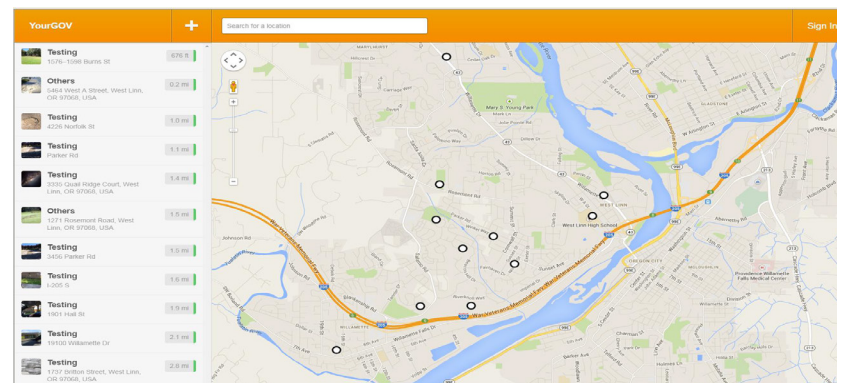
When citizens create a YourGOV account, they can submit an issue and track its progress from submittal to completion via the Web. Issues are brought directly into the city's system, where they are forwarded to the responsible department.

By entering in an address or selecting a location on the map, citizens can view where issues are located. In addition, residents can view and track issues that are submitted by other citizens.

Some of the services to report or request using YourGOV are: tree complaints/trimming, code enforcement, parks maintenance, street debris or hazards, utility billing and zoning requirements.

"I'm excited about YourGOV because it will allow our West Linn residents to submit service requests, recognition requests or

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*The YourGov web interface allows residents to see the submitted issues and track progress. Link to YourGov from WestLinnOregon.gov.*

comments at any time,” Assistant City Manager Kirsten Wyatt said. “It’s just one more way that we’re making city government more accessible and responsive to the specific needs of our community. The app and Web portal are really easy to use, and city staff is trained and ready to be quick and responsive when they receive YourGOV requests.”

The smartphone app is free and is available at the App Store and at Google Market. To use the Web-based version of YourGOV:

- Visit <https://westlinnoregon.gov/communications/yourgov-app> or just click the YourGOV button on the bottom of the city’s homepage <http://westlinnoregon.gov/>.

Submitting a request is easy:

- The app’s GPS technology determines the citizen’s location and which city department should receive the request.
- Or, a citizen can specify a different location by simply dragging the locator pin to the right spot.
- Then, a citizen can add a photo, choose the issue and provide a few details about the request.
- Hit “Submit” and YourGOV automatically sends the request to the right person.

When a request is submitted on a smartphone, residents will get an email stating the request has been received. They will receive another email when the request is completed.

The YourGOV app is a component of a larger software program called Cartegraph deployed citywide. Cartegraph is designed specifically for governments to manage citizen requests, internal work orders and city assets.

Most West Linn departments are linked to Cartegraph and record citizen requests in the program – including dates, times, names, addresses, contact information and field notes. By having a central recording system, requests are easy to look up, research and track.

“Cartegraph allows city staff to quickly respond to citizen requests whether they are in the office or out working in the field,” Public Works Director Lance Calvert said. “It also allows for us to track outstanding work requests to ensure every job gets completed while maintaining good communication with citizens.”

Cartegraph users can also create reports within the program, such as looking for trends and spikes in certain requests and seeing which department has the highest number of requests at certain times of year. Over time, the city could use those reports to plan projects or conduct roadwork.

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For more information about YourGOV and a short tutorial, visit [WestLinnOregon.gov](http://WestLinnOregon.gov). To see the app in action, watch the YouTube video online at <http://youtu.be/7LajNH3g5OY>.

