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# PRESS RELEASE

**FOR IMMEDIATE RELEASE**

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## **New System Improves Communication**

(Papillion) Today Mayor James E. Blinn introduced a more efficient way to address residents' questions, comments and concerns with the implementation of an enhanced, upgraded Mayor's Hotline.

The new software allows city employees to immediately resolve residents concerns or comments, creates a record of the service, and permits residents and city officials to view the action. In addition, the new system improves internal communication and provides better customer service.

The new system is provided by E-Gov Link and will allow residents to directly communicate with city officials and employees.

The new initiative allows residents to easily locate their topic of interest and submit a request by going to [www.papillion.org](http://www.papillion.org) and clicking on the Mayor's Hotline icon. The request will immediately be sent to the correct department, minimizing errors and confusion. After the request is submitted to the appropriate department, a city employee will work to resolve the issue and update the resident on his or her progress. The system also reminds the employee or supervisors if the situation is not immediately resolved. In addition, the resident will receive a personal letter from Mayor Blinn to receive feedback on his or her request.

Residents also have the option to register with the new hotline. Registration with the hotline will allow the resident to track their comments or concerns and make sure their voices are heard.

In addition to adding conveniences for the residents, the new system will allow city officials to track and map problem locations. When a resident submits a comment on the Mayor's Hotline, he or she can select an address separate from his or her own. City officials can track and map these locations to

see if there is a bigger problem that needs to be addressed. This new feature allows city officials to better serve the needs of the community.

The previous Mayor's Hotline began in April 2005. It was created as a way to improve communication between City Hall and residents. During the previous Mayor's Hotline, 1,442 requests were successfully resolved. With the previous Mayor's Hotline, residents could submit requests and then wait for an answer. However, with the enhanced hotline, residents will receive notification when their request was taken, will receive feedback and can also give feedback to the employee that took their requests. This provides more communication between the resident and city employees. In addition to the improvements in communication, the new tracking and mapping feature will allow city officials to see an aerial view of the resident's complaints, which they weren't able to do with the previous Mayor's Hotline.

Mayor James Blinn said, "We are continually striving to improve communication between City Hall and our residents. With this new system, we will be able to handle their questions, comments and concerns in a timely and efficient manner."