

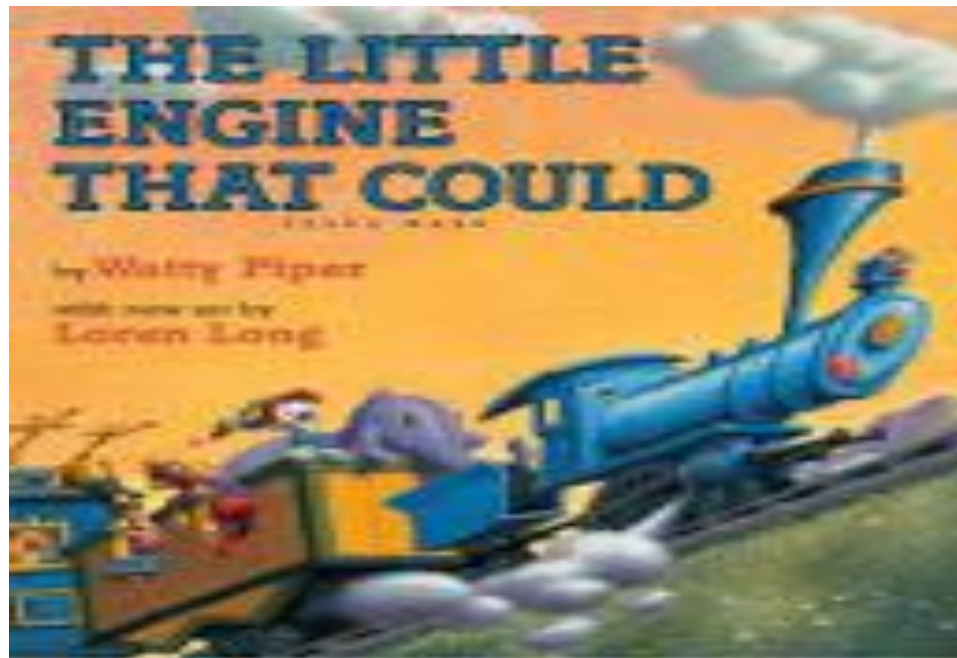


Borough of Somerville

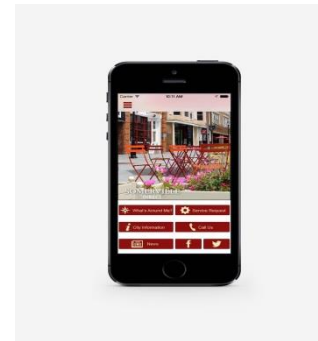
Technology Journey through Time

Paul Allena
Technology Coordinator

The Little Engine that Could



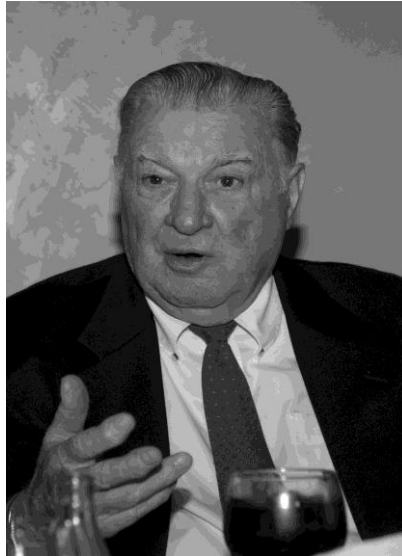
“The Little Borough that Could”



An Association of Government IT Leaders



When did the Journey Begin



“1995”

**The Borough received a computer
and internet (DSL) connection**

In 2014 we now have



We went from windows in 1995



To Windows in 2014



We went from a server in 1995



To a server in 2014



We went from an IBM Selectric in 1995



To an HP Pro Desk in 2014



From Push Button Phones in 1995



To Cisco Voice Over IP (VOIP) phones in 2014



We went from messaging in 1995

To _____			
Date _____		Time _____	
WHILE YOU WERE OUT			
M _____			
of _____			
Phone _____			
TELEPHONED		PLEASE CALL	
CALLED TO SEE YOU		WILL CALL AGAIN	
WANTS TO SEE YOU		URGENT	
RETURNED YOUR CALL			
MESSAGE _____			

OPERATOR _____			

To Messaging in 2014



Current On-Line Services

- Tax and Sewer Payments
- Animal Licensing
- Vital Statistics
- Municipal Violations
- Municipal Code
- Police Accident Reports

Somerville NJ.org





QScend Technologies



Keep your web site content completely up to date. Every content manager can modify their own pages from any internet browser without any additional software. Built in security allows department changes to be verified by an administrator before being applied to the live website.



QScheduler product is a full-featured event scheduling tool. The product gives you the ability to create multiple calendars as well as recurring events. QScheduler will provide the flexibility to post items ranging from city council meetings to a complete parks and recreation calendar. The product optionally supports registration and payment for events as well as automatic email notification of event changes and cancellations.



Qscend Technologies



Residents don't have to find out the hard way that a Borough event has been closed or cancelled. Have you ever driven to an important town meeting just to find out that it had been cancelled or postponed? QNotify emails Borough residents of important time sensitive information improving better communication.



Keep the users of your site coming back again with your ability to create and manage multiple polls and surveys. This allows you to collect information and ideas from your users that can be used at a later date.

Improving Citizen Service with **QAlert™**

- 100 % web-based
- Easy to use
- Based on customer feedback
- Built on Microsoft.net technology
- Hosted by QScend for maximum security
- Web and mobile device compatible

Who is using Qalert

- **Somerville, New Jersey**
- Edison, New Jersey
- Newark, New Jersey
- Hamilton, New Jersey
- Springfield, New Jersey
- Fort Lauderdale, Florida
- Reno, Nevada
- Baton Rouge, Louisiana
- Price Georges County, Maryland
- York, Maine
- Tuscaloosa, Alabama
- Bridgeport, Connecticut
- Albany, Georgia
- Dyersburg, Tennessee

Who are the Qalert users in Somerville

- **Over 375 people have download the Somerville “Direct” app from ITunes and Google Store**
- **We have processed 377 citizens requests since deployment on January 1, 2013.**
- **Today we officially launch our smart phone app called Somerville “Direct” which is on the front cover of your program. This smart government tool allows our citizens to communicate issues or ideas, upload photo’s of problems, or make note of something the Borough needs to be aware of...and then sends you messages when the issues are addressed. The days of 9am-4pm government are over...this is smart government on your time when you need it. The app is free and can be downloaded from the apple app store and Google Store.**

Our users are young and old



Councilman Thomas Corrigan was also sworn into office for a three year term.

Councilman Edna Allena became the first woman council president in borough history.

Tax collector Walter P. Michaels was also sworn into office, after being elected last



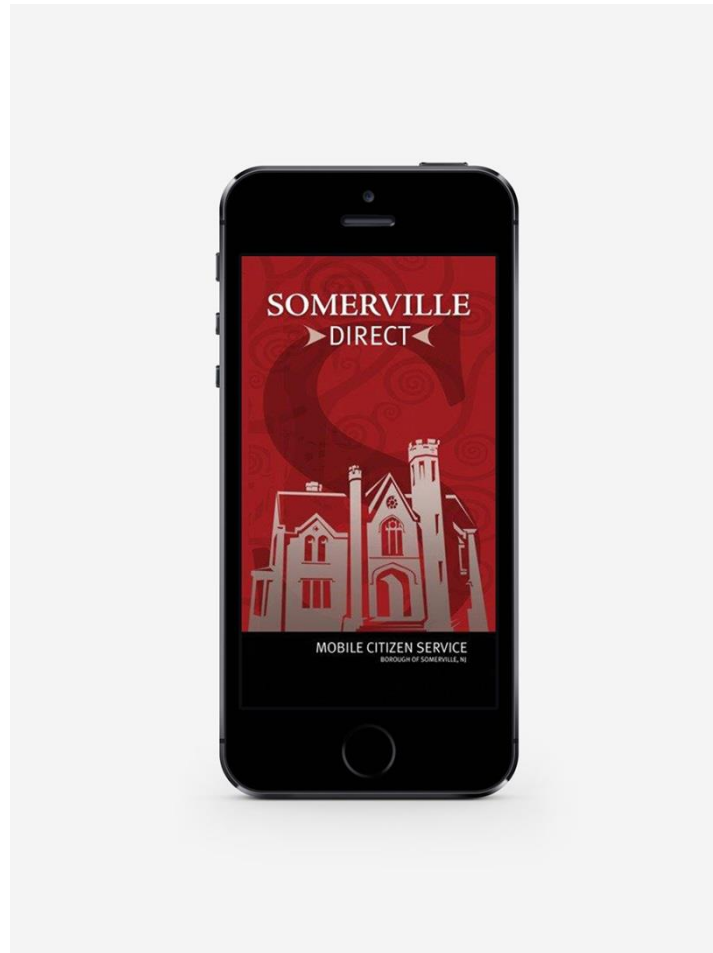
How QAlert Works



Qalert Submission Process

- We have created over 100 specific request types within Qalert.
- There is also Knowledge Based Articles
- Department Head receives the request for action.
- Submitter is e-mailed throughout the process.
- There are escalation routes to others within the department after 48 hours.

Original Somerville “Direct”



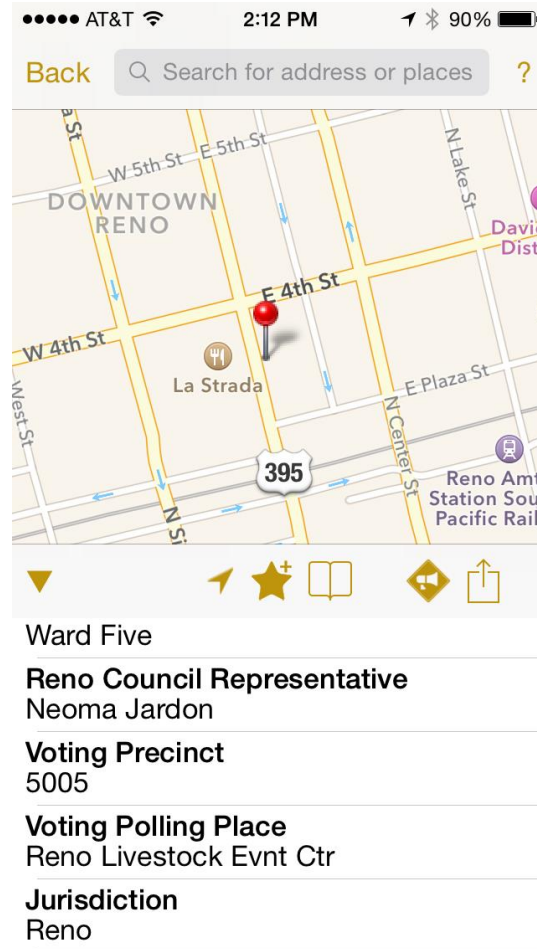
New and Improved Somerville “Direct” Mobile App



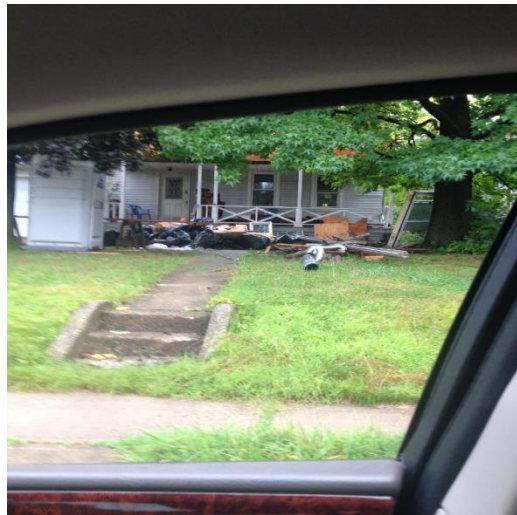
New Buttons and Features

- Photo gallery of Downtown Somerville
- Service Requests
- What's Around Me (Yelp)
- Call Borough Hall
- Borough News
- Borough Information
- Twitter Feeds
- Facebook Feeds

GPS feature tracks your location for the Service Request



Photos can be taken and sent with the service request



Qalert provides street mapping of Service Requests

The screenshot displays the QAlert web application interface. At the top, a navigation bar includes a menu (File, Edit, Tools, Help), a user profile (QAlert - User: pallena), and links for Settings and Log out. Below this, a secondary navigation bar features a 'Common Tasks' section with a search bar and a 'Help Center' link. A third navigation bar contains tabs for 'Service Requests', 'Maps', 'Reporting', and 'QAlert Administration'. The main content area is titled 'Service Request Map' and includes filters for 'Begin Date' (1/1/2014), 'End Date' (8/18/2014), 'Status', 'City', and 'District', along with a 'Refresh' button. The map itself shows a street view of Somerville, NJ, with several red dots indicating service requests. A sidebar on the right lists various QAlert modules: QCore, QSchedular, QContent, QForms, QPolling, QNotify, and QAlert. The map data is attributed to ©2014 Google.

File Edit Tools Help QAlert - User : pallena Settings Log out

Common Tasks Help Center

Search help: Go More help Contact support

Service Requests Maps Reporting QAlert Administration

Service Request Map

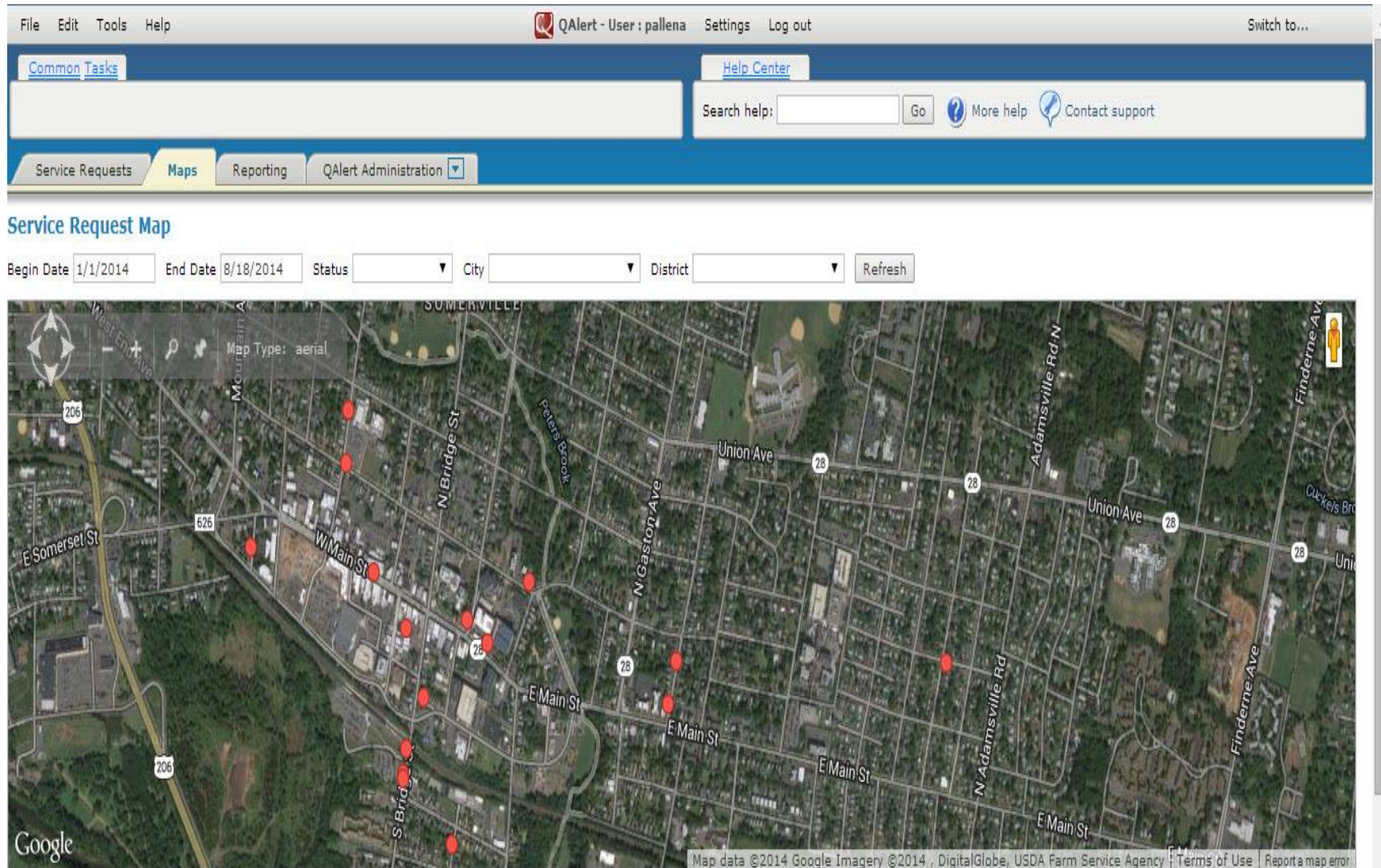
Begin Date 1/1/2014 End Date 8/18/2014 Status City District Refresh

Map Type: streets

Map data ©2014 Google Terms of Use Report a map error

- QCore
- QSchedular
- QContent
- QForms
- QPolling
- QNotify
- QAlert

Qalert provides a mapping of issues



How do we provide customer service to our residents



How do we provide customer service to our residents

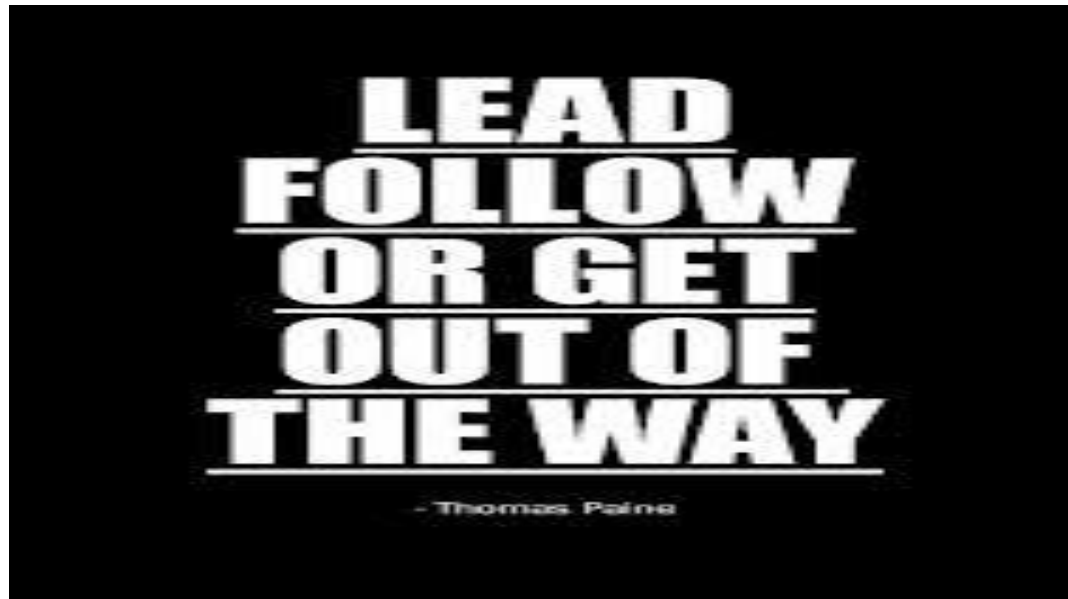


Where do we provide customer service to our residents



Borough of Somerville

Technology Journey through Time



“The Little Borough that Could ”

Questions ???

Thank You for your continued support