



CITISTAT Review

1/25/2023



CITISTAT Review

1/25/2023

AGENDA

- Human Resources Open Positions
- Senior Services Weekly Programs & Activities
- Atlantic City Municipal Court
- Responses from Jan. 11th CITISTAT Meeting
- Atlantic City Fire Department Statistics
- Atlantic City Police Department Information
- Overall Report-A-Concern Numbers since Jan. 11th CITISTAT Meeting
- Questions



CITISTAT Review

1/25/2023

Human Resources Open Positions

- [Assistant Municipal Attorney](#)
- [Boiler Operator](#)
- [Building Subcode Official](#)
- [Cashier](#)
- [Certified Police Officer](#)
- [Electrical Inspector](#)
- [Electrician](#)
- [Elevator Inspector](#)
- [Keyboarding Clerk 1 \(City Clerk Office\)](#)
- [Lifeguard \(Seasonal\)](#)
- [Loan Advisor](#)
- [Municipal Attorney/Solicitor](#)
- [Municipal Court Administrator](#)
- [Planning Director](#)
- [Police Aide \(Public Safety Building\)](#)
- [Police Aide \(Atlantic Avenue\)](#)
- [Principal Planner](#)
- [Principal Technician, Management Information Systems](#)
- [Public Information Officer](#)
- [Public Safety Telecommunicator \(911\) Trainee](#)
- [Public Safety Telecommunicator \(Part-Time Only\) With Certification](#)
- [Recreation Program Aide \(Seasonal\)](#)
- [Registered Environmental Health Specialist](#)
- [School Traffic Guard](#)
- [Secretary Board-Commission](#)
- [Special Law Enforcement Officer Class II \(SLEO\)](#)
- [Special Law Enforcement Officer Class II \(SLEO\) \(College Student\)](#)
- [Student Assistant \(Anti-Violence\)](#)
- [Team Advisor \(Anti-Violence\)](#)

Senior Services Weekly Programs & Activities

- Arts & Crafts
- Bingo
- Technology Class
- Karaoke
- Walking Club (Seasonal)
- Zumba
- Yoga
- Candle Making Classes
- Haircuts and Nails



CITISTAT Review 1/25/2023

Atlantic City Municipal Court

- Homeless Court Session Initiative
- Repeat Offender Court Session
- Pathway to Change
- Project Pro
- Domestic Violence Counselor



CITISTAT Review 1/25/2023

**RESPONSES FROM
JANUARY 11, 2023
CITISTAT MEETING**



CITISTAT Review

1/25/2023

Q:

Concern: Repaving on Melrose Ave, Mediterranean Ave, etc.

A:

Engineering is working with contractor to address these concerns



CITISTAT Review

1/25/2023

Q:

Concern: Owners not picking up after their pets

A:

Pet waste stations are being installed in parks. Most recently one was installed in Horace J. Bryant park



CITISTAT Review

1/25/2023

Q:

Concern: Worn down sign needs to be replaced

A:

Neighborhood Watch sign was replaced the following day.
All other faded signage was removed and replaced, as well



CITISTAT Review

1/25/2023

Q:

Concern: No American flags flying on the boardwalk at Boardwalk Hall

A:

Issue reported to Rick Santoro-CRDA. Flags are being ordered, upon arrival flags will be installed at requested location.



CITISTAT Review

1/25/2023

Q:

Concern: Homeless issue as well as people loitering outside at night

A:

ACPD will be deploying homeless outreach teams during the evening hours in the future



CITISTAT Review

1/25/2023

Q:

Concern: Safety, peace, and quality of life between Florida and Texas Ave

A:

Between January 9 and 22, the ACPD conducted 92 keep-a-checks in the area that encompasses Texas Avenue to Florida Avenue between Atlantic Avenue and the Boardwalk.

Property owner cleaned location and secured the vacant security booth

ATLANTIC CITY FIRE DEPARTMENT

1/1/23 THRU 1/14/23

Type of Incident	Number of Responses
Rescue/ Emergency Medical	125
Service Calls	17
False Alarms	33
Good Intent	23
Hazardous Conditions	19
Fires	6
Total	223
Fire Prevention Division	
Fire Inspections	24
Re-inspections	3
Permits	13



CITISTAT

ATLANTIC CITY POLICE DEPARTMENT



RECOGNITION ON A JOB
WELL DONE



Bravo Platoon 2 (Commanded by Lt. William Tracy)

Bravo Platoon 2 officers responded to the south block of Laclede Place for a ShotSpotter alert. On scene, they encountered the suspect who was uncooperative and under the influence of alcohol/drugs. The suspect retreated into his residence and retrieved a long rifle and exited the residence onto a balcony. Officers negotiated with the suspect who ultimately dropped the weapon and was later taken into custody without further incident. During the execution of a search warrant, it was determined that the rifle was an airsoft rifle. Additional airsoft handguns were located. Information was obtained that the suspect was attempting to force officers to shoot him.

Bravo Platoon 2 officers are to be recognized for a job well done!

Sergeant Mohammed Kaiser and Alpha Platoon 2 (Commanded by Lt. Donnell Holland)

Alpha Platoon 2 officers responded to the 1900 block of Bacharach Boulevard for a report of man armed with a long gun. Sergeant Mohammed Kaiser located the suspect and engaged him. The suspect followed Sergeant Kaiser's orders and dropped the weapon which was later determined to be an imitation. The suspect was found to be responsible for one burglary and one attempted burglary in the area.

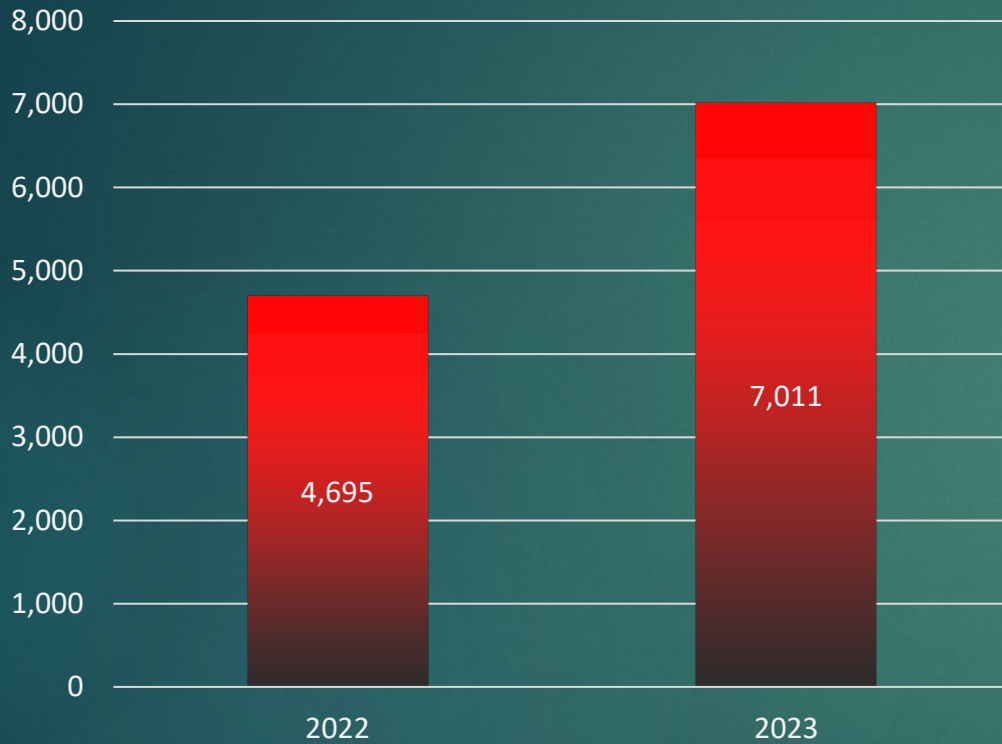
All officers are to be recognized for a job well done!



Statistical Overview

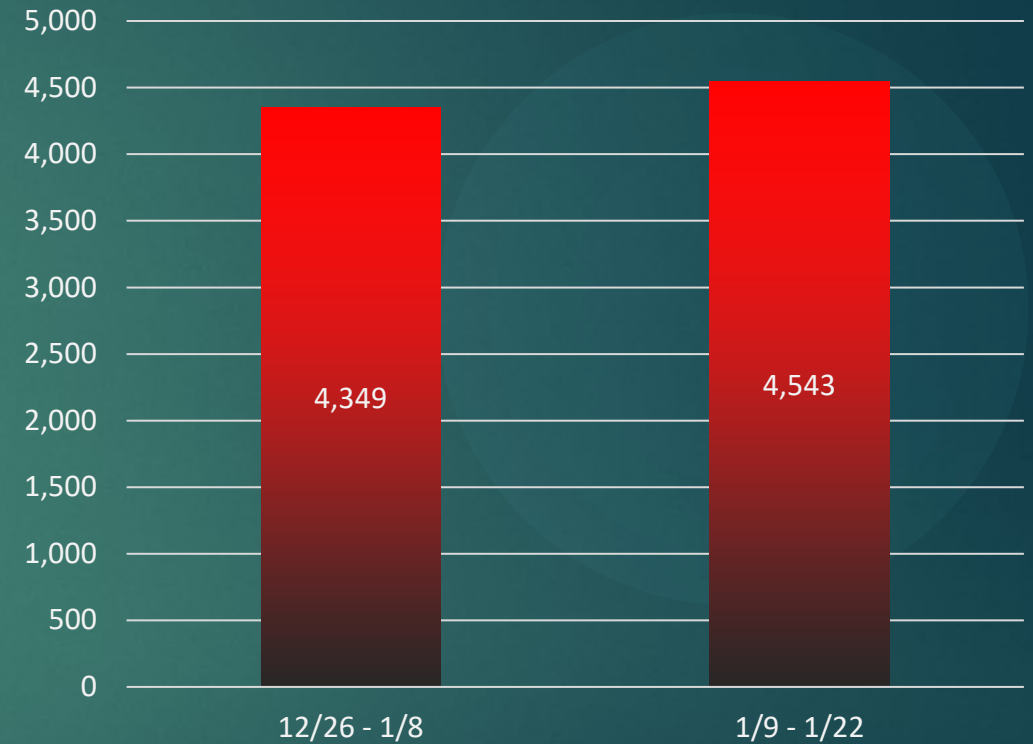
Calls for Service Overview

CFS (Year to Date Comparison)



Calls for Service are up **49%** in 2023 vs 2022 YTD.

CFS (2 Week Comparison)



Calls for Service are up **4%** from the week of Dec 26 to Jan 9

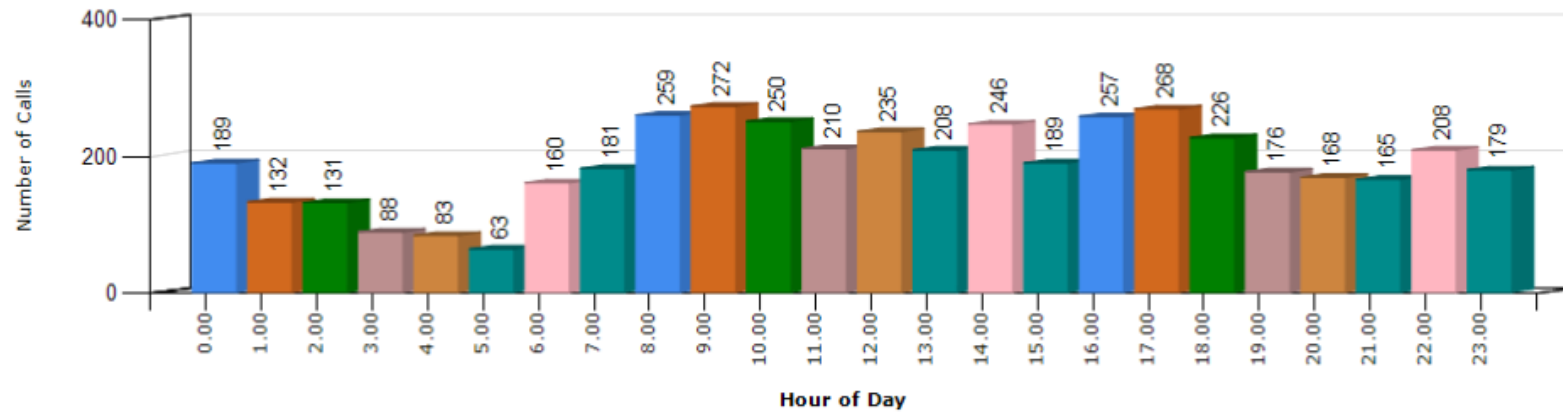
Calls for Service

Jan 9th – Jan 22nd

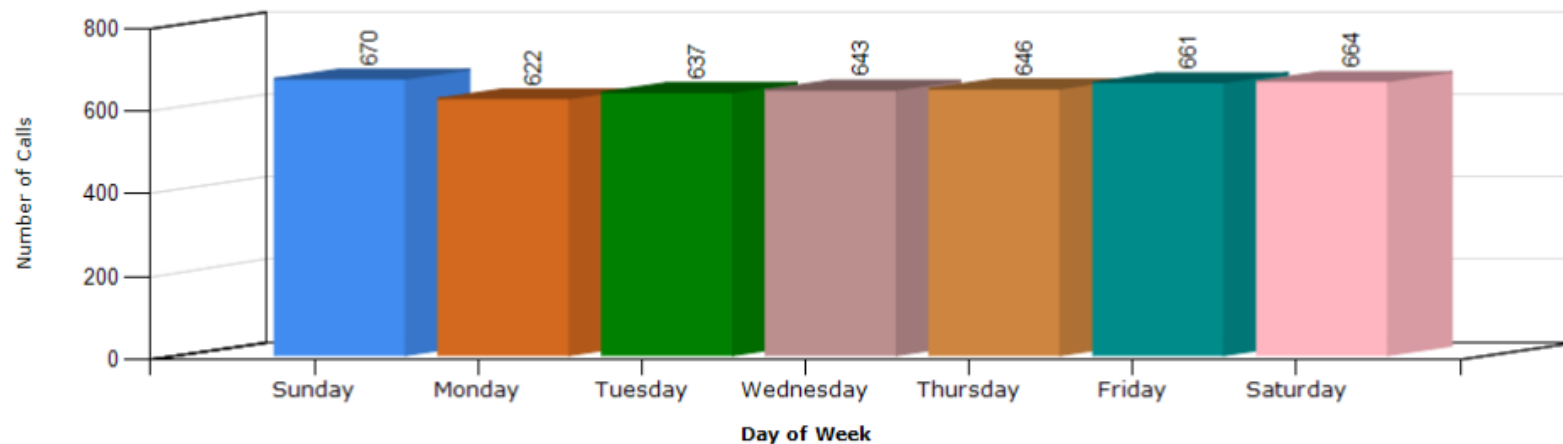
Total Calls: 4,543

Number of Calls by Hour of Day

For Atlantic City



Number of Calls by Day of Week

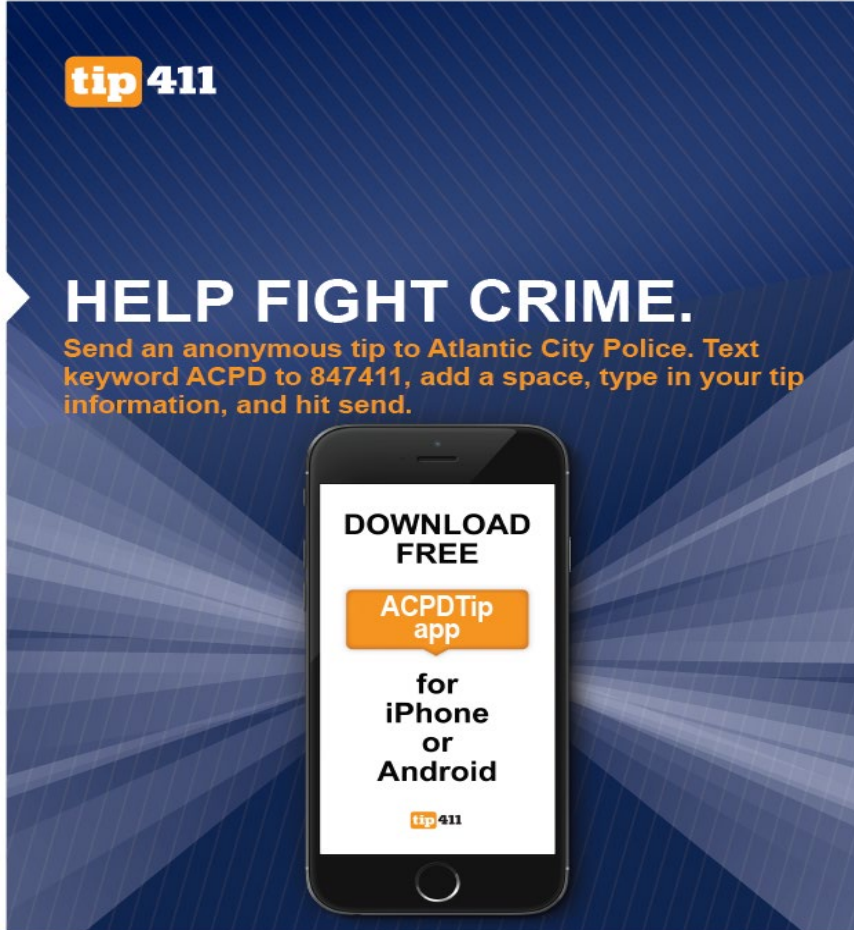


Number/Percentage of Calls by Day of Week

	Calls/Percentage	
Sunday	670	14.75%
Monday	622	13.69%
Tuesday	637	14.02%
Wednesday	643	14.15%
Thursday	646	14.22%
Friday	661	14.55%
Saturday	664	14.62%

Information- tip411

- Go to the App Store on your cellular phone, search and download ACPD Tip. To submit a tip click new tip, fill-in the what, where, and details, and text directly with the ACPD.




tip 411

HELP FIGHT CRIME.
Send an anonymous tip to Atlantic City Police. Text keyword ACPD to 847411, add a space, type in your tip information, and hit send.

DOWNLOAD FREE
ACPDTip app
for iPhone or Android

tip 411

A service of
Atlantic City Police Department



THANK YOU



QUESTIONS?



CITISTAT Review 1/25/2023

**OVERALL NUMBERS IN
REVIEW FOR LAST 2
WEEKS**



CITISTAT Review

1/25/2023

January 11th - January 25th

114 Total Report-A-Concern Cases were Received

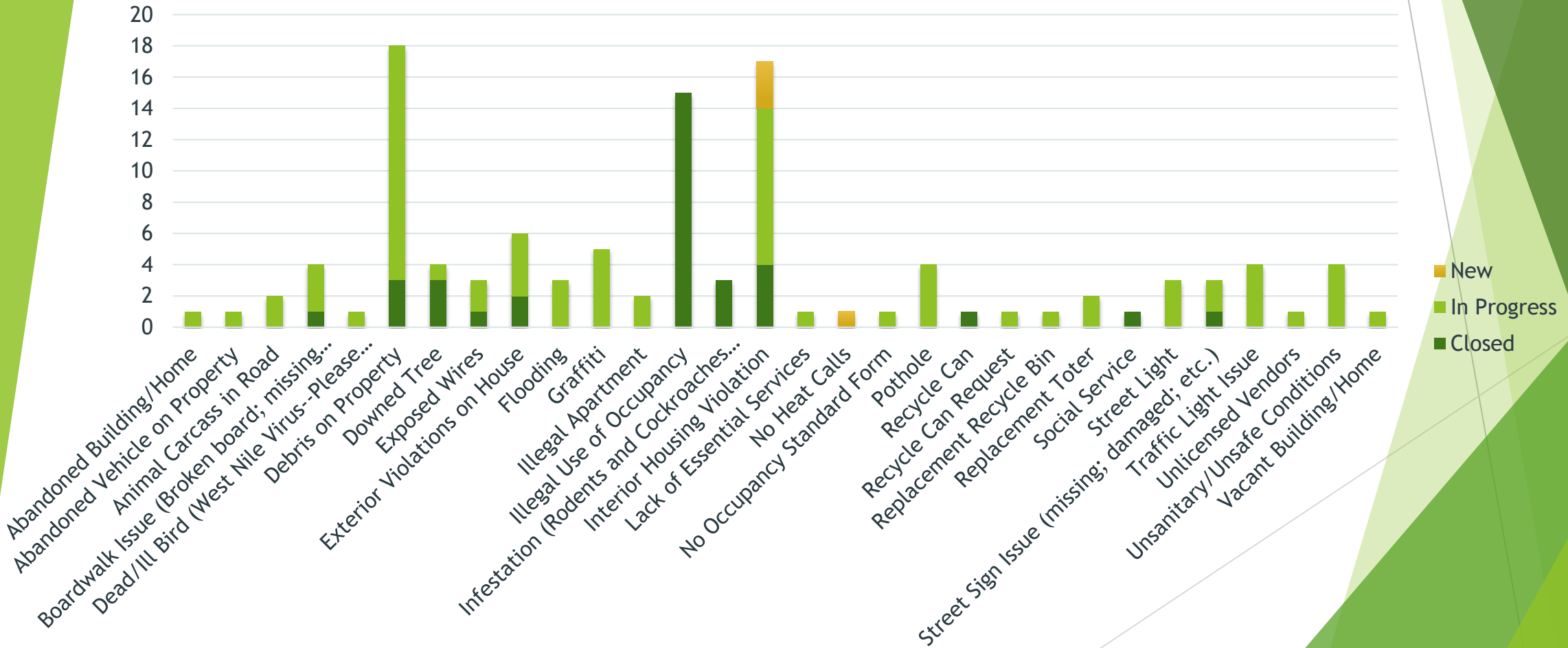
- 35 were Closed
- 79 are currently In Progress
- 97.37% of Cases were responded to within 24 hours
- 2.63% of Cases were responded to within 72 hours (Weekend)
- 100% of Cases were responded to within 24 business hours

81 Total Report-A-Concern Cases were Closed During this Period



CITISTAT Review

1/25/2023





CITISTAT Review 1/25/2023

Questions?



CITISTAT Review 1/25/2023

Thank You!



CITISTAT – City of Atlantic City



Patrick Quinlan, CIO – IT Department

January 25, 2023

I N T R O D U C T I O N

➤ WHAT IS CITISTAT:

- Statistical Method for Driving Efficiency and Effectiveness
- Based on CompStat created by NYPD
- Uses Software to Monitor and Improve Departments (Real-Time)
- Baltimore saved \$13.2 Million in the first year

I N T R O D U C T I O N

➤ WHY CITISTAT:

- City of Atlantic City is monitored by the State of New Jersey
- Financial Optimization
- Improve our Response Time to Requests from our Residents
- Attract New Business to our City
- Provide a Better Service

➤ GOALS:

- Obtain a “Real-time Pulse” on the City
- Apply Smart City Concepts
- Accomplish More with Less
- Optimize Performance & Accountability

How to Report-A-Concern

WWW.ACNJ.GOV

City of Atlantic City Website

Please see updates about COVID-19 information

ATTENTION: It's a Great Day Here in the City of Atlantic City!

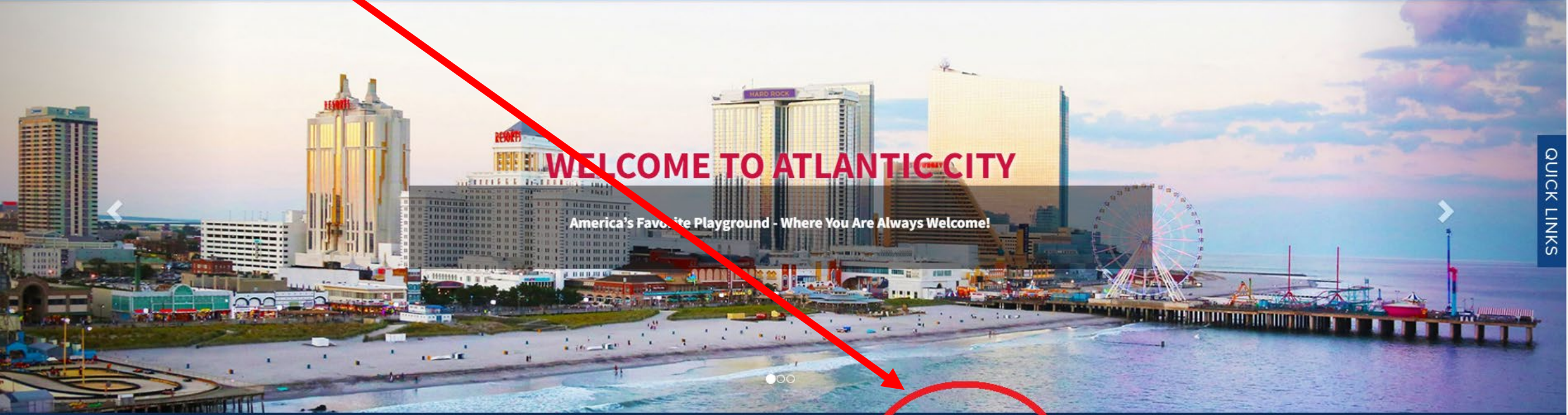
🌐 TRANSLATE

Click the Report-A-Concern icon on the ACNJ.GOV Homepage!



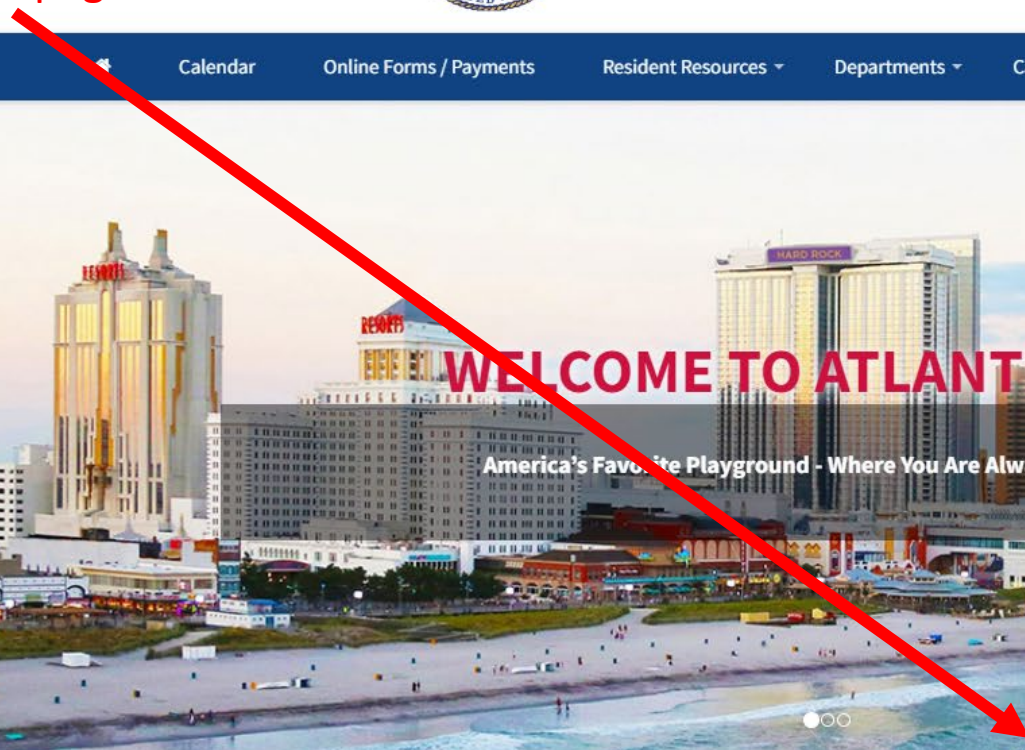
ATLANTIC CITY

- Calendar
- Online Forms / Payments
- Resident Resources ▾
- Departments ▾
- Careers
- Media ▾
- Contact
- About Us ▾
- 🔍



QUICK LINKS

- 🏛️ PHONE DIRECTORY
- 💬 CONTACT
- 📄 ONLINE FORMS / PAYMENTS
- ⚠️ **REPORT A CONCERN**
- 📅 CALENDAR



Download the App from the respective App Store for Geo-location capabilities



City of Atlantic City

Report a Concern

1301 Bacharach Blvd
Atlantic City, NJ 08401
(609) 347-5360
www.acnj.gov

Important Notice

Report a Concern is not an emergency reporting system.

If your issue or concern involves an immediate risk to life or personal safety, **Call 9-1-1 immediately.**

Concerns are reviewed during City of Atlantic City regular business hours, Monday through Friday from 8:30 a.m. to 4:30 p.m.

All requests will be reviewed and addressed in accordance with City of Atlantic City policies and within the limits of available resources.

Location

Address where concern exists (or closest to it)

Search By Address or Location Name Parcel Identifier Non Resident or Address Not Found

1301 BACHARACH BLVD

1301 BACHARACH BLVD, ATLANTIC CITY

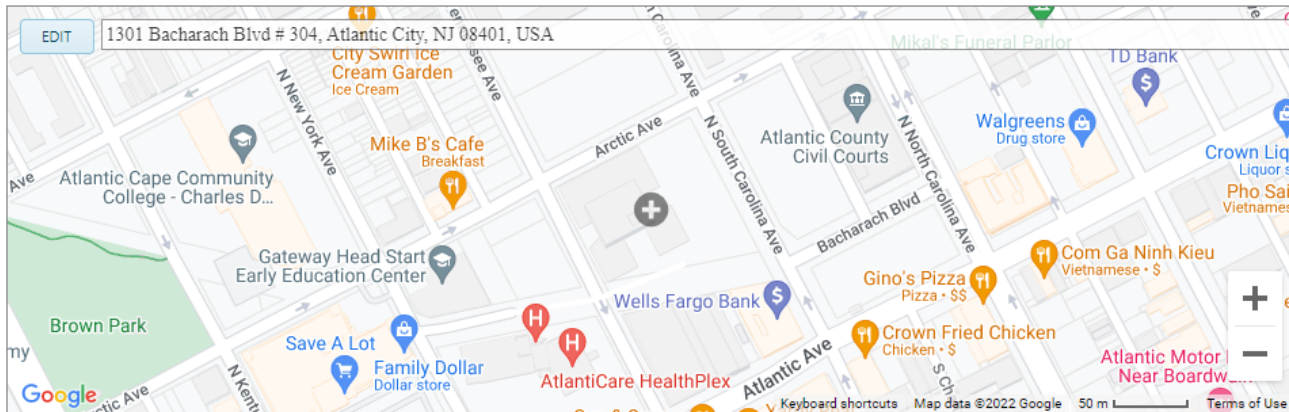
1301 BACHARACH BLVD

ATLANTIC CITY

NJ

08401

Geographic Location



Enter the address or location of the concern



Description of Location

Here you could elaborate on the exact location

Concern Details

Type: Graffiti If Other:

Description of Concern

There is Graffiti on the front of the building

Identification

City of Atlantic City endeavors to deliver all public services in a professional manner and to respond promptly to all citizen inquiries and concerns. City of Atlantic City will hold your information in confidence and will ONLY be used by an employee from City of Atlantic City to contact you in the event that more information about your concern is required. To report a problem with the City of Atlantic City Police Department, please complete an Internal Affairs Report Form.

First Name	Last Name	Email	Phone #	
Patrick	Quinlan	pquinlan@acnj.gov	(609) 350-8033	
Address	Address 2	City	State	ZIP
1301 Bacharach Blvd		Atlantic City	NJ	08401

Attachments



Select the "Concern Type" from the drop-down list and enter contact information.

There is also a "Description of Location" field where you could elaborate on the exact location.

Identification

City of Atlantic City endeavors to deliver all public services in a professional manner and to respond promptly to all citizen inquiries and concerns.

City of Atlantic City will hold your information in confidence and will ONLY be used by an employee from City of Atlantic City to contact you in the event that more information about your concern is required.

To report a problem with the City of Atlantic City Police Department, please complete an Internal Affairs Report Form.

First Name	Last Name	Email	Phone #		
<input type="text" value="Patrick"/>	<input type="text" value="Quinlan"/>	<input type="text" value="pquinlan@acnj.gov"/>	<input type="text" value="(609) 350-8033"/>		
Address		Address 2	City	State	ZIP
<input type="text" value="1301 Bacharach Blvd"/>		<input type="text"/>	<input type="text" value="Atlantic City"/>	<input type="text" value="NJ"/>	<input type="text" value="08401"/>

Attachments

If you have any pictures or documents that would assist us in the handling of this concern, please attach them below. Do not take any pictures unless it is absolutely safe to do so.

Please note that City of Atlantic City does not condone the entering of personal/private premises without authorization and will not accept responsibility or liability for any loss or damage to personal/private property, or any physical injury as a result.

Pictures/Documents

Select files...
✓ Done

ACNJid.jpg

File(s) uploaded successfully.

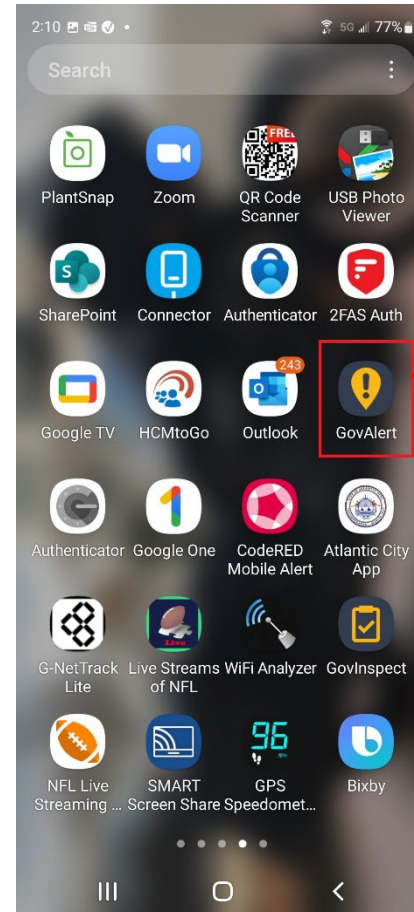
×



There is an "Attachment" field for providing pictures or supporting documents in regards to a concern.

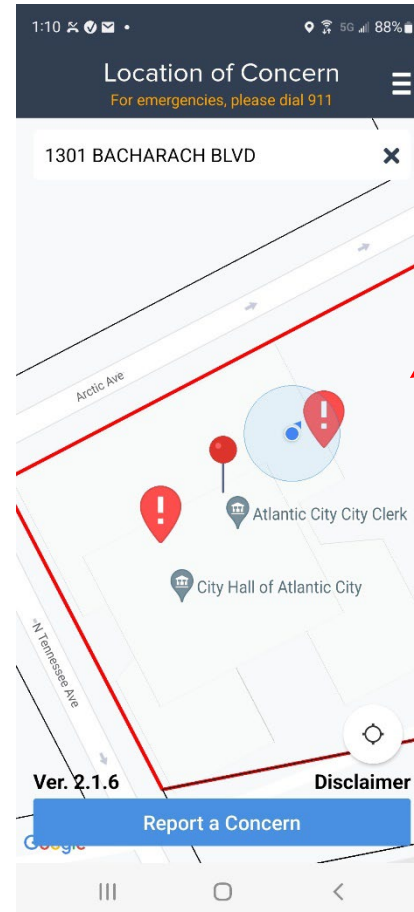
Click the "Submit" button once the Report-A-Concern submission is completed and you will receive a notification as soon as your request has been recieved from the respective department.

GovAlert APP



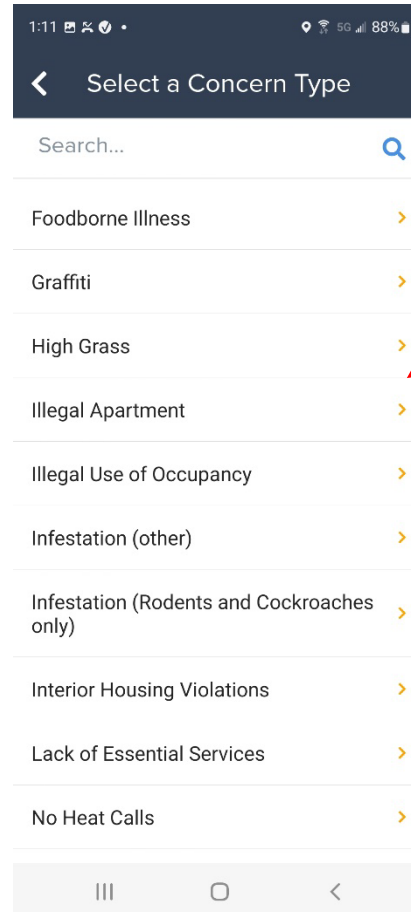
Select the GovAlert App to submit your Report-A-Concern issue!

GovAlert APP



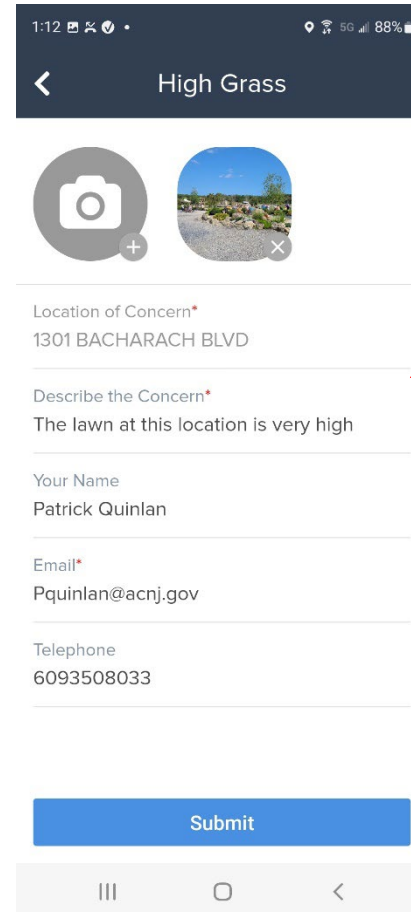
Select the location of your Report-A-Concern issue by using the map interface then click the "Report a Concern" button!

GovAlert APP





Select the “Concern Type” category of the Report-A-Concern issue you would like to submit!

GovAlert APP



1:12 5G 88%

< High Grass

Location of Concern*
1301 BACHARACH BLVD

Describe the Concern*
The lawn at this location is very high

Your Name
Patrick Quinlan

Email*
Pquinlan@acnj.gov

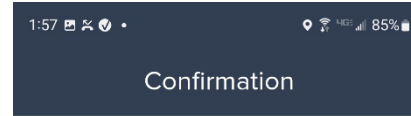
Telephone
6093508033

Submit

||| ○ <

Enter a brief description (use voice-to-text), your name, and contact information then click the “Submit” button to submit your Report-A-Concern issue!

GovAlert APP

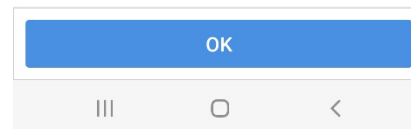


Thank you!

Your submission has been received!

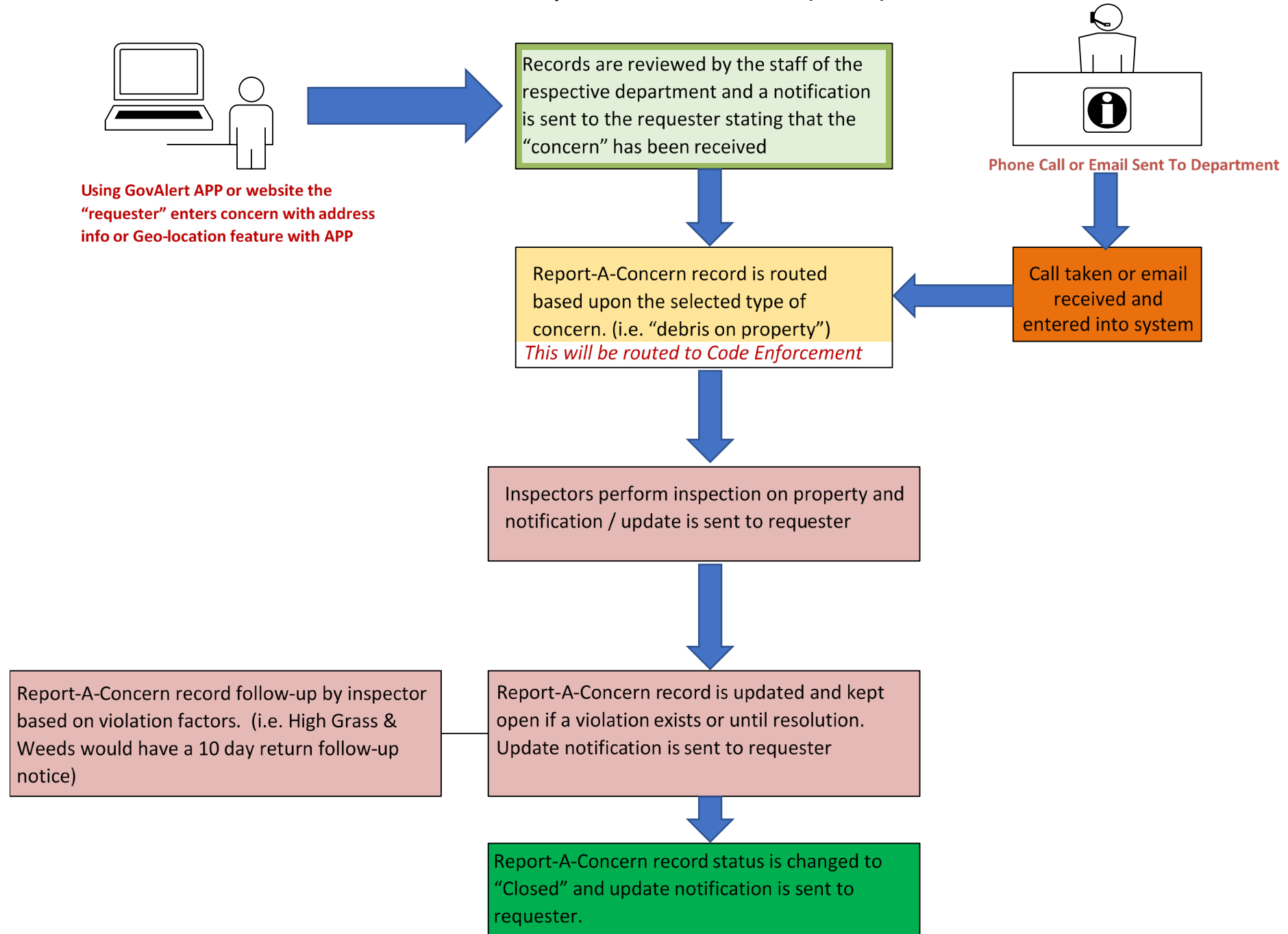
Your reference number is:
RAC-2022-02638

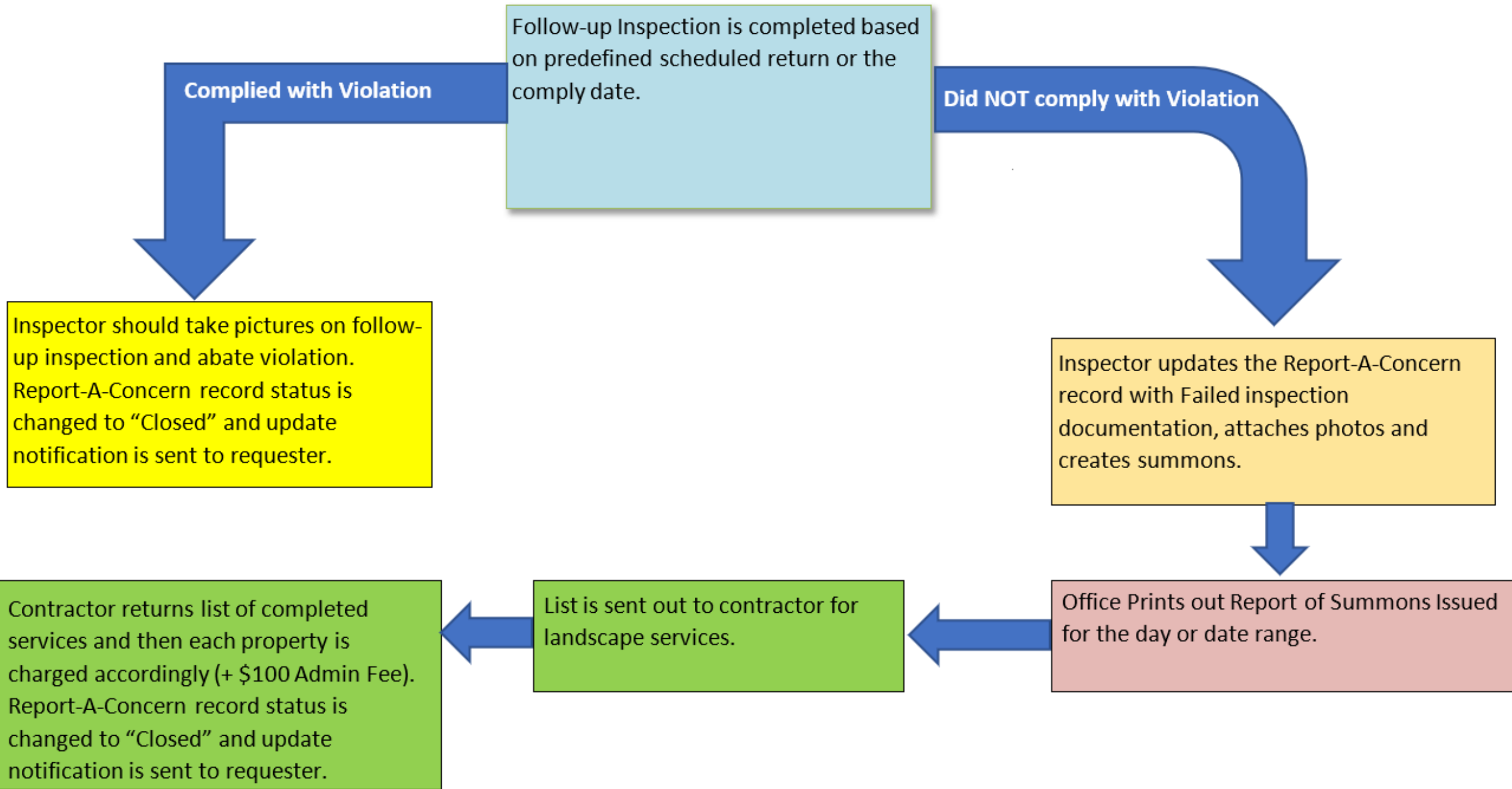
You'll receive an email confirmation at:
Pquinlan@acnj.gov



The GovAlert App will provide you with a Confirmation number confirming that your request has been received.

Report-A-Concern (RAC)





GovPilot Report-A-Concern CITISTAT View

Report a Concern Related Records

Views

Create New

Print Transfer Bulk Edit Export All Fields Filters 1 Groups 2 Summaries Sorting 1 Save Save As More List Map

	Days Op...	Form	Reference Number	Date Entered	Created By	Edited On	Edited By	Concern Description	Status	Department Assigned
All									Cic	
AdminPQ	2893									
CITISTAT - City of Atlantic City										
ppqview	2893									
RAC New	8									
RAC- Steve	163									
Public										

- Beach & Boardwalk Division
- Electrical
 - Street Light
 - Traffic Light Issue
- Environmental Services
- L & I - Code Enforcement
 - Abandoned Building/Home
 - Abandoned Vehicle on Property
 - Debris on Property
 - Exposed Wires
 - Exterior Violations on House
 - Graffiti
 - Illegal Apartment
 - Illegal Use of Occupancy
 - Infestation (other)
 - Infestation (Rodents and Cockroaches only)
 - Lack of Essential Services
 - No Heat Calls
 - No Occupancy Standard Form - Vacant Building
 - Noxious Weeds on Boro Property (Poison Ivy, Ragweed; etc.)
 - Overcrowding
 - Overgrown Lawn
 - Unsanitary/Unsafe Conditions
 - Vacant Building/Home
- L & I - Construction
- L & I - Mercantile
- Parks
- Public Works

Key Date Fields used to measure performance on all requests broken out by Department then category!

Chat with an Expert

GovPilot Report-A-Concern CITISTAT View

Views

Create New

Print Transfer Bulk Edit Export All Fields Filters 1 Groups 2 Summaries Sorting 1 Save Save As More List Map

Days Op...	Form	Reference Number	Date Entered	Created By	Edited On	Edited By	Concern Description	Status	Department Assigned
								Clc	
▶ Beach & Boardwalk Division									
▶ Electrical									
▶ Environmental Services									
▶ L & I - Code Enforcement									
▶ L & I - Construction									
▶ L & I - Mercantile									
▶ Parks									
▶ Public Works									
▶ City Owned Bldgs.									
▶ Parks and Playgrounds									
▶ Replacement Recycle Bin									
▶ Replacement Toter									
▶ Sanitation									
▶ Flooding									
▶ Pothole									
▶ Sinkhole									
▶ Street Sweeping									
▶ Sign Shop									
▶ Street Sign Issue (missing; damaged; etc.)									

Key Date Fields used to measure performance on all requests broken out by Department then category!

GovPilot Report-A-Concern - Record Updates

GovPilot™ Property Address Search ... ATLANTIC CITY CITY, ATLANTIC County, NJ Patrick Quinlan

Report a Concern Related Records v2022.10.12

Views 45 N LACLEDE PL 803 PENROSE RD

Status: In Progress Date Entered: 11/22/2022 8:32 AM Reference Number: RAC-2022-03131 Days Open: 0.00 Date In Progress: 11/22/2022 Date Closed:

Source: Inspector Walkaround Disposition: Issued NOV Notice Issue Date: 11/22/2022 Comply By Date: 12/2/2022 Termination Date:

Department Assigned: Select... Department Reassigned: L & I - Code Enforcement Inspector Assigned: Fred Stewart

Complainant

First Name: Last Name: Phone #: Email: fstewart@acnj.gov

Address: Address 2: City: State: Select... ZIP:

Concern Work Orders Inspections Violations Fees Notes Transactions Attachments

Add Inspection

Edit	Re...	Date	Inspector Assigned	Status	Notes
		11/22/2022 8:31 AM	Fred Stewart	Fail	

← Inspection Performed!

v2.6.21 NEW CLONE EDIT DELETE PRINT MENU EMAIL SHARE RELATED LOG CLOSE

Contact Us

GovPilot Report-A-Concern - Record Updates

GovPilot™ Property Address Search ... ATLANTIC CITY CITY, ATLANTIC County, NJ Patrick Quinlan

Report a Concern Related Records v2022.1012

Views 45 N LACLEDE PL 803 PENROSE RD

Status: In Progress Date Entered: 11/22/2022 8:32 AM Reference Number: RAC-2022-03131 Days Open: 0.00 Date In Progress: 11/22/2022 Date Closed:

Source: Inspector Walkaround Disposition: Issued NOV Notice Issue Date: 11/22/2022 Comply By Date: 12/2/2022 Termination Date:

Department Assigned: Select... Department Reassigned: L & I - Code Enforcement Inspector Assigned: Fred Stewart

Complainant

First Name: Last Name: Phone #: Email: fstewart@acnj.gov

Address: Address 2: City: State: Select... ZIP:

Concern Work Orders Inspections Violations Fees Notes Transactions Attachments

Add Violation

Edit	Re...	Date	Status	Ordinance	Comments
		11/22/2022 8:32 AM	In Violation	302.1	

← Violation Issued!

NEW CLONE EDIT DELETE PRINT MENU - + EMAIL SHARE RELATED LOG CLOSE

v2.6.21 Contact Us

GovPilot Report-A-Concern - Record Updates

GovPilot™ Property Address Search ... ATLANTIC CITY CITY, ATLANTIC County, NJ Patrick Quinlan

Report a Concern Related Records v2022.10.12

Views 45 N LACLEDE PL 803 PENROSE RD

Status	Date Entered	Reference Number	Days Open	Date In Progress	Date Closed
In Progress	11/22/2022 8:32 AM	RAC-2022-03131	0.00	11/22/2022	
Source	Disposition	Notice Issue Date	Comply By Date	Termination Date	
Inspector Walkaround	Issued NOV	11/22/2022	12/2/2022		
Department Assigned	Department Reassigned	Inspector Assigned			
Select...	L & I - Code Enforcement	Fred Stewart			

Complainant

First Name	Last Name	Phone #	Email
			fstewart@acnj.gov
Address	Address 2	City	State ZIP
			Select... ZIP

Concern Work Orders Inspections Violations Fees Notes Transactions Attachments

Add Notes

Edit	Remove	Date	By	Note Type	Note
------	--------	------	----	-----------	------

← No Notes have been added!

NEW CLONE EDIT DELETE PRINT MENU - + EMAIL SHARE RELATED LOG CLOSE

Contact Us

GovPilot Report-A-Concern - Record Updates

GovPilot™ Property Address Search ... ATLANTIC CITY CITY, ATLANTIC County, NJ Patrick Quinlan

Report a Concern Related Records v2022.10.12

Views 45 N LACLEDE PL 803 PENROSE RD

ADD NEW RECORD

Note Record

Entered By
Patrick Quinlan

Date
12/13/2022 7:48 AM

Type
Select...
Internal Note
Note to Complainant

Note

← Always send a “Note to Complainant” or this item will most likely be escalated in the next CITISTAT Meeting!

SAVE ADD ANOTHER CANCEL CLOSE

Contact Us

GovPilot Report-A-Concern - Record Updates

GovPilot™ Property Address Search ... ATLANTIC CITY CITY, ATLANTIC County, NJ Patrick Quinlan

Report a Concern Related Records v2022.10.12

Views 45 N LACLEDE PL 803 PENROSE RD

Inspector Walkaround Issued NOV 11/22/2022 12/2/2022

Department Assigned Select... Department Reassigned L & I - Code Enforcement Inspector Assigned Fred Stewart

Complainant

First Name Last Name Phone # Email
fstewart@acnj.gov

Address Address 2 City State ZIP

Concern Work Orders Inspections Violations Fees Notes Transactions Attachments

Add Violation

Edit	Re...	Date	Status	Ordinance	Comments
		11/22/2022 8:32 AM	In Violation	302.1	

Violation Over-Ride

Violation Over-Ride Comments

NEW CLONE EDIT DELETE PRINT MENU

Contact Us

https://main.govpilot.com/PPHTML/temp/forms/6910_Report_a_Concern_Admin_da0cc4.html?jet=1&RID=3784&TID=1defa&PST=NJ&PID=12569&PRID=-1&id=f423-b2bb-974d-44c4&ts=1670935255007

When you hit a milestone tollgate, "CLONE" then "CLOSE"!

GovPilot Report-A-Concern - Record Updates

GovPilot™ Property Address Search ... ATLANTIC CITY CITY, ATLANTIC County, NJ Patrick Quinlan

Report a Concern v2022.10.12

Views 45 N LACLEDE PL

Create New Print Transfer Bulk Edit Export All Fields Filters Groups Summaries Sorting 1 Save As More List Map

All	Favorite	Property	Form	Reference Number	Date Entered	Edited On	Concern Description	Status	Department Assigned	Concern Type	Co
AdminPQ 3625	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	RAC-2022-03259	12/13/2022 07:58:11 AM	12/13/2022 07:58:11 AM		In Progress		Debris on Property	80
CITISTAT - City of Atlantic City 2102	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	RAC-2022-03258	12/12/2022 03:39:23 PM	12/12/2022 03:39:23 PM	1 recycle bin	In Progress	Public Works	Replacement Recycle Bin	181
citistat group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	RAC-2022-03257	12/12/2022 03:29:03 PM	12/12/2022 03:29:04 PM		In Progress		Recycle Can	116
pcview 3625	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	RAC-2022-03256	12/12/2022 10:14:50 PM	12/12/2022 10:14:50 PM	Condemnation of the house, and... the same as...	In Progress		Illegal Apartment	819
RAC New 27	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	RAC-2022-03255	12/12/2022 02:01:00 PM	12/12/2022 03:48:07 PM	Sink and tub do not drain. Mold from water damage	In Progress		Interior Housing Violations	151
RAC- Steve 163	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	RAC-2022-03254	12/12/2022 10:26:29 AM	12/12/2022 10:26:30 AM	1 recycle bin	In Progress	Public Works	Replacement Recycle Bin	23
Public	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	RAC-2022-03253	12/12/2022 10:26:00 AM	12/12/2022 10:26:12 AM	Windows in wrong and when raining water leaks in room...	In Progress	L & I - Code Enforcement	Interior Housing Violations	61
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	RAC-2022-03252	12/12/2022 10:11:16 AM	12/12/2022 10:11:16 AM	1 recycle bin	In Progress	Public Works	Replacement Recycle Bin	91
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	RAC-2022-03251	12/12/2022 09:13:27 AM	12/12/2022 09:13:27 AM	toilet over flows every time upstairs neighbor use shower...	In Progress	L & I - Code Enforcement	Flooding	50
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	RAC-2022-03250	12/11/2022 09:05:23 PM	12/11/2022 09:05:27 PM	Construction Work on Weekends, Construction Work After...	In Progress	L & I - Construction	Construction Work After Hours	44
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	RAC-2022-03249	12/11/2022 04:19:59 PM	12/11/2022 04:20:03 PM	Huge eyesore. Empty lot used as a construction / junkyard.	In Progress	L & I - Code Enforcement	Unsanitary/Unsafe Conditions	38
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	RAC-2022-03248	12/11/2022 12:07:41 PM	12/11/2022 12:07:42 PM	White fence is in disrepair.	In Progress	L & I - Code Enforcement	Exterior Violations on House	20
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	RAC-2022-03247	12/09/2022 06:04:43 PM	12/09/2022 06:04:44 PM	Someone is conducting an auto repair business on this p...	In Progress		Business License Issues	CA
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	RAC-2022-03246	12/09/2022 12:38:00 PM	12/09/2022 12:46:17 PM	Sewerage backing up in sink and in alleyway -contacted ...	New		Interior Housing Violations	19
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	RAC-2022-03245	12/09/2022 10:11:00 AM	12/09/2022 04:00:35 PM	roof has been leaking for month. Landlord states leak will...	New	L & I - Code Enforcement	Interior Housing	

1 2 3 4 5 6 7 8 9 10 ... 50 records per page 1 - 50 of 3628 Items

Contact Us

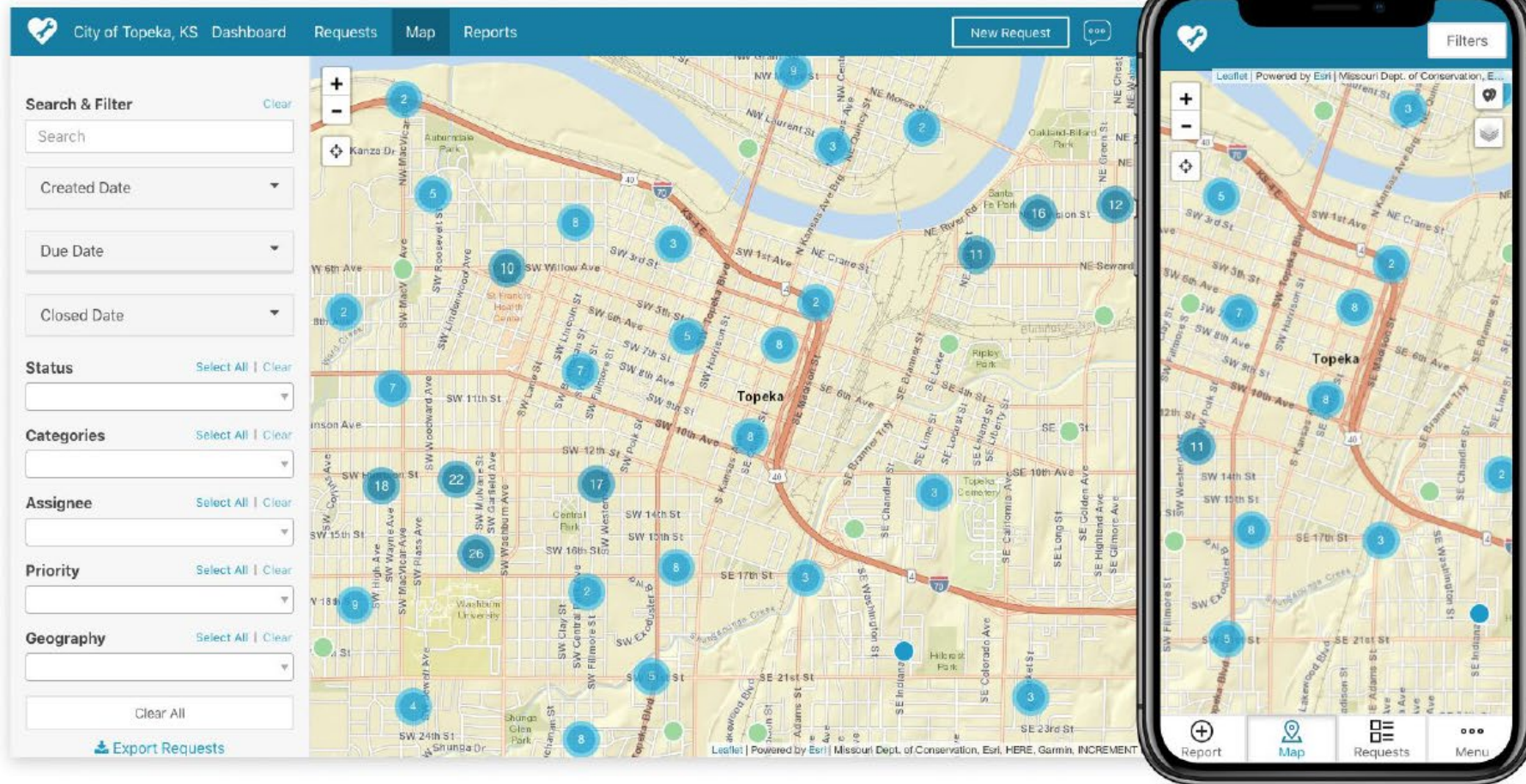
The Future State

Implementing SeeClickFix

Upgrading the Software that Supports the CITISTAT Process!

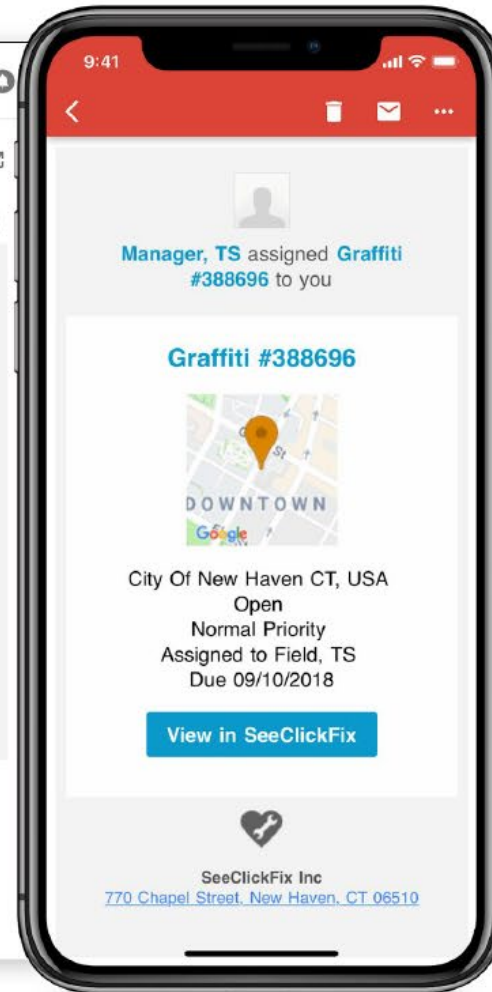
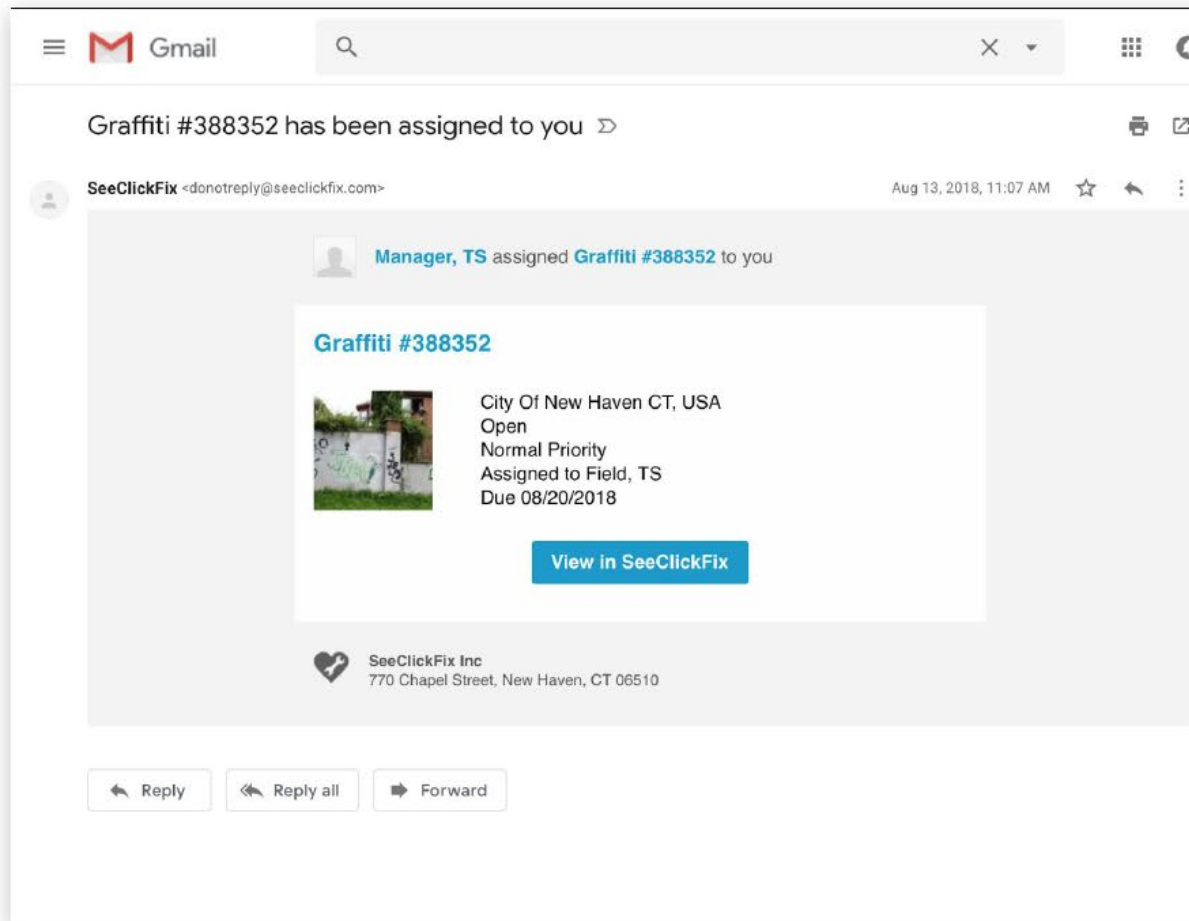
SeeClickFix

Discovery Map



SeeClickFix

Assignee Notifications



SeeClickFix

Request Acknowledged

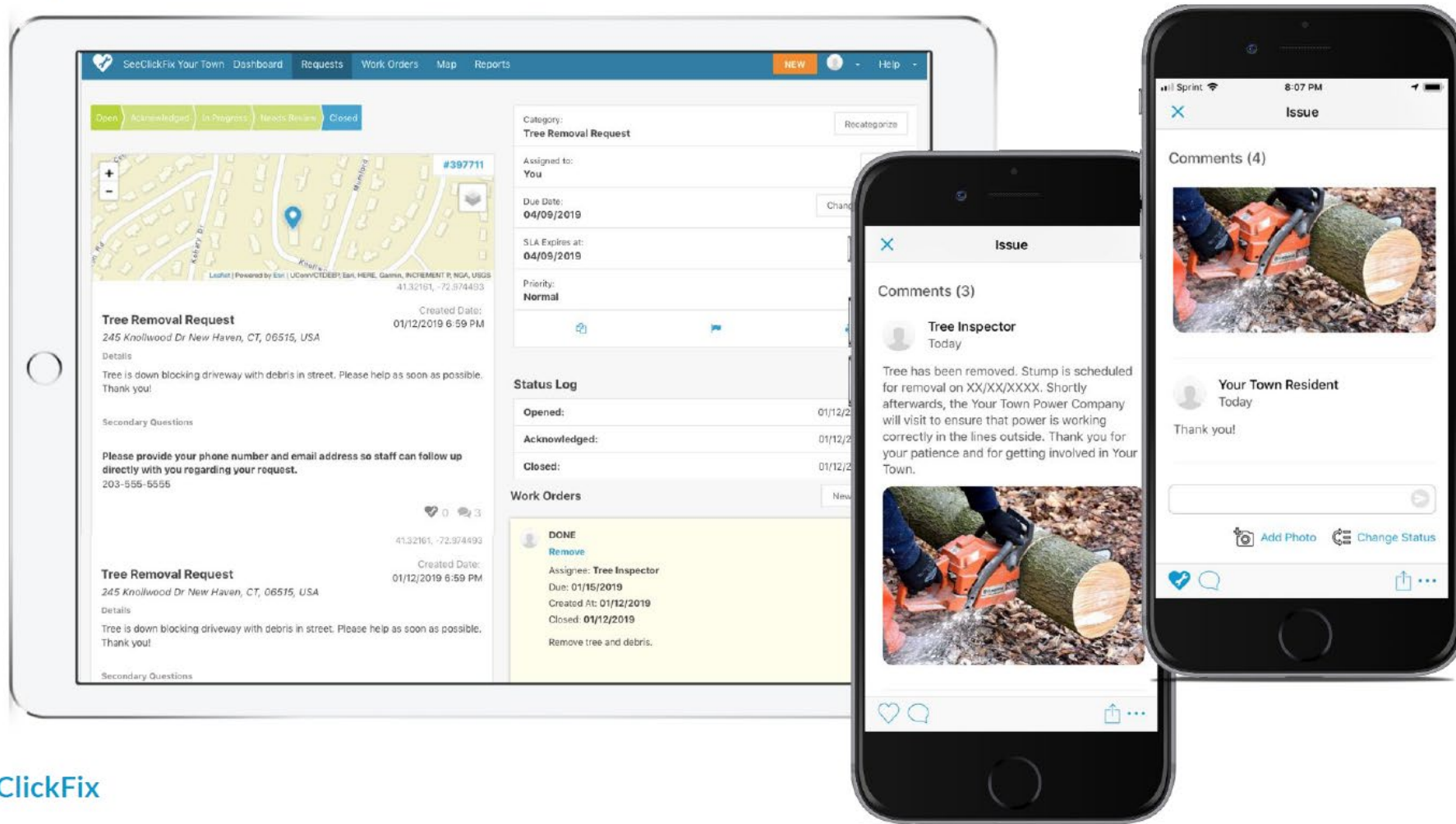
The screenshot displays the SeeClickFix web interface on a laptop. The top navigation bar includes 'SeeClickFix Your Town', 'Dashboard', 'Requests', 'Work Orders', 'Map', and 'Reports'. A 'NEW' button and a user profile icon are also visible. Below the navigation, a progress bar shows the request status: 'Open', 'Acknowledged' (highlighted), 'In Progress', 'Needs Review', and 'Closed'. The main content area is divided into several sections:

- Select the new assignee:** A dropdown menu is set to 'Tree Inspector'. Below it is a text area with the message: "The Tree Dept. has received your request. A Tree Inspector will inspect the tree and schedule the appropriate action. Regular pruning usually occurs within 3-4 months of a request, unless it poses a safety emergency. Requests for planting trees are reviewed by the City Arborist and they or someone from their staff will follow up with the requester directly. If you have any questions, please call the Your Town Public Works Urban Forestry Division at (XXX)XXX-XXXX." Below the text area is a 'Choose File' button and the text 'No file chosen'. At the bottom right of this section are 'Cancel' and 'Update' buttons.
- Category:** 'Tree Removal Request' with a 'Recategorize' button.
- Assigned to:** 'You' with an 'Assign' button.
- Due Date:** '04/09/2019' with a 'Change Due Date' button.
- SLA Expires at:** '04/09/2019'.
- Priority:** 'Normal' with a 'Prioritize' button.
- Status Log:** A table with one entry: 'Opened: 01/12/2019 6:59 PM'.
- Work Orders:** A 'New Work Order' button.

A map at the bottom left shows the location of the request, marked with a red pin and the ID '#397711'. The Dell logo is visible on the laptop bezel.

SeeClickFix

Request Closed



SeeClickFix Report Card

Gilbert 311 Dashboard Requests Work Orders Map Reports Insight

Requests filtered by category that have been created last calendar year and not compared to anything and filtered to all categories within all geographies

Category	Created	Acknowledged	Closed	Days To Ack	Days To Close	SLA Days	% Within SLA
Street Light Outage/Malfunction	910	908	910	0.2	4.9	7.0	78%
Traffic Enforcement - Illegal Parking	294	205	294	0.3	1.3	1.0	64%
Bulk Trash (Uncontained) - Out Too Early	178	178	178	0	3.5	2.0	37%
Abandoned Vehicle	111	77	111	0.3	1.1	1.0	61%
Other	110	36	110	1.1	3.3	4.0	79%
Code Compliance Violation	107	16	107	0.3	4.7		
Trip Hazard/Concrete Repair	88	88	88	0.9	15.2		
Traffic Enforcement- Reoccurring Speeding Issues	84	66	84	0.8	4.2	3.0	65%
Traffic Signs (i.e. Knocked Down/Damaged/Missing Stop Signs, Speed Limit Signs, etc.)	72	70	72	0.2	6.1	1.0	28%
Traffic Signal Outage	71	71	71	0.2	7		
Road Hazard	64	64	64	0.1	1.1	1.0	64%
Traffic Engineering (Requests for Speed Humps, Traffic Signals, Signs, etc.)	62	20	62	0.3	10.2		
Mosquitos & Midge Flies	60	60	60	0	11.3		
Trash & Recycling Container (Repair)	57	56	57	0	6.2		
Trash & Recycling (We missed your pickup)	57	57	57	0.1	3.5		

9:41

Requests filtered by category that have been created last calendar year and not compared to anything and filtered to all categories within all geographies

CATEGORY	Street Light Outage/Malfunction
CREATED	910
ACKNOWLEDGED	908
CLOSED	910
DAYS TO ACK	0.2
DAYS TO CLOSE	4.9
SLA DAYS	7.0
% WITHIN SLA	78%
OVERDUE	145
OPEN	0
OUTSTANDING	0

CATEGORY	Traffic Enforcement - Illegal Parking
CREATED	294
ACKNOWLEDGED	205

SeeClickFix

Measuring Success

Gilbert 311 Requests Work Orders Map Reports

Requests filtered by category that have been created last month and not compared to anything and filtered to all categories within all geographies

DTA: Days to Acknowledge DTC: Days to Close O&O: Open and Overdue

Category	Created	Ack	Closed	DTA	DTC	SLA Days	% in SLA			
Street Light Outage/Malfunction	165	165	165	0.1	3.3	7.0	92%			
Trash & Recycling (We missed your pickup)	71	71	71	0.0	1.6	0.0	0			
Bulk Trash (Uncontained) - Out Too Early	48	48	43	0.0	2.6	2.0	35%			
Traffic Enforcement - Illegal Parking	36	21	36	0.4	0.8	1.0	67%			
Water Efficiency Checkup	35	34	35	0.3	6.1	7.0	69%	12	0	0
Abandoned Vehicle	34	32	34	0.2	1.4	1.0	56%	16	0	0
Bulk Trash (Uncontained) - We Missed Your Pickup	34	34	34	0.0	1.8	2.0	62%	22	0	0
Road Hazard (dead animals, spills, road debris, etc.)	30	30	29	0.0	1.0	1.0	70%	9	1	1
Barking Dogs & Noisy Animals	29	0	29	0.0	1.4	0.0	0	0	0	0

Share via email

Manage Exports

Title

Weekly Dept Report

Recipients

x Public Works - Angie

Frequency

Weekly on Monday

Schedule



It's a Great Day Here in the City of Atlantic City!



CITISTAT Review 1/25/2023

Atlantic City Municipal Court

Homeless Court Session Initiative

The Homeless Court Session was created to ensure that the homeless population is properly served notice to appear virtually for court. Due to their lack of maintaining a valid address, the homeless are unable to receive notification of upcoming court dates. The court dedicates one session per month for this initiative and any future court dates are given during their appearance. Because the defendant was properly noticed, a bench warrant can and will be issued for failing to appear for a court date.

When issued a ticket, the defendant receives information from the officer detailing various agencies that we partner with such as, JFS, VOA and Atlanticare. These agencies offer zoom technology for the defendant at their facility in order for them to appear virtually for court. While the defendant is at the agency appearing on Zoom, social workers are able to engage the defendant and offer services such as counseling, drug testing, rehabilitation, housing and a host of additional help. The court's goal is to reduce recidivism by linking these defendants to much needed services.



CITISTAT Review

1/25/2023

Atlantic City Municipal Court

Repeat Offender Court Session

The purpose of the Repeat Offender Court Session is to reduce recidivism by incentivizing defendants with multiple complaints to participate and seek assistance through our partnered social service agencies. These agencies include JFS, VOA, AtlantiCare and Hope 1. The court, in conjunction with the municipal prosecutor's office, identify defendants who have multiple complaints, and often wreak havoc on the Atlantic City community. The court schedules defendants in person one session per month.

Social services appear at the court to assist defendants and create a plan of action. If the defendant accepts the plan of action and successfully completes all components of the plan, the prosecutor may move to vacate fines, or possibly dismiss charges. If defendants do not appear for court, they are issued a bench warrant with a bail that would prevent them from being released from jail prior to a court appearance. The judge will request that social services engage the defendant while housed in the Atlantic County Jail Facility.



CITISTAT Review

1/25/2023

Atlantic City Municipal Court

Pathway to Change

The Pathway to Change Program combines alternatives to municipal court fines, driver's license suspension and jail for defendants found guilty of certain crimes. The program calls for the defendant to serve a minimum 1 year supervised probationary period. Defendants will undergo substance abuse testing, meet with probation officers and other social service providers who will assist with substance abuse treatment, job training, housing assistance and a number of additional support to help the defendant maintain a law-abiding life. Participation into the program is mandatory if ordered by the judge.



CITISTAT Review

1/25/2023

Atlantic City Municipal Court

Project Pro

The Project Pro program is a diversionary program set up by AtlantiCare Health Services that offer women and men engaged in prostitution a positive 60-day recovery opportunity. The program consists of an initial assessment and weekly individual services for participant's who wish to escape working in that industry. They receive services such as drug and alcohol testing, mental health counseling, housing assistance, job training and a host of other services that will help them lead a productive life. If they successfully complete the program, they are eligible to have their charges downgraded or possibly dismissed.



CITISTAT Review

1/25/2023

Atlantic City Municipal Court

Domestic Violence Counselor

The Domestic Violence (DV) Counselor appears in court every Monday. Counseling for each DV defendant is mandated by the judge. Often times a victim refuses to proceed with their case and will request all charges to be dismissed against their abuser. If this is the case, the defendant not only meets with the DV counselor during their arraignment, but they are ordered to attend and complete a series of anger management classes prior to the next court date. Depending on the evidence provided at the time of the hearing, the state will make the appropriate action for disposition of the case. The court's goal is to provide the necessary help for all abusers to end the cycle of domestic abuse.