



# Maintenance Concerns at Parks and Facilities

*"You are part of the solution"*



# Your Park System

- 243+ parks spread over 250 square miles
- Plus, more than 50 ongoing projects (PLD, QOL, et. al.)
- Each park is visited by a park maintenance team once per week
- Your personal observations are a very important part of the maintenance and repair of your parks.



# Reporting Maintenance Concerns

- When you come across any type of damage or concern there are three ways you can report the situation:
  - Phone Call
  - Website
  - Smartphone/tablet App
- Both Web based reporting and Apps enter a request directly into the Work Order Software



# Calling in a Concern

- For those who prefer to call there are three options:
  - Park Maintenance Office M-F from 7:00 AM to 3:30 PM call 915.212.8017
  - Parks and Recreation Admin Offices M-TH from 7:00 AM to 6:00 PM call 915.212.0092
  - After Hours Answering Service call 915.542.3413



# Smart Phone and Tablet Apps

- If you prefer to use apps on a smart phone or tablet you can download “Mobile Citizen” for Maintstar from your App store

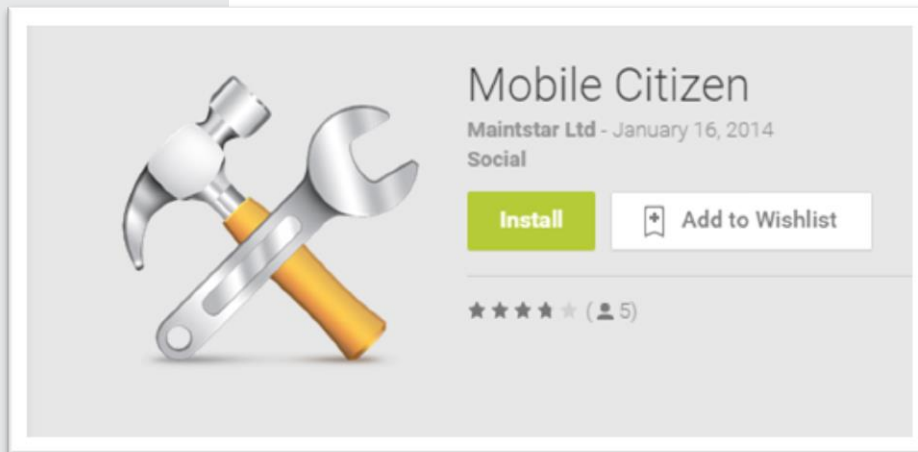


*“Delivering Outstanding Services”*



# Mobile Citizen App

## From the Android Store



The image shows a screenshot of the Mobile Citizen app listing on the Android Store. On the left is an icon of a hammer and a wrench. To the right of the icon, the app title "Mobile Citizen" is displayed in a large font. Below the title, the developer "Maintstar Ltd" and the release date "January 16, 2014" are listed. The category "Social" is also shown. There are two buttons: a green "Install" button and a white "Add to Wishlist" button with a bookmark icon. Below the buttons, there is a star rating system showing five stars and a user count of "(5)".

## From the App Store on iTunes



The image shows a screenshot of the Mobile Citizen app listing on the App Store. At the top, the app title "Mobile Citizen" is displayed in a large font, followed by "By Maintstar". Below this, a line of text says "Open iTunes to buy and download apps." To the left of the text is a rounded square icon containing the hammer and wrench graphic. To the right of the icon, the word "Description" is written in bold. Below it, a paragraph of text describes the app as a specialized MaintStar Work Request application for reporting problems like potholes and graffiti. A link for "Mobile Citizen Support" is provided. Further down, the section "What's New in Version 2.0.5" is shown, listing "Improved performance", "Bug fixes", and "New convenient map interface to point a location". At the bottom left, there is a blue button that says "View in iTunes".

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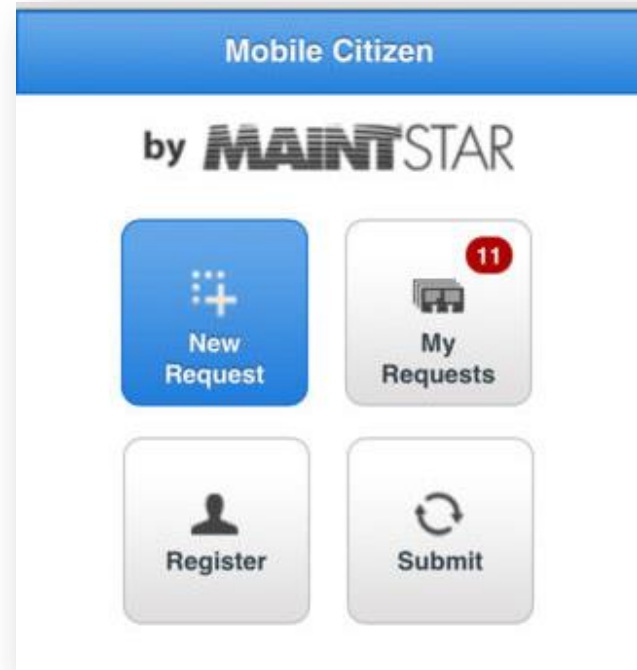


# Mobile Citizen App

## Android



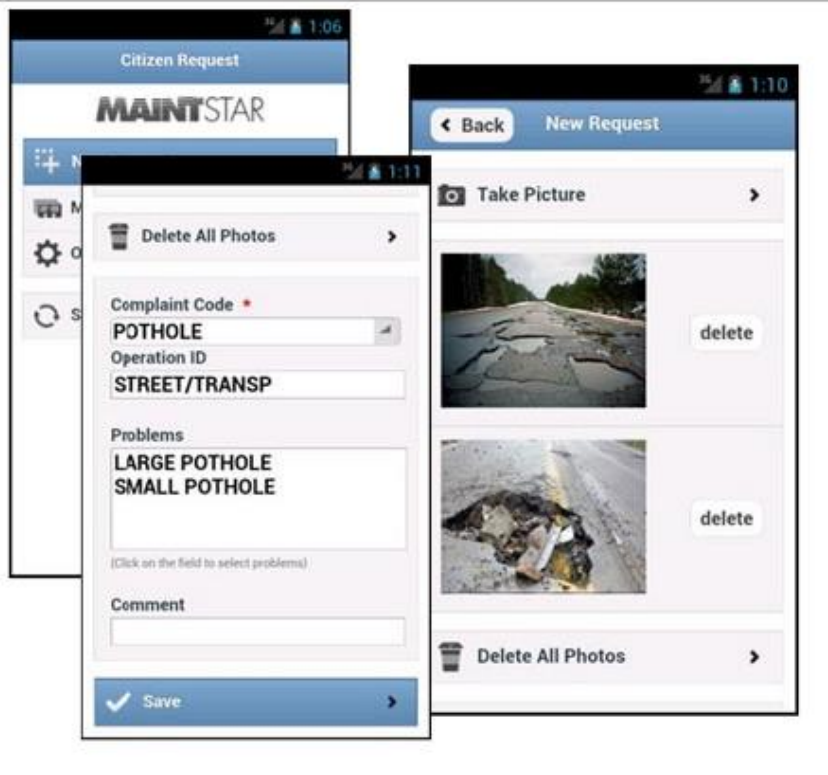
## Apple



*"Delivering Outstanding Services"*



# Mobile Citizen App



- The app will allow you to add description, take a photo, and give an exact location from your device