

ONLINE MUNICIPAL PUBLIC SERVICE SYSTEMS SUBMISSION CHECKLIST



Action Requirement	Completed (Y/N)	Additional Details (Please write directly in the boxes below)
<p>1. Providing useful explanatory information about routine, non-emergency public services, permits, registrations, and licenses on the municipal website as appropriate to the town.</p>	<p>Y</p>	<p><i>(Please provide the link(s) of where this information can be found on the municipal website.)</i></p> <p>City of Summit services are listed on the “Services” page on the city website. Specific information and updates are posted to the newsfeed and relevant department pages as they become available. These services are regularly advertised on city social media channels.</p> <p>City services list: https://www.cityofsummit.org/101/Services</p> <p>Newsfeed (regular updates): https://www.cityofsummit.org/CivicAlerts.aspx?CID=15,18,16,10,23,17,19,14,1,21,20,8,11,6,9,22,13</p> <p>Individual department services, contact info, and hours are available on each department’s page: https://www.cityofsummit.org/27/Government</p>
<p>2. Developed a system for the public to report issues or place a request for non-emergency services, via an online and/or mobile platform, and by phone.</p>	<p>Y</p>	<p><i>(Please provide the type of platform being used (i.e. online, mobile &/or phone) and the link(s) of where this system (s) can be found on the municipal website.)</i></p> <p>The City of Summit uses SeeClickFix for non-emergency services reporting, and it is accessible through the city website or the mobile app.</p> <p>https://www.cityofsummit.org/139/Report-a-Concern</p>
<p>3. Developed a system for the public to pay items such as traffic violations, property taxes, fines, licenses, municipal utility bills, registration for municipal recreation</p>	<p>Y</p>	<p><i>(Please provide the link(s) of where these payment systems can be found on the municipal website with a simple description of the system, such as “payment of property taxes – (hyperlink)”.)</i></p> <p>All online payments for the City of Summit can be found on the “Online Payments” page (including recreation programs, parking services, parking tickets, alarm registrations, tax payments, utility bill payments): https://www.cityofsummit.org/131/Online-Payments</p>

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<p>programs, and/or other obligations online.</p>		
<p>4. Created a notification system for residents to receive updates on non-emergency public services.</p>	<p>Y</p>	<p><i>(Please provide the type of notification platform being used (i.e. online, mobile &/or phone) and the link(s) of where the registration can be found on the municipal website.)</i></p> <p>Citizens can sign up on the city website to receive notifications via email or text about city services, including trash and recycling scheduling changes, construction updates, parking holidays, and more. https://www.cityofsummit.org/list.aspx</p> <p>The Summit Police Department also sends out voice, text, and email notifications about street closures and other non-emergency information via Nixle, which can be accessed through the city website here: https://www.cityofsummit.org/216/Communications-Information</p>
<p>OPTION TO EARN ADDITIONAL 5 POINTS: Completed at least one of the two items described below: (Action step #'s 1-4 are already completed to earn these points.)</p>		
<p>Instituted an automated tracking system for service requests and reported issues.</p>	<p>Y</p>	<p><i>(Please provide the link(s) of where these systems can be found on the municipal website.)</i></p> <p>The City of Summit uses SeeClickFix to track service requests and reported issues. Citizens who report concerns are able to track the progress of their issue. The link to SeeClick Fix can be found:</p> <ul style="list-style-type: none"> • by clicking “Report a Concern” on the homepage: https://www.cityofsummit.org/ • by clicking “Report a Concern” on the “Services” page: https://www.cityofsummit.org/101/Services •
<p>Developed a system for online application and tracking of permits/licenses available to the public.</p>		<p><i>(Please provide the link(s) of where these system(s) can be found on the municipal website.)</i></p>