

**PALM BEACH COUNTY  
BOARD OF COUNTY COMMISSIONERS  
AGENDA ITEM SUMMARY**

Agenda Item #:

**6F-1**

**Meeting Date:** July 11, 2023

Consent

Regular

Public Hearing

Workshop

**Department:** Information Systems Services

**Submitted by:** Information Systems Services

**Submitted for:** Information Systems Services

**I. EXECUTIVE BRIEF**

**Motion and Title: Staff recommends motion to receive and file:** Presentation on the Connect PBC application.

**Summary:** This item provides an overview of the Connect PBC Mobile Application, its functionalities, and the benefits it offers to the citizens of Palm Beach County. At the June 2, 2020 Board of County Commissioners (Board) Meeting, the Board provided direction to move forward with the acquisition, implementation, and subsequent dissemination of the PBC CombatCovid Mobile Application. The Connect PBC Mobile Application is an expansion of this technology that the County has already implemented. The application covers a wide range of categories, is accessible from any mobile device, and offers a dedicated menu item for submitting service requests. Overall, the Connect PBC application serves as a tool for public engagement, precise reporting, efficient tip management, and community information sharing. The application can foster a sense of community well-being by empowering the public to actively contribute to community engagement through non-emergency tips and updates. Countywide (DB)

**Background and Justification:** Connect PBC serves as a direct communication channel between residents and representatives of Palm Beach County, enabling residents to submit service requests or tips based on their geographical location. This facilitates efficient and streamlined communication and engagement between residents and the County.

Connect PBC enhances the quality and efficiency of reporting service requests or tips through features such as image/video attachments, location identification, and category-based routing. Furthermore, updates, resolution status, and information on community events foster trust, accountability, and community engagement, leading to more connected communities.

**Attachments:**

1. PowerPoint – PBC Connect

Recommended by: \_\_\_\_\_

Chief Information Officer

Date

6/22/23

Approved by: \_\_\_\_\_

County Administrator

Date

Donna K. Nelson for

6/29/2023

**II. FISCAL IMPACT ANALYSIS**

**A. Five Year Summary of Fiscal Impact**

Fiscal Years	2023	2024	2025	2026	2027
Capital Expenditures	\$0	0	0	0	0
Operating Costs	\$0	0	0	0	0
External Revenues	0	0	0	0	0
Program Inc (County)	0	0	0	0	0
In-Kind Match (County)	0	0	0	0	0
<b>NET FISCAL IMPACT</b>	<b>\$</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
# Additional FTE Positions (Cumulative)	0	0	0	0	0

Is Item Included in Current Budget Yes  No \_\_\_\_\_  
 Does this item include the use of federal funds? Yes \_\_\_\_\_ No

Budget Account Number: Fund \_\_\_\_\_ Dept \_\_\_\_\_ Unit \_\_\_\_\_ Object \_\_\_\_\_

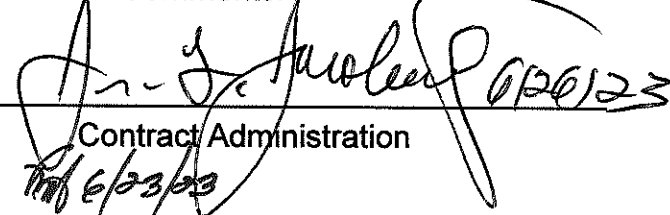
**B. Recommended Sources of Funds / Summary of Fiscal Impact**

This item has no fiscal impact.

C. Department Fiscal Review:         Cyulif 6/20/23        

**III. REVIEW COMMENTS**

A. OFMB Fiscal and/or Contract Development & Control Comments:

<u>ASDCA 6/20/23</u> OFMB JA 6/20/23	 Contract Administration 6/23/23
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B. Legal Sufficiency:

        Ad 6/29/23          
 Assistant County Attorney

C. Other Department Review:

\_\_\_\_\_  
 Department Director

**THIS SUMMARY IS NOT TO BE USED AS A BASIS FOR PAYMENT.**



# **Overview of Palm Beach County Connect PBC Application**

COMMUNITY CONNECT

JULY 11<sup>TH</sup>, 2023

# Background

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- Included with the Combat-COVID Application deployed during the pandemic.
- Joint Collaboration to Deliver a User-Friendly, Quality Product.
- Effective Channel for Communications.
- Citizen Engagement.



# Features

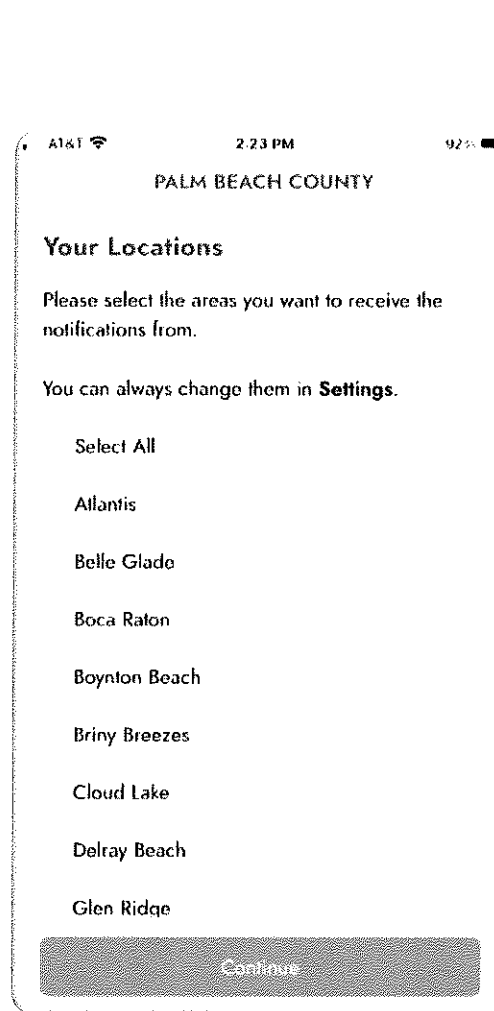
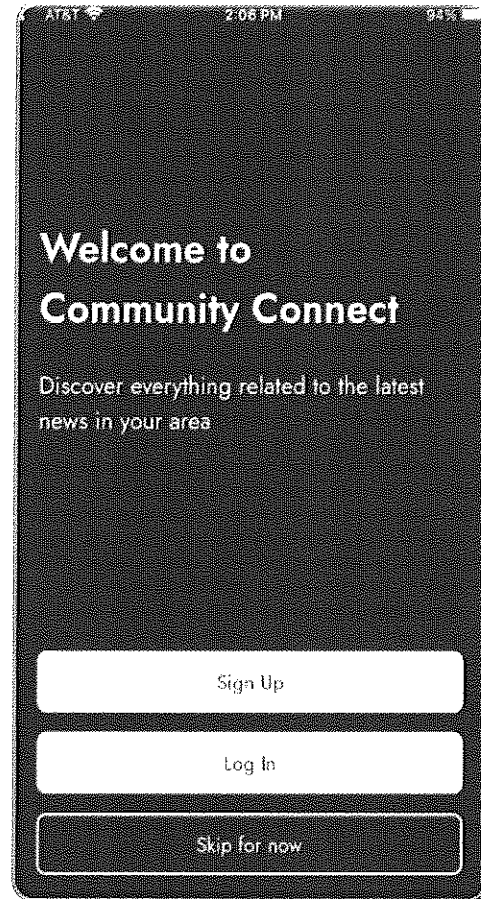
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- GEO-Targeted Communications and Information.
- Submit Real-time Geo-Tagged Information or Requests for Service.
- Information on County Leaders
- Press Releases.
- Direct Routing to Agencies.
- Provide Updates and Status.
- Notification of Community Events.

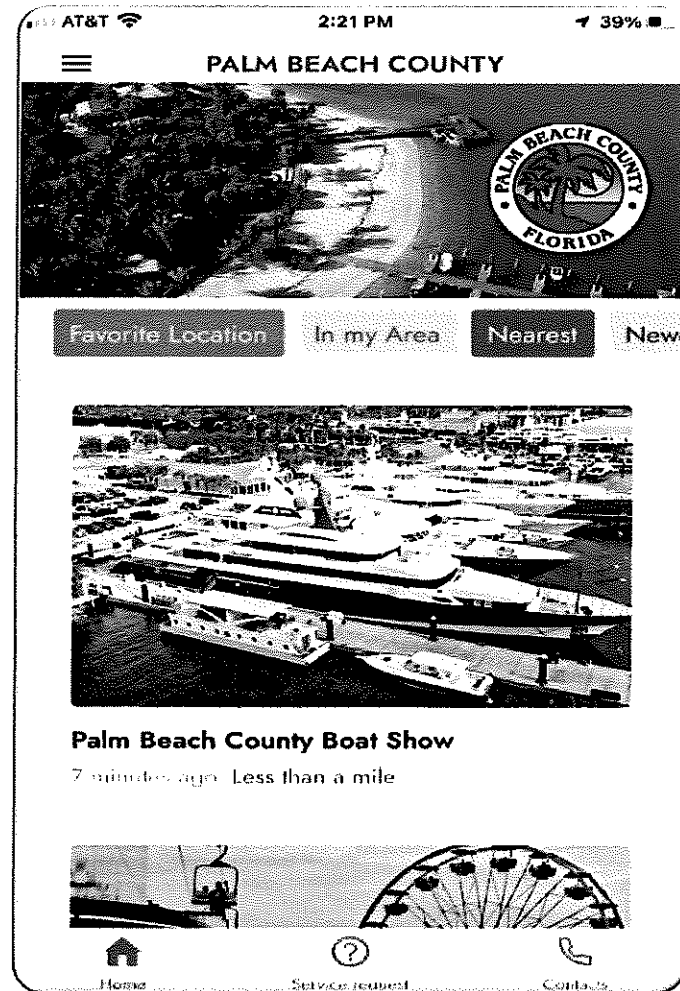


# User Experience and Notification Settings



SLIDE 4

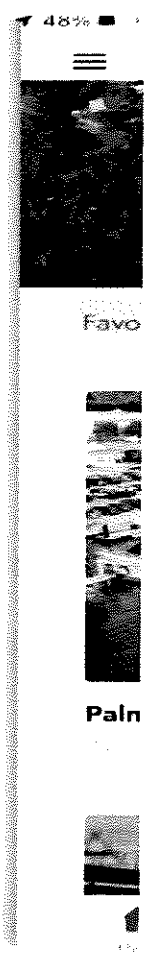
# Home Screen and Navigation



SLIDE 5

# Menu Options

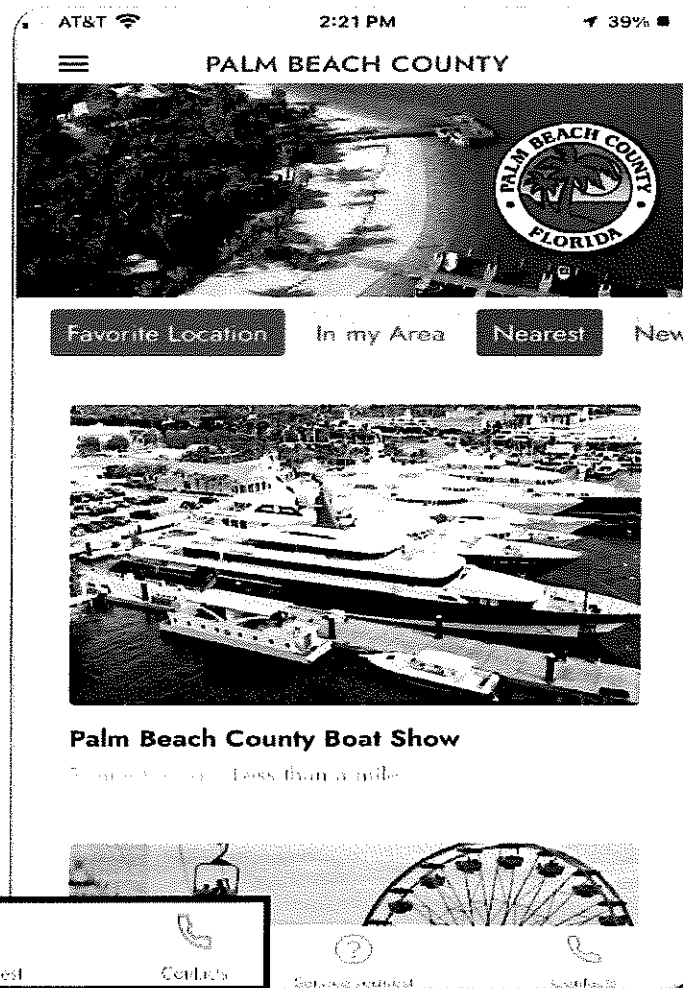
- AT&T 11:39 AM
- Mission
- Commissioners
- Administrator
- News
- Terms and Privacy Policy
- Settings
- My profile
- My Tips
- Log out



Downloaded by Community Connect



# Communication and Service Requests



SLIDE 7

# Service Request Submission



4:41

**Service Request**

To submit a request, please fill in all required fields., all other info are optional but helpful. The county is responsible for unincorporated areas. If your inquiry is for an issue in a municipality, you should contact them directly.

We are using your GPS coordinates to consider for jurisdiction

**Category**

**Description**

**Phone Number**

301 N Olive Ave

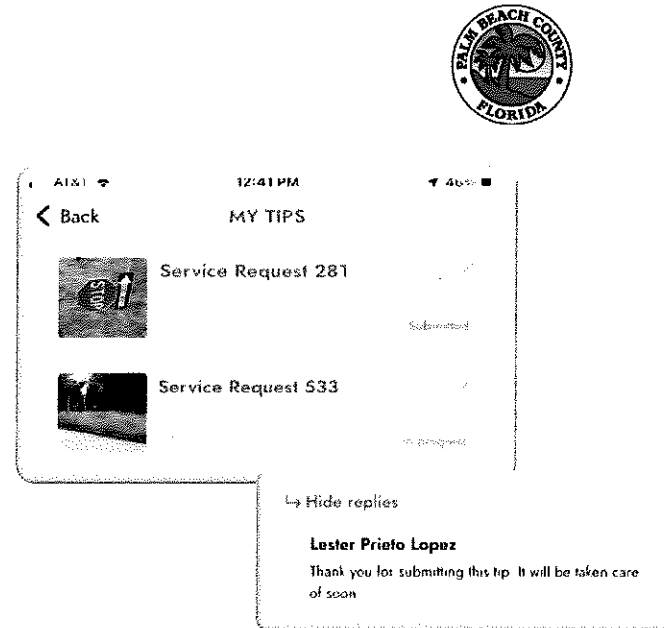
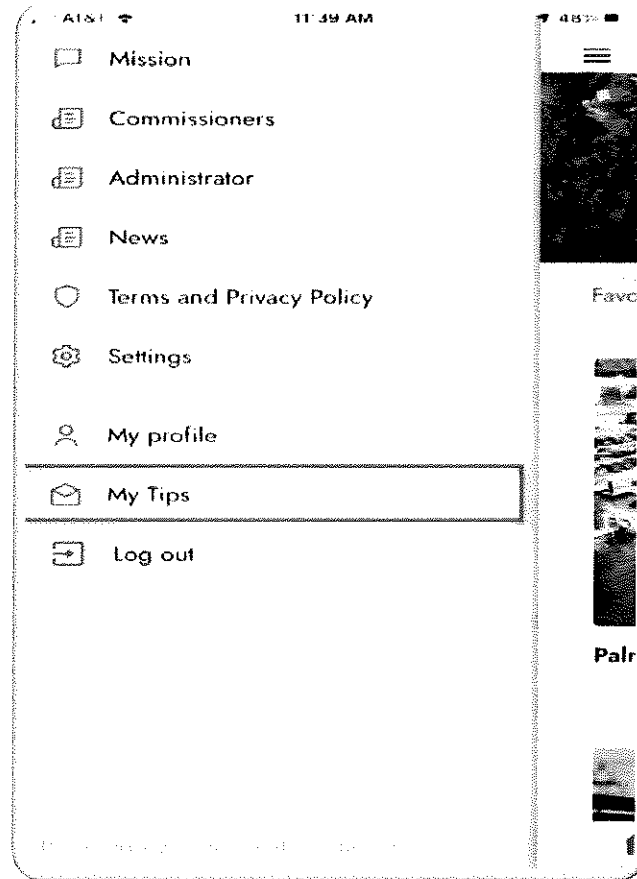
West Palm... Florida 33401

Add media

Submit Request

Home Service request Phone

# Tracking Service Requests/Tips




# Community Connect – Administration

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 **BCC Constituent Tracking System**  
Lester Prieto Lopez

Issues Messages Projects Search

List of all open Issues

Select	Date	From	Description
No records to display.			

Lester Prieto Lopez  
Home | LogOff

Dashboard Home Message Issue Project **Manage** Help

- Issue
- Messages
- Project
- Community Connect**

Follow Up Date Assigned To

Displaying items 0 - 0 of 0

# Community Connect

# Administration Module



## Community Connect

### General Details

Advanced Options

**FY:** -- Select FY --    
 **Creator:**     
 **Category:** -- Select Category --    
 **District:** -- Select District --

**Status:** -- Select Status --    
 **Tip #:**     
 **Description:**     
 **District Liaison:** -- Select Liaison --

**Assigned Department:** -- Select Department --

Open Requests:

Search Clear

Source	Tip Id	Description	Category	District	Jurisdiction	Liaison	Status	Created	Creator	Phone	Action
APP	532	The traffic light is not working on this intersection.	Traffic Signal Issues	District 7	PBC Unincorporated		Submitted	04/24/2023 02:40 PM	Rajesh Tiwari	561-355-4250	
APP	531	There is lot of overgrown grass around this intersection	Report High Grass /Debris	District 6	PBC Unincorporated		In Progress	04/24/2023 01:28 PM	Rajesh Tiwari	561-355-4258	



**BCC Constituent Tracking System** Lester Prieto Lopez  
Home | LogOut

Dashboard Home Message Issue Project Manage+ Help

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**Community Connect**

**Tip Details**

<b>Id:</b> 532 <b>Description:</b> The traffic light is not working on this intersection.	<b>Category:</b> Traffic Signal Issues	<b>District:</b> District 7 <b>Location:</b> (26.71862926718806, -80.05369944412375)
<b>Status:</b> Submitted	<b>District Liaison:</b> Select Any	<b>Jurisdiction:</b> PBC Unincorporated <b>Submitted:</b> 04/24/2023 02:40 PM <b>In Progress:</b> <input type="checkbox"/> <b>Completed:</b> <input type="checkbox"/>

[Save Tip](#)

**Creator Details**

<b>Anonymous:</b>	<b>Phone:</b> 561-353-4250	<b>Email:</b> rtiwari@pbcgov.org
<b>Name:</b> Rajeev Tiwari	<b>City:</b> West Palm Beach	<b>Zip:</b> 33401
<b>Address:</b> 6277 Dixie Hwy	<b>Location:</b> (26.71862926718806, -80.05369944412375)	

**Work Log**

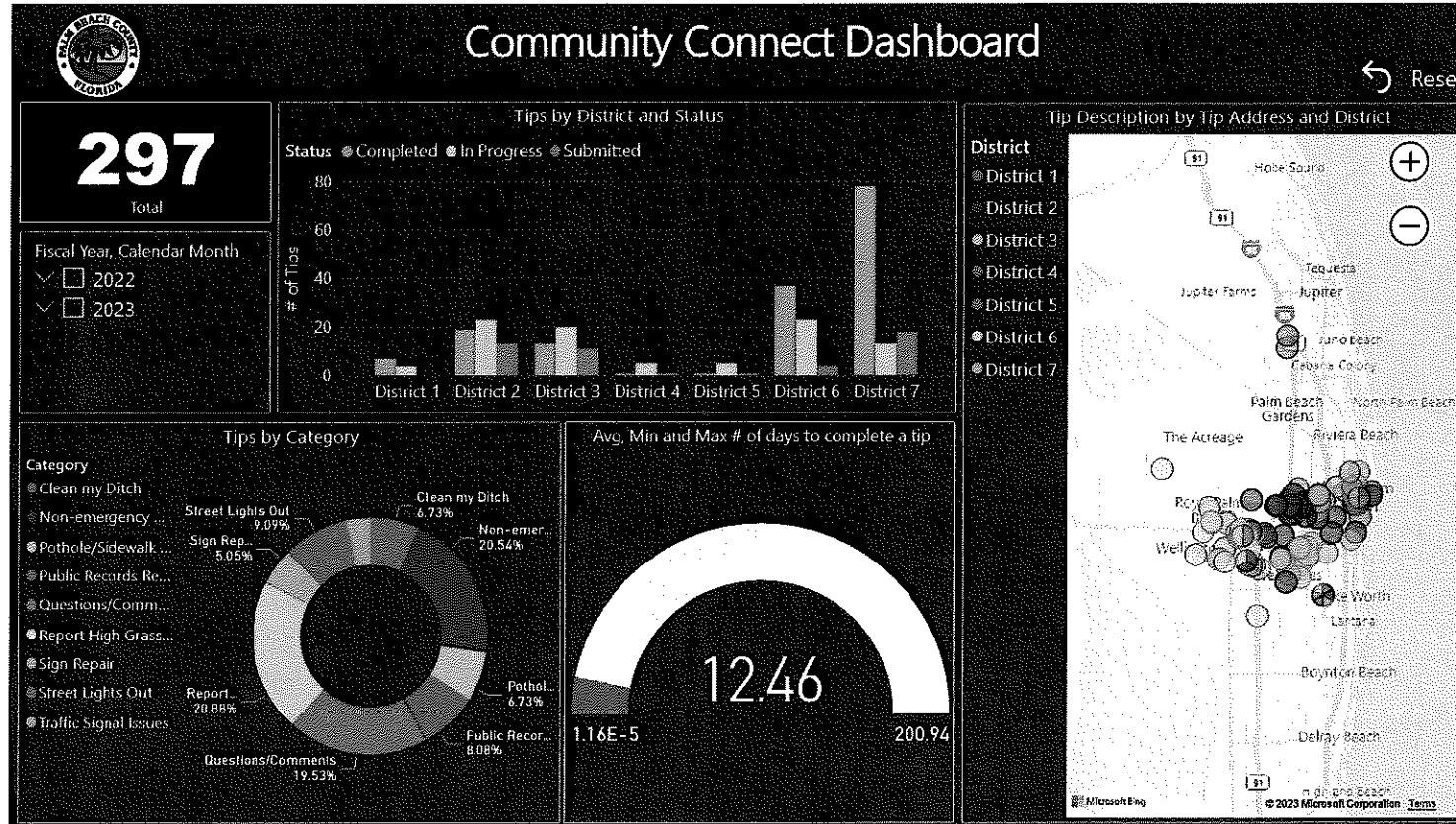
Contact Info	Phone	Email	Follow Up Date	Description	Action
(Palm Beach County Engineering & Public Works Department)		ENG-FixTrafficSignal@pbcgov.org	5/1/2023		

2023 - BCC Constituent Tracking System-Copyrights PBC

**View/Edit  
Tip Details  
Page**



# Community Connect Dashboard





# Next Steps

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- Activate on Apple Store and Google Play
- Press Release by Public Affairs
- Refresher Training for Commission staff and Agency Departments





**Thank you!**

**Questions?**