MyCivic Citizen Engagement and MyCivic 311

FOR MUNIS & ENERGOV

BUILDING ENGAGEMENT

A single, easy-to-use mobile app connects citizens and local government

A COMPREHENSIVE SOLUTION

Combine civic request management with enterprisewide citizen engagement

TYLER INTEGRATIONS

Munis, EnerGov, Tyler EAM, Tyler Hub, Tyler Content Manager, and Tyler 311

ONE APP TO ENGAGE YOUR COMMUNITY

MyCivic™ is a whole-city mobile app built to increase civic engagement while helping you streamline workflows to meet community needs. MyCivic makes it easy for residents and business users to request services, complete licensing and permitting applications, find information, locate facilities with geo-mapping, provide feedback, communicate with city hall, and much more.

To meet the needs of local governments, Tyler Technologies offers MyCivic in two flexible options*:

- **MyCivic citizen engagement**: A comprehensive mobile civic engagement solution that places all public-facing engagement tools in a single app, which you can custom brand. This solution includes MyCivic 311™.

- **MyCivic 311**: A citizen-facing mobile app that seamlessly integrates with Tyler 311™, a web-based integrated civic request management system that takes in citizen requests, manages resolutions, and measures results.

MYCIVIC CITIZEN ENGAGEMENT

The MyCivic engagement bundle is designed to promote civic engagement and enhance a community's quality of life. Putting all public-facing engagement tools in a single app makes it easier for your citizens to play a more active role in your community.

The MyCivic bundle lets you tailor your messaging to your community. You can incorporate your city, town, or organization's branding with flexible, customizable design options, and you have complete control over content, which can be updated in real-time to ensure that only the most current information is shared with your constituents.

WITH MYCIVIC, YOUR COMMUNITY MEMBERS CAN:

- Make non-emergency requests
- Follow responses to requests and resolutions
- Provide feedback and suggestions
- View event calendars
- Receive real-time notifications
- Find public transportation options
- Pinpoint community facilities on maps
- Make payments
- Apply for permits and licenses

* MyCivic integration with Munis requires Tyler 311.

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For more information visit tylertech.com

Build community connections

With MyCivic, you can stay connected with residents and share the services, resources, and information you have to offer. App users can find local news, events, and job postings, and easily locate parks and trails with built-in maps and geolocation services. The app's two-way communication options keep community members up to date with information that's important to them and provides a way for your elected officials and leaders to connect with constituents.

MyCivic engagement highlights

- **Citizen requests:** Add mobile functionality to Tyler 311 with MyCivic 311.

- **Easy to use and convenient:** Make it easy for citizens to connect with a user-friendly interface.

- **Push notifications:** Communicate up-to-date information that can be pushed to citizens in specific zip codes or geolocated areas.

- **Calendar feeds:** Create one-time or recurring events that citizens can add to their device calendars.

- **News and multimedia:** Build social outreach with support of RSS feeds, Facebook®, Instagram®, Twitter®, YouTube®, and photo albums.

- **Find people and organizations:** Make it easy for residents to search for and contact your elected officials, staff, or community groups.

- **Maps:** Create walking tours, pinpoint event locations, share public transportation maps, and more with GIS integration.

- **Surveys:** Develop customized surveys and feedback forms to give your community a voice.

- **Customized branding:** Tailor your app branding to align with your organization's design standards.

MYCIVIC 311

The MyCivic 311 mobile app gives citizens the power to report non-emergency issues, ask questions, and monitor resolutions 24/7/365. MyCivic 311 adds mobile functionality to Tyler 311, which also manages citizen requests from a web portal, emails, walk-ins, and phone calls. Adding a mobile option completes a comprehensive system for request intake.
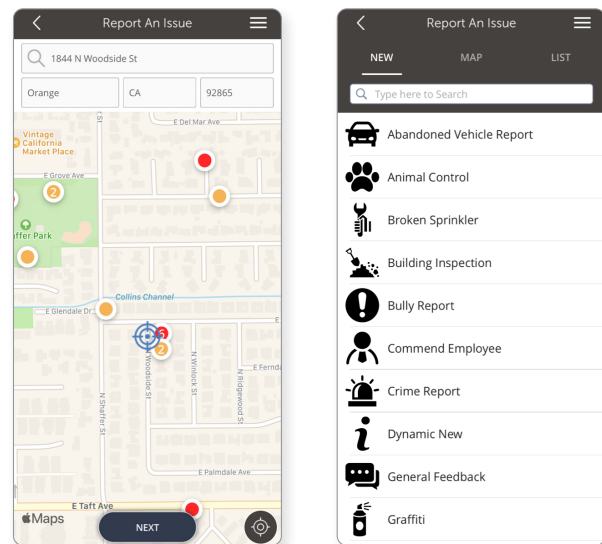
To submit a request via mobile, users simply select the type of request, enter accompanying notes, attach photos, and notify staff with the click of a button. Once a request is submitted, you can keep your community members updated on resolution status through emails and push notifications.

MyCivic 311 highlights

- **Increase capacity:** Expand Tyler 311's functionality to create a comprehensive request intake system.

- **Communications:** Keep citizens informed about request status and resolutions.

- **EnerGov™ integration:** Help citizens report code enforcement violations.

Empowering people who serve the public®