



**INFORMATION TECHNOLOGY/GIS MONTHLY REPORT**  
**ACTIVITIES MARCH 2020**

During the month of March we spent a substantial amount of time making changes to the City of Safford website, phone system and other areas for information on COVID-19 as well as resources citizens can access quickly/easily. It was determined that the website needed to have more Covid information on the home page of the website. Matt created a separate page to serve as nexus/hub for information regarding Covid-19. He was able to utilize JScript plugins to create and provide displays to link the CDC information to our website to display on the nexus page. All available information from the CDC on the COVID-19 situation, including reported cases and best practices to avoid contact, contraction, and spread of COVID-19 was provided on the website. Matt created a custom menu and made homepage adjustments to respond to critique from potential user base. He also created direct linkage to recommended info hubs from the designed nexus which included local, state and federal level information. We will continue to update links with more information from both local, county, state, and federal sources. Changes to the website will increase as we move forward in providing information to our citizens.

So much focus and effort was placed on providing information about Covid-19, the website didn't give a sense of importance that the 2020 Census needed. To correct this issue Matt placed more information about the Census and added a link to complete the 2020 Census online on the homepage.

To provide information about office closures and added covid information we made modifications to our phone system. We added a menu option to send citizens wanting information regarding the COVID-19 situation to press 0, this redirects the caller to a phone group allowing them to talk to a person and ask question pertaining to all covid -19 issues.

With the closure of the City Hall lobby citizens were not able to apply for utility service and other functions. In response to this Justin created online fillable Laserfiche forms for Business Services including the Utility Application, Utility Service Agreement, and Extension Agreement. These forms enabled Citizen Services to continue receiving requests and providing services to the community.

With the changes in the Water department management we are working on a Survey 123 update for the water workorder system. The current work order system wasn't being utilized like it should so we will be working to update and retrain users on workforce. Through Workforce the guys out in the field are able to use there phones to see and complete paperless work orders out in the field. This gives management and workers a more streamlined way of completing work and keeping track of problem areas.