

# Citizen Request Tracking Solutions

*FastTrackGov*, from Mitchell Humphrey, is an on-demand, subscription-based solution to automate the submission, assignment, routing, and response to citizen requests related to *Building Safety, Parks and Recreation, Operations and Maintenance, Code Enforcement*, and many more. *FastTrackGov* enables you to deliver **exceptional citizen service, significantly streamline workflow, and lower your cost per citizen served.**

*FastTrackGov* delivers:

- A new era of **citizen convenience**, allowing citizens to submit requests via the Internet
- Unprecedented **revenue maximization** opportunities with fully automated processes and controls
- Lower **cost per citizen served**, with automatic messaging among departments, approvers, and citizens
- An innovative pricing concept that requires **no capital outlay**



### Citizens Can:

- Conveniently submit requests for service from their home or business
- Track the status and progress of their requests on-line
- Take advantage of a system knowledge base to look up information and answer questions
- Get their requests processed and addressed in significantly less time



### Clerks and Administrators Can:

- Electronically communicate with all requestors and co-workers
- Track and manage all departmental requests through a central database
- Improve internal controls with automated assignment of all tasks
- Respond to citizen requests faster and more efficiently



### Public Officials Can:

- Easily analyze operational results (requests received, in process, addressed, etc.)
- Enhance citizen satisfaction by processing requests faster and easier
- Improve staff efficiency and reduce administrative costs
- More effectively prioritize projects based on citizen demands

Sign Up and Get Your *FastTrackGov* Benefits Right Away...with **NO** Capital Expenditure.

*FastTrackGov* provides a powerful, yet affordable way for you to realize all of these benefits - all with no upfront cost required - just sign up now and begin using *FastTrackGov* today.

For further information, visit [www.fasttrackgov.com](http://www.fasttrackgov.com) or contact us today at **800-948-0034** to learn how you can take advantage of our rapid implementation process to start benefitting from *FastTrackGov* right away.