

Strengthening customer service through technology

If harnessed correctly, technology can be a great asset in any organization. I am pleased that the city of Davis understands and embraces the need to use technology to improve customer service. Utilizing modern technology, the city of Davis has developed three unique new tools featured on the city Web site to better serve the community. Now you can pay your utility bills, view neighborhood crime statistics on a virtual map, and send comments and concerns straight to the appropriate city department... all with a few key-strokes and clicks of the mouse.



Jim's Gems
CITY MANAGER

Show me the money: Save money with online bill-paying service

Money may not grow on trees, but citizens can now conserve both by using the city's new online bill-paying service.

The Finance Department offers a user-friendly way to pay for city services online, saving paper and postage costs. Using the Online Bill-Pay service residents can pay city services bills with a credit card and view account history. Additionally, you can check your household consumption levels to determine which utilities are used most frequently and to observe where you may be able to cut costs and conserve energy. You can access the online utility bill-paying service at <http://www.cityofdavis.org/payment>.

Taking a byte out of crime: Crime Mapper helps awareness

In response to community feedback, the Police Department has developed a dynamic online program to provide public access to mapped crime information for Davis. The Crime Mapper allows you to view selected crime incidents near local

schools, parks, or street addresses.

Users can select from fifteen types of crime categories which include the time period (from the past 7 days or up to a year), and a location radius (within 500 feet to 2 miles). Based on the user's choices, the data is then summarized into a report along with a physical map detailing time, date, and type of incident.

"An informed public is a safer public and that is the reason the Crime Mapper was developed," said Police Chief Jim Hyde. The Police Department cautions that Crime Mapper statistics are published for informational purposes only. To use the Crime Mapper, visit <http://www.cityofdavis.org/police/crimemap.cfm>.

Make your voice heard with the Citizen Response Manager

The city of Davis offers an efficient way for you to submit comments and concerns without ever needing to pick up the phone. The Citizen Response Manager is a simple online form which provides comment boxes for various categories of public interest.

You simply select the appropriate category from the list provided, describe your concern or issue, and submit the form. The completed form is then forwarded to the appropriate city department.

the form to send comments about traffic concerns to the Police Department or to report needed street repairs to the Public Works Department. For a full list of categories or to submit a comment, go to the city Web site, <http://www.cityofdavis.org>, find the "Quick Links" section near the bottom of the page, and click on "Citizen Requests." You can also access the Citizen Response Manager at <http://www.cityofdavis.org/crm>.



I am always interested in feedback regarding these new online tools.

To submit a comment, send me an email at jantonen@cityofdavis.org, call (530) 757-5602 or use the Citizen Response Manager.

SMUD plan for Davis takes next step

The lengthy process that would bring the Sacramento Municipal Utility District (SMUD) to Davis took another important step this summer.

The SMUD Board of Directors approved an application for providing service to Davis and voted for it to be sent to the Sacramento County Local Area Formation Commission (LAFCO). The application was filed with LAFCO on August 1st. The LAFCO review process will take a number of months and will include public hearings. If LAFCO approves the annexation proposal, Davis and

the other effected communities in Yolo County could vote on the annexation as early as November of 2006.

In 2003, Davis and the cities of West Sacramento, Woodland and the County of Yolo, jointly requested that the SMUD Board investigate the feasibility of annexing their territories into the SMUD boundary for purposes of providing electrical service. The Yolo agencies and SMUD jointly funded a feasibility study. The R.W. Beck Report, issued in January 2005, concluded that annexation was technically and financially feasible, and would benefit both SMUD's existing customers as well as the Yolo agencies.

It is hoped that a successful vote of the citizens in the area proposed for annexation would allow Davisites to benefit from lower electric rates; greater local control of utility decisions, and improved reliability.

For additional information, please see the city web site at www.cityofdavis.org or contact the Public Works Department at (530) 757-5686.

Energy
IN FOCUS



Storm drains: How they work

Storm drain systems collect rainwater from streets and roadways and transport it to the nearest creek, drainage pond, or slough. Much of this water eventually flows to the Pacific Ocean.

Since this water does not go to a treatment plant, it is dangerous to pour chemicals such as oil into storm drains. Chemicals will pollute our creeks and ponds, threatening wildlife and drinking water.

Yard waste can accumulate in storm drains, especially if a pile is not stacked away from the curbside.

Allowing yard waste to enter the storm drain can cause flooding, particularly during the first fall storms. You can help by keeping all yard clippings, pet wastes and trash out of the gutter and away from storm drains.

For more information, see www.cityofdavis.org/pw.

Brady Family Aquatics Facility

A much-needed improvement is coming to Civic Center Pool. The city of Davis is partnering with Davis Aquatic Masters and Davis Aquadarts to construct a 1,300 square foot building to replace the Civic Center shade structure at 23 Russell Boulevard.

The building will provide offices and storage for the swim groups in addition to a public meeting room. The project will also create an area that can be used by the swim groups for dry land exercise and other indoor activities. All of the project partners plan to use the space

for meetings. The building overhang will provide an updated shade area adjacent to the pool.

The swim groups have been busy raising money for the \$240,000 building, including selling bricks for the refurbished entry to the pool. The pool building is being named in honor of the Brady family, who are major financial contributors to the project. The project is expected to be completed by early 2006.

For more information, contact the Parks & Community Services Department at (530) 757-5626.

