

ACAP

Automated Citizen Assistance Program



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Purpose

- To provide Mayor & Council and City Manager's Office with an elevated level of response to constituents.
- Ensures a researched, executive-approved response to citizens, and avoids duplication of efforts.
- Provides an electronic trail for real-time and historical tracking.

Definition:

- ACAP is a user-friendly database and workflow system that facilitates the generation of responses to citizen inquiries and complaints.

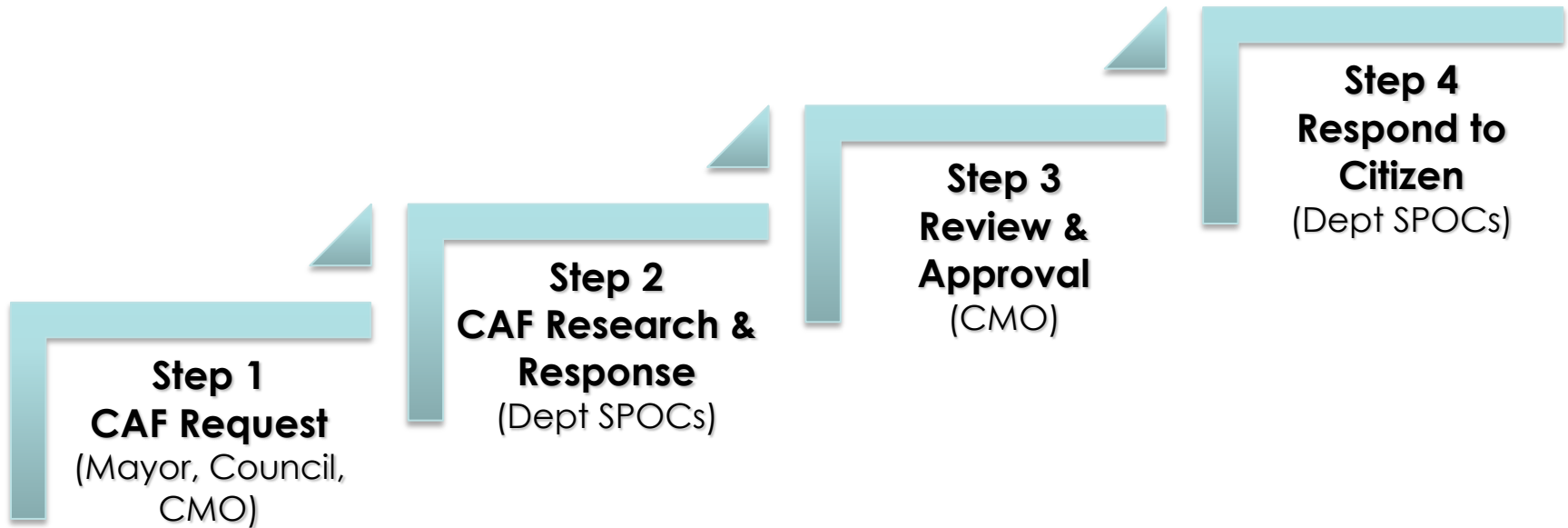
Process:

- Council Members as well as City Manager's office enter citizen requests via CAFs (Citizen Assistance Form) into ACAP.
- City departments and divisions provide appropriate and timely response, fully vetted by the City Manager's office.

Benefits

- Guarantees a City response directly to the citizen.
- Avoids duplication of efforts.
- Creates a record with a traceable electronic trail.
- Assures executive-level review by Department Directors' and Assistant City Managers' offices.
- Delivers 7-10 day turn-around for standard CAFs.
- “Fast-Track” provides a courtesy contact within 24 hours, and a response in as little as two days, when applicable.
- “CAF Check-Back” is available when post closure follow-up is warranted for approved response.

ACAP – Workflow



Questions?