

Haverford 311

Haverford 311 is a centralized system

- To improve citizens' access to Township information and services
- To provide efficiencies in supplying information and services

Objective:

Use information technology and processes to efficiently distribute township information to citizens regarding:

- Township business and administration
- Township services
- Township organizations

Benefits:

- Better-informed citizenry
- Comply with sunshine laws and other regulations
- Improve the effectiveness of township government and services
- Citizens take full advantage of all services that their taxes provide
- Reduce the cost of supplying Township services
- Encourages citizens to participate and volunteer
- Make Haverford Township a better place to live, more conducive to business, with strong property values

Implementation:

As in most things involving information technology, it should be done in phases. The business and management processes are critical to success.

Website Benchmarks:

Lower Merion Twp: <http://www.lowermerion.org/>

Radnor Twp: <http://www.radnor.com/>

Tredyffrin Twp: <http://www.tredyffrin.org/>

Complete list of municipalities with websites in PA:

[http://sites.state.pa.us/govlocal.html?papowerPNavCtr=\[C30207\]](http://sites.state.pa.us/govlocal.html?papowerPNavCtr=[C30207])

Phase 1 – Get Current with Website and Email

A – Email addresses for Township management officials and commissioners.

Examples:

TownshipManager@haverfordtownship.com

Ward9Commissioner@haverfordtownship.com

B – Haverford Township’s website should be constantly updated with the current information.

Possible website info:

- Meeting schedules for all township boards and commissions
- Commissioners meeting agenda and minutes
- A section for each of the 9 wards so that each commissioner does not have to create individual ones that other wards cannot see, including all ward/commissioners newsletters
- Cable TV schedule
- Forms, Permits, Applications
- Zoning and other municipal codes
- Home Rule Charter
- Voting locations
- Trash and recycling pickup schedule
- Leaf schedule
- Phone/Email directory
- Township jobs
- Doing business in Haverford Township
- Links to all township departments, schools, organizations, and boards
- Frequently asked questions
- Sign up for email updates

C – Make a strong commitment to providing citizens with information in all formats:

- Web
- Cable
- Print
- Phone
- Email

Phase 2 – Get Ahead with Haverford 311 for Information

What it is:

Haverford 311 would be a one-stop shop for all non-emergency information. This would be a phone and/or web service that would work in conjunction with a new Haverford Township website and the cable channel, but would be available to anyone, not just internet users or cable TV subscribers, because everyone has a phone. All of these would work from the same set of information so they are all consistent and current.

A central database is the single source for the Haverford 311 information. A special phone number like 610-446-3111 would be set up.

What it does:

The Haverford 311 could have the following components:

- Connection to all Township departments' information: Parks and Recreation, Trash, Leaf pickup, Snow removal, Tree Dept, Zoning, Permits, Library, etc. A user could call and get the number or be transferred to any department. Or a user could complete an online form with their request for information and that is relayed to the appropriate department.
- Events calendar for Township and Civic Groups: A comprehensive list of all Township events, supplied from township departments as well as from all civic groups, put into the Haverford 311 central database, and published to the Township website and cable channel. This might be recurring events (monthly board meetings) or special events.

How it might work:

Example A

- Haverford Civic Council has a username and password to login to their information in the database and can put their meeting information into the database directly.
- Alternatively, Civic Council calls Haverford 311 and gives them the meeting details. Haverford 311 puts that into the database.
- That database automatically feeds the information to the Township website, which is immediately and automatically updated, and an email is sent to the Cable TV channel.

Example B

- The Haverford Township budget meeting is continued at a later date.
- The Township Manager puts that information into the database.
- The Township website is immediately and automatically updated, and an email is sent to the Cable TV channel.

Example C

- Township leaf pick-up schedule is adjusted because of good weather and the truck will be coming 2 days earlier, but will be coming back on the originally scheduled date to get anyone who missed the early date.
- The Public Works Manager puts that information into the database.
- The Township website leaf schedule is immediately and automatically updated, and an email is sent to the Cable TV channel.

Benefits:

- Everyone in the township knows that Haverford 311 is the single point of reference for all information, accessible by phone, website, or cable TV, eliminating confusion for multiple phone numbers and websites.
- The cost of providing information to the citizens is lower.
- Township departments and Township groups would be able to easily disseminate information and have better-attended events.
- Township residents can get information about all events and services that their taxes provide and participate in meetings, groups and activities.
- Community service would be invigorated.
- Better quality of life.

Phase 3 – Get More Benefits with Haverford 311 for Services

What it is:

Haverford 311 would be a one-stop shop to request all non-emergency services. This would be available on the Haverford Township website and via phone. Similarly, all of this would work from the same up-to-date, consistent central database for Haverford 311 services.

What it does:

Haverford 311 would handle requests for all Township services.

- A user could call to request a service or use an online form on the Township website.
- The call is logged into the database with the resident's information, the time and date, and the department/service that is being requested.
- Requests can be prioritized.
- The request for service is dispatched to the appropriate department by Haverford 311 by phone and/or email.

How it might work:

Example A

- A resident calls Haverford 311 and tells them a tree has been hit by lightning and has fallen, blocking a main street.
- Haverford 311 puts that into the database as a high priority request and the call is logged.
- Haverford 311 contacts the Public Works Department to remove the tree.
- Public Works dispatches a crew to remove the tree.
- Public Works completes the job and closes the request for service.

Example B

- A resident goes to the Township website, clicks on Haverford 311, and completes a form to enter a request to ask the Health Department to investigate that a fox has been observed in the neighborhood.
- The request is logged from the contact information as a low priority request.
- Haverford 311 automatically emails the Health Department.
- The Health Department contacts the resident to schedule an appointment to come to the neighborhood.
- The Health Department completes the job and closes the request for service.

Benefits:

- Everyone in the township knows the single point of reference for all services, accessible by phone or website.
- Township residents can take full advantage of all services that their taxes provide.
- The administrative cost of providing services is lower - the cost of one centralized system to collect and route requests would be less than the total of every individual department having to staff and maintain their own request handling service.
- The system provides efficiencies in delivering services, and removes preferential treatment.
- A log of requests is maintained to understand the amount and level of service provided by the Township departments for budgeting purposes.
- Services are delivered to citizens in a timely fashion and citizens are well-informed of the process.
- Better quality of life.