



# The Mayor's Action Center:

The City of Cleveland Heights' versatile communication tool designed to make it easy for residents, business owners, and visitors to connect with City Hall.



# What is the Mayor's Action Center?

The MAC is a tool for communicating issues to, and asking questions of, the City. There are four options for making contact: by downloading the MAC App for smart phones, by email, by phone, or by completing an online form.

Regardless of which option a person uses, all requests are overseen by the MAC Coordinator, a full-time City staff person who directs them to the appropriate departments for follow up and completion.

## HOW IT WORKS

Resident reports an issue to the MAC



Issue is logged and transferred to appropriate department (e.g. a pothole complaint goes to the Department of Public Works).



The department acknowledges the issue and, within a designated timeframe, fixes/addresses the issue.



Ticket is closed.



# Who manages the MAC?

The MAC is run by a human being!

Todd Walburn, the MAC Coordinator, oversees and monitors requests sent via app and online form, and answers all MAC emails and phone calls.

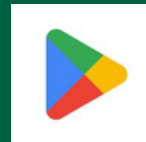
Todd is a *really* nice person with extensive customer service and professional troubleshooting experience.



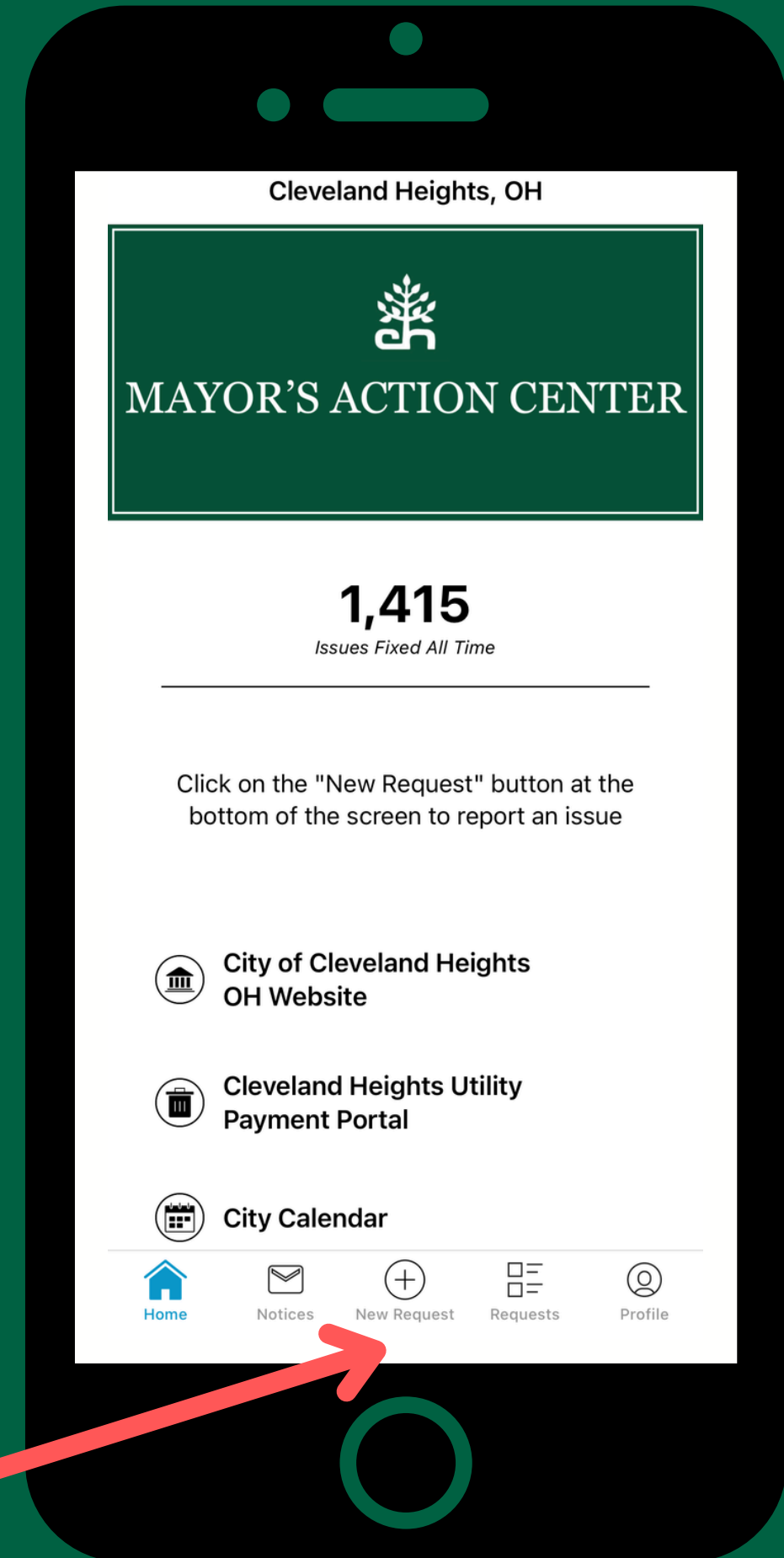


# Option 1: Use the MAC App

To access MAC on your phone, download the app, called Access Cleveland Heights, from the App Store (see QR codes below). Requests on the App can be made 24/7.

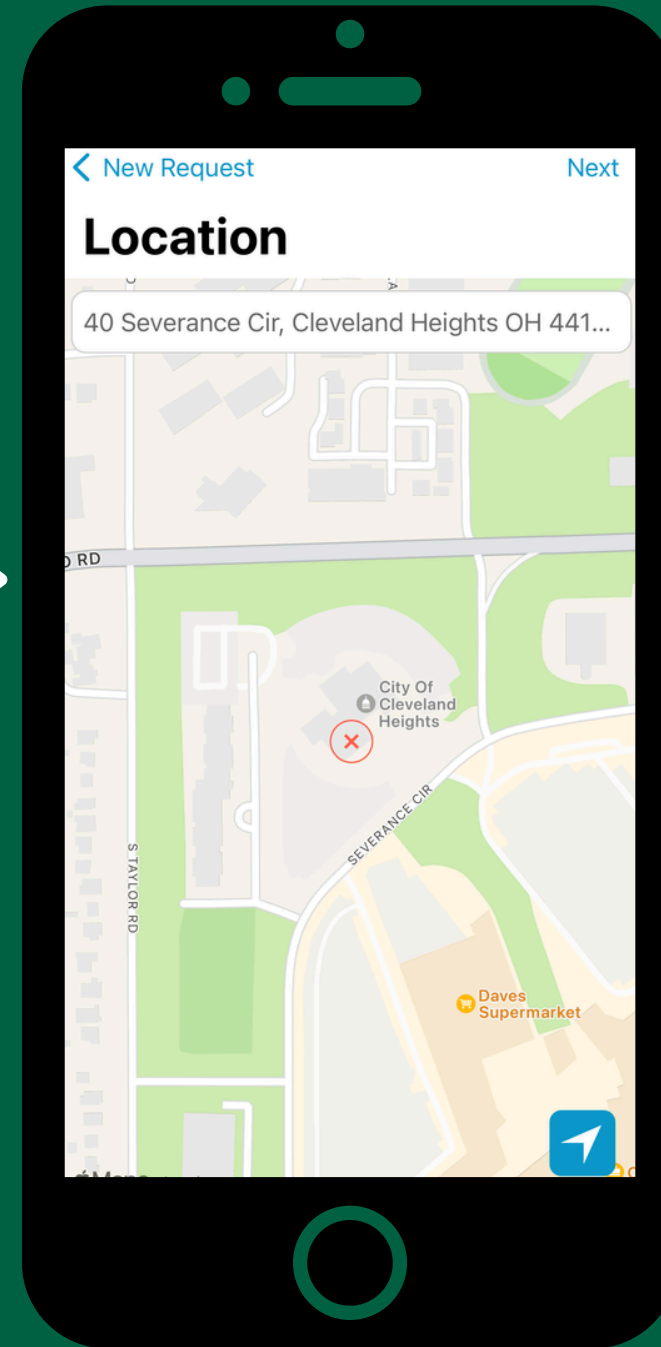


Once you've downloaded the app, click on the "New Request" button to begin the reporting process.

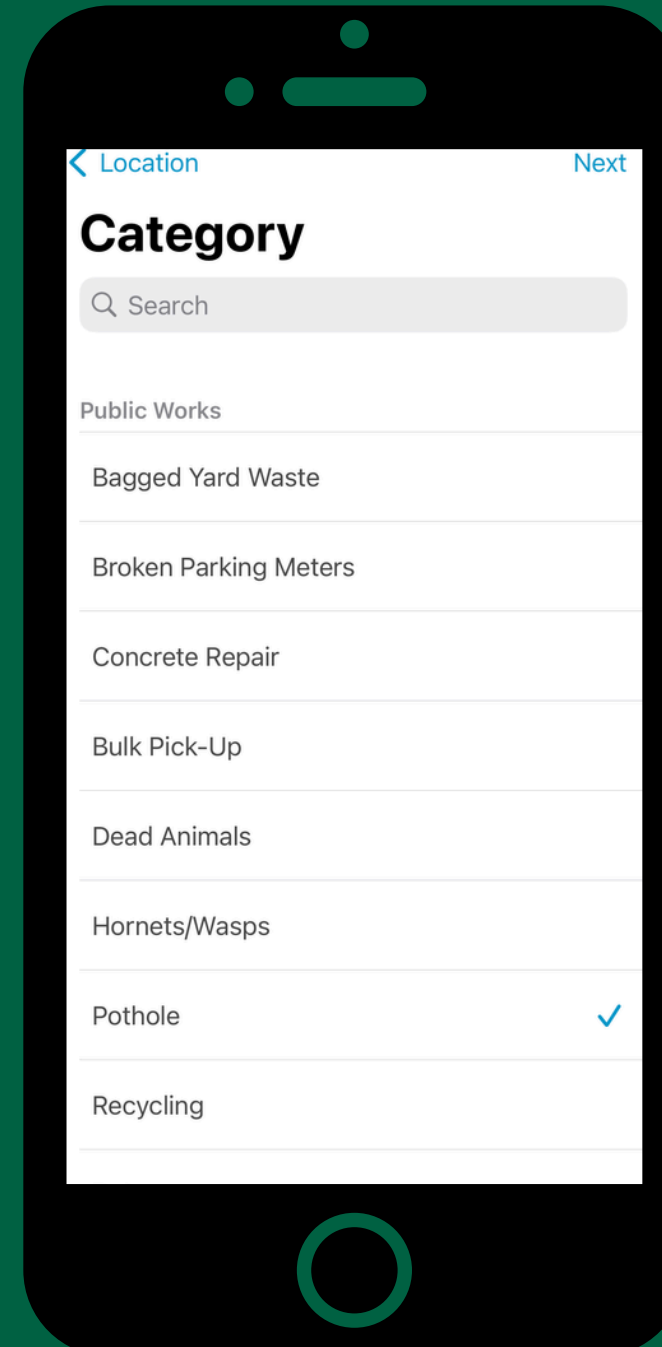




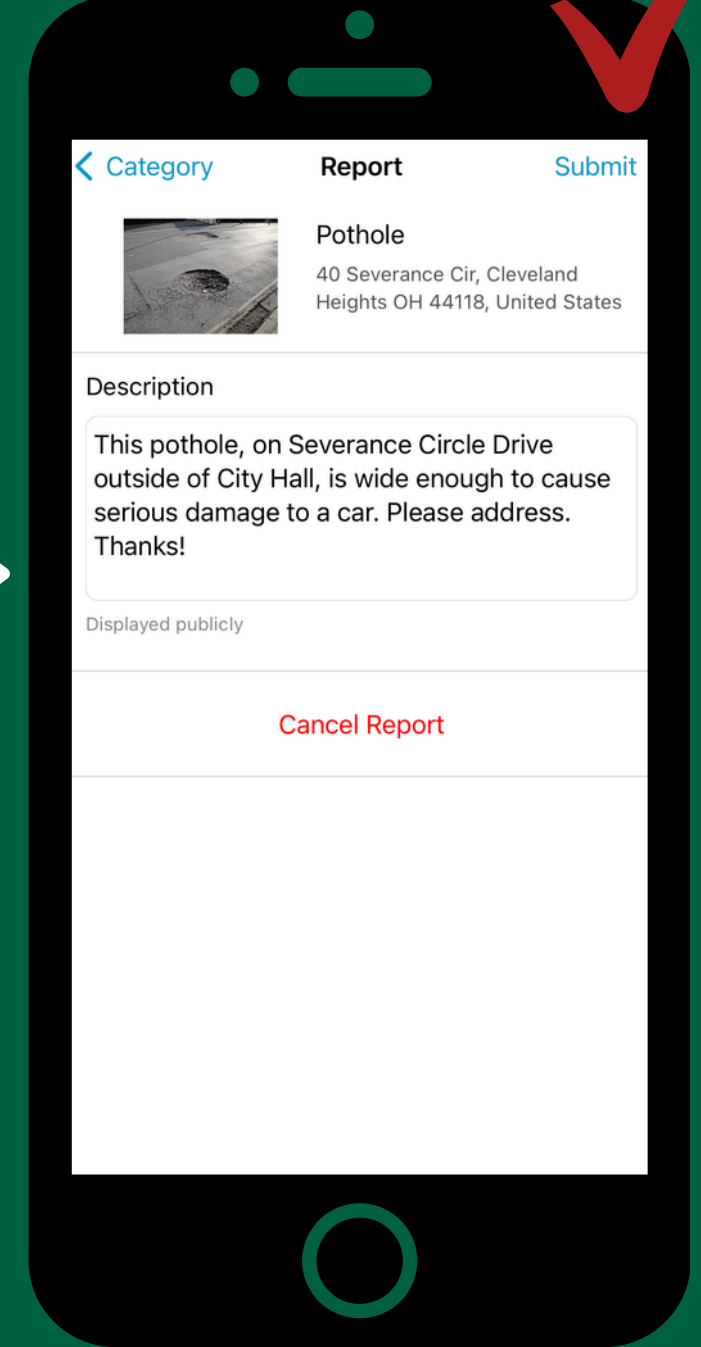
Optional: take or upload a photo of the issue.



Enter the location of the issue.



Select the category that best describes the issue.



Include a description if clarity is needed, and submit.



# Option 2: Complete the MAC form on the City's website.

clevelandheights.gov > Mayor's Action Center (linked in both the sidebar and under "Top Services")

The screenshot shows the Cleveland Heights, OH Mayor's Action Center (MAC) form. The header is 'Cleveland Heights, OH'. The sidebar on the left is titled 'Select a Request Category' and includes a search bar 'Search for Category'. Below the search bar, there is a list of categories under the 'Public Works' heading: 'Bagged Yard Waste' (checked), 'Broken Parking Meters', 'Concrete Repair', 'Bulk Pick-Up', 'Dead Animals', and 'Hornets/Wasps'. The main area on the right is titled 'Bagged Yard Waste' and shows the address '40 Severance Cir, Cleveland Heights, Ohio, 44118'. There are also links for 'Public' and 'Public Works'. A purple arrow points from the text on the right to the 'Bagged Yard Waste' section of the form.

The MAC form mimics the App function and process. The last step asks that users register in order to receive updates on their issues and final alerts when issues are resolved.



# Option 3: Email the MAC

[mac@clevelandheights.gov](mailto:mac@clevelandheights.gov)

Todd answers these emails directly, creates tickets, and directs each issue to the appropriate department.





# Option 4: Call the MAC

## 216-291-2323

Todd answers these calls, creates tickets, and directs each issue to the appropriate department. The MAC phone option is available Monday-Friday, 9 a.m. to 5 p.m.



# What's next?

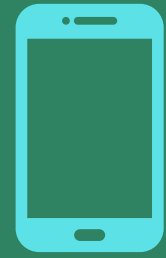
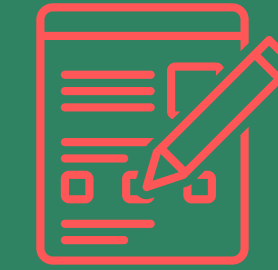


Once you've reported an issue, you will receive alerts via email from "SeeClickFix," which is the name of the platform that powers the MAC, on the status of your requests from acknowledgement to closure.

You can also reach out directly to Todd via email or phone to provide additional information or request clarification.

SeeClickFix will also alert you to reported issues similar to yours or in the same vicinity, giving you a bigger picture of the work happening around town. You may opt out of receiving these alerts.

# Thank you!



Thank you for taking the time to learn about the City of Cleveland Heights' Mayor's Action Center. Now that you know the various ways to use it, we hope it will improve and expedite communications with the City and the remedying of any issues. For issues not addressed by the MAC, the City's website is a comprehensive resource to find answers ([www.clevelandheights.gov](http://www.clevelandheights.gov)).

We appreciate all feedback. Together, we can continue to make this City a wonderful place to live, work, navigate, recreate, and welcome others.

