



citygrader



"Thank you to the Fire Dept. for saving our day!"

"Mariana helped me fill out my permit paperwork with so much patience!"

"The staff in the Planning & Zoning department were knowledgeable and helpful. I was taken care of and out the door in under an hour."

"There aren't enough signs to know where to go without stopping to ask someone. Please add more signs!"

Your community. Your voice.

Join today at citygrader.com

What is CityGrader?

CityGrader is a simple and effective platform dedicated to increasing the quality and accountability of local governments through reviews and feedback that come directly from the public. Through the CityGrader platform, taxpayers play a meaningful role in creating positive change by increasing the quality and accountability of public employees and the services they provide.

CityGrader users can successfully request that their municipality fix a shabby road; lodge a complaint against an unfair building inspector; or submit a review commending an exceptional police officer who saved the day. CityGrader allows citizens to play an active role in improving their community.

Local governments, through their Public Partner dashboard, can interact with members directly to show appreciation and/or help them resolve any issues they may have. Additionally, based on member feedback, Public Partners can work to improve the efficiency of public services, adjust policies as necessary to improve effectiveness, and expose any negligence or corruption which may be present within their staff. Every local government that becomes a CityGrader Public Partner pledges an oath to actively monitor feedback and engage with the residents they serve to improve accountability, transparency and public services.

How It Works

CityGrader gives users the ability to post real-time feedback through a grade and written review about a jurisdiction as a whole, a department within the jurisdiction, or specific public employee that provided them with service.

CityGrader uses a traditional letter grade scale of A, B, C, D and F; with A being the highest and F being the lowest. Users are required to post a written review for all grades so as to provide valuable information and context for their letter grade selection.

CityGrader provides unprecedented levels of government accountability and transparency. Proper management of your CityGrader account can improve your services and help bring more quality businesses and potential residents to your city or county; thus increasing your reputation, your business traffic, and your residents' standard of living. By allowing residents to give targeted input regarding departments and employees, you are letting the public know that you take the performance of your employees, as well as the quality of your services, seriously.

Most importantly, by seeking this feedback through a public-facing forum that is administered by a third party (CityGrader), your residents and patrons can rest assured that their input is being accurately and faithfully shared with the public.

Your community.

CITY HALL

Your voice.

Public Partners

Jurisdictions that join CityGrader and become Public Partners will have direct access to a custom Public Partner account with administrative privileges of their public page.

This access will allow Public Partners to:

1. Monitor grades and reviews posted about their jurisdiction, departments and employees;
2. Respond to user reviews and grades on behalf of the jurisdiction;
3. Provide users with an opportunity to update their feedback based on the latest interaction;
4. Flag incorrect or defamatory content and request CityGrader review it;
5. Create customized survey questions to be added to their CityGrader GO locations;
6. View metrics related to content posted on their jurisdiction's public pages and GO platforms;
7. Update employee information to ensure user feedback is current and relevant;
8. Assign a department leader to receive notifications about employees within a department;
9. Update basic jurisdiction contact information to make it easier for users to contact them; and
10. Remove the ability for users to submit feedback anonymously for their jurisdiction, if so desired.

CityGrader Public Partners have a direct line of communication with CityGrader staff to help address any immediate issues or concerns.

CityGrader GO

CityGrader GO is an extension of the main platform that allows Public Partners to run an abbreviated version of the grade and review function on devices located within Public Partner front line offices.

GO gives residents who visit municipal offices the ability to grade and review their experience real-time at the point of service. This helps ensure more immediate and accurate experiences are documented and it encourages city staff to always perform to the best of their abilities.

In addition, the CityGrader GO platform allows Public Partners to create custom surveys to complement the grade and review feedback. This permits Public Partners to receive specified feedback at each kiosk location.

Join Now!

And this is just the beginning! More functionality is currently being built to increase the effectiveness and usability of the Public Partner accounts and will be announced as it becomes available.

For more information on how to become a CityGrader Public Partner, please contact Ariel Fernandez at: 305-772-8956 or via email at: ariel.fernandez@citygrader.com.

