



# Modernizing Communication

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City of Saint Marys, Pennsylvania



City of Saint Marys, Pennsylvania

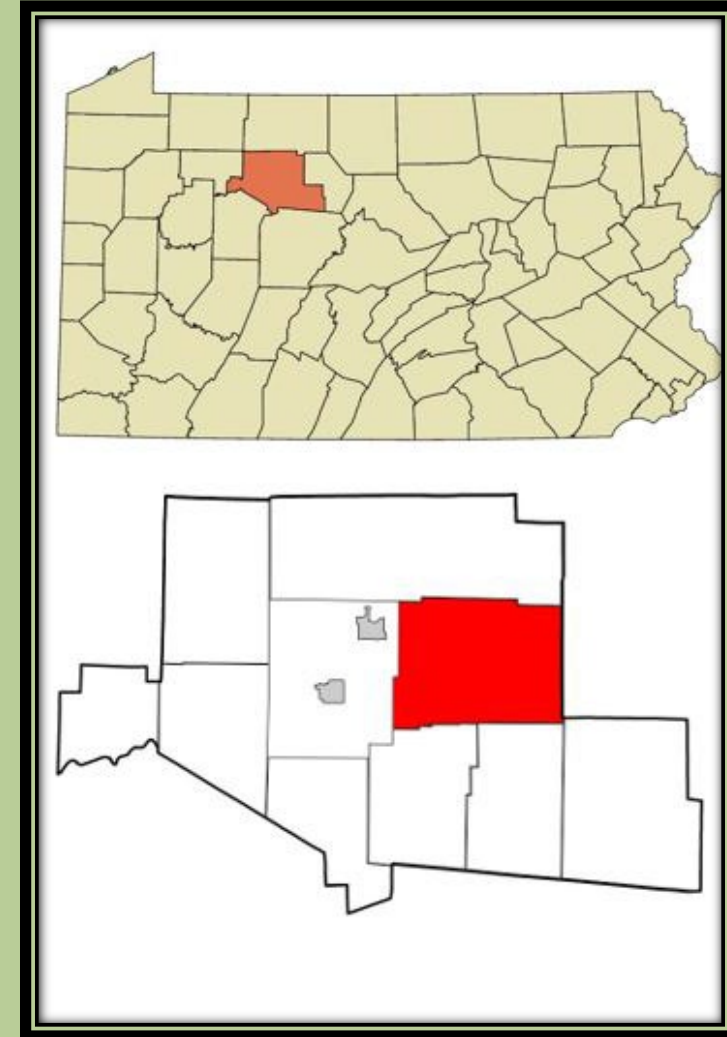
# Who Are We?

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- Founded in 1842
- Established as a “Third Class City” in 1994

*(The first municipal government consolidation in PA since 1956)*

- Elk County
- 99.51 mi<sup>2</sup>
- 2<sup>nd</sup> largest City by land throughout Pennsylvania
- Population: 12,000
- Hometown of Straub Beer







ST. MARYS CITY HALL





We've come a very  
long way since 1842

...

But one thing we seemed to be falling behind on was our communication methods between Local Government & City residents...







We had to figure  
out a way for  
12,000 residents  
to feel efficiently  
connected to  
their City  
Government





**My St. Marys** 4+

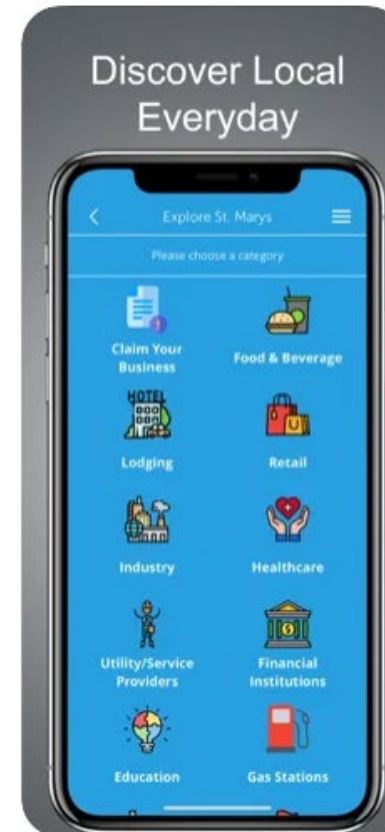
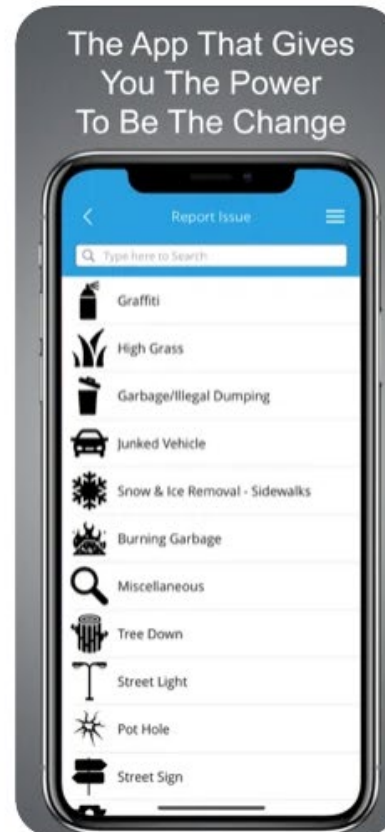
City of St. Marys, PA

Designed for iPad

Free



Screenshots [iPad](#) [iPhone](#)



So We Developed  
“My St. Marys”  
Mobile App



We worked with the  
“My Civic” team at  
Tyler technologies  
to develop & launch the app in  
November 2021



**Empowering people who serve the public®**



# Why “My Civic” & Tyler Technologies?

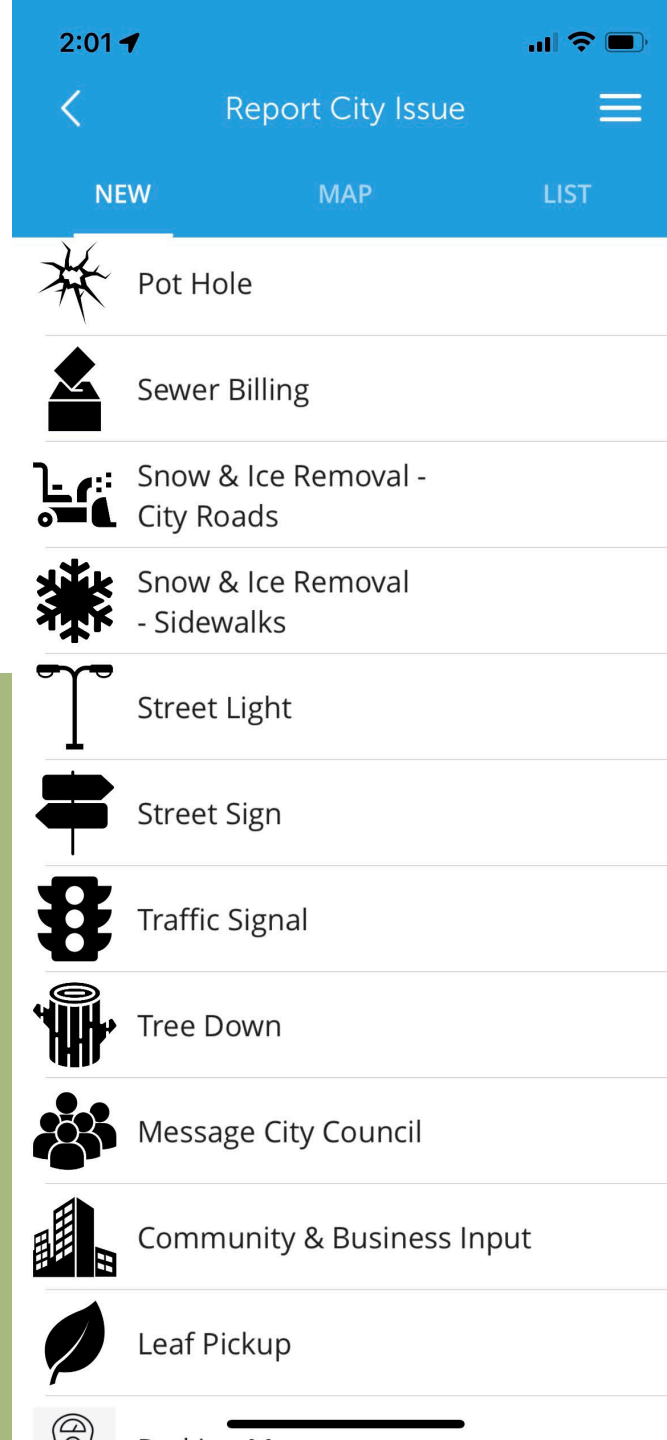
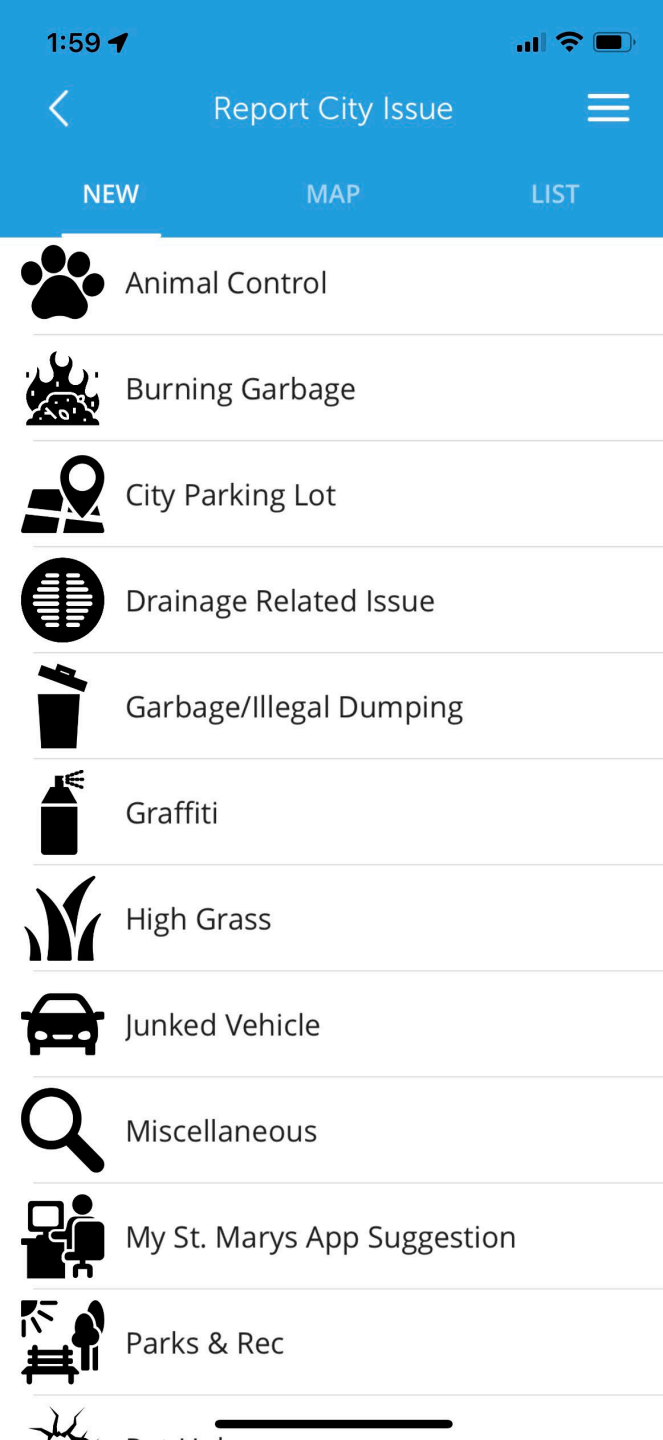


## Local Government in Citizens' Hands

Tyler's My Civic is a comprehensive, customizable platform designed to promote civic engagement and enhance the quality of life in your community. Through a single, public-facing app, residents and business owners have access to all the services, resources, and information your organization has to offer, enabling them to play a more active role in the area they call home.

- ✓ Manage one app for your organization
- ✓ Incorporate your own branding
- ✓ Send targeted push notifications, surveys, and feedback forms
- ✓ Encourage two-way communication with citizens
- ✓ Connect to bill payment portals
- ✓ Provide interactive, GIS-based maps to points of interest





# Report a City Issue



Admin Dashboard

Resources

Push Notification

Manage Users

Profile

Civic Engagement

Report Issues

Report City Issue

Reported Issue

Analytics

Manage

Department

Issue Type

Issue SubType

Staff

Submit A Report

Settings

Add Menu Item



## 930138 - Parking Meter

PUBLIC

Opened  
02/11/2022 8:03 AM

Closed  
02/11/2022 12:53 PM

Reporter  
Adam Steel

Email  
adamlee\_steel\_1918@yahoo.com

Phone  
814 834-1177

Device  
Android

Notes  
snow around parking meters at St Marys Public Library.



### Update log

02/11/22  
12:53 PM

#### Status Changed

Matt Pfeufer

Work Order #930138 status has changed from received to resolved.  
The City and the property owner will implement an alternative snow removal strategy for future snowfall events. In the instant case, the City and the property owner are working together to remove the piles from around the meters.



02/11/22  
12:42 PM

#### Notes Added By staff

Mary Ann Hasselman

Parking areas are cleaned up when down town snow removal takes place.



02/11/22  
8:05 AM

#### Status Changed

Katie Lanzel

### Issue settings

Severity

Critical

High

Medium

Low

Status



New



Received



Assigned



Referred



Resolved



Canceled

Action

Select Action

Resolution

Select Resolution

Note

Add new note

### File management

Add files

☐ Share with citizen ☐ Change notification ☐ Notify department

☐ Is this a recurring issue ?

Estimated resolution date

MM/DD/YYYY

Set

Reassign issue type

Parking Meter

2:08



Pay Sewer Bill Online



Purchase a Parking Permit



[Click here to purchase a parking permit online](#)



2:08



Pay Sewer Bill Online



Pay Sewer Bill Online



Residents have the option to pay their monthly sewer bill online using a Credit/Debit Card through a secure payment portal.

You will need your Sewer Account # which is found on the upper left-hand corner of your sewer bill.

[CLICK TO PAY  
SEWER BILL](#)

\*\*\*Please note that this payment method is different from the existing "Direct Pay" option, where your payments come out of your bank account directly each month via ACH.



# Make Payments



From: [noreply@mpnotify.com](mailto:noreply@mpnotify.com)  
To: [anitadollar@gmail.com](mailto:anitadollar@gmail.com)  
Subject: Purchase Information  
Date: Thursday, March 3, 2022 7:49:41 AM

Hello

Thank you for making a purchase. Here are the details of your purchase:

**CREDIT CARD TRANSACTION SUMMARY**

PAYMENT ITEM	REFERENCE NUMBER	AMOUNT
MunicipiPAY*Service Fee - City of St. Marys, PA		\$1.50
Limited Parking Permit: \$20 Per Month (Municipal Lots/Garage: 7am - 8pm)	Hyundai Sonata Kjd4601	\$20.00
		<b>Total: \$21.50</b>

Transaction Number: 22062281030300269  
Date Processed: 03/03/2022 07:49:36 GMT-05:00  
Transaction Type: CREDIT CARD  
Card Number: \*\*\*\*\*1234  
Cardholder Name: Anita Dollar  
Phone: 867-5309

City of St. Marys, PA - Police  
11 Lafayette Street  
Saint Marys, PA 15857  
(814) 781-1718

Authorization: 234328  
Reference Number: A6C3ED2D03

Limited Parking Permit: \$20 Per Month (Municipal Lots/Garage: 7am - 8pm)	\$20.00
<b>Total:</b>	<b>\$20.00</b>

From: [noreply@mpnotify.com](mailto:noreply@mpnotify.com)  
To: [cashbandicoot@yahoo.com](mailto:cashbandicoot@yahoo.com)  
Subject: Purchase Information  
Date: Tuesday, March 1, 2022 9:28:59 AM

Hello

Thank you for making a purchase. Here are the details of your purchase:

**CREDIT CARD TRANSACTION SUMMARY**

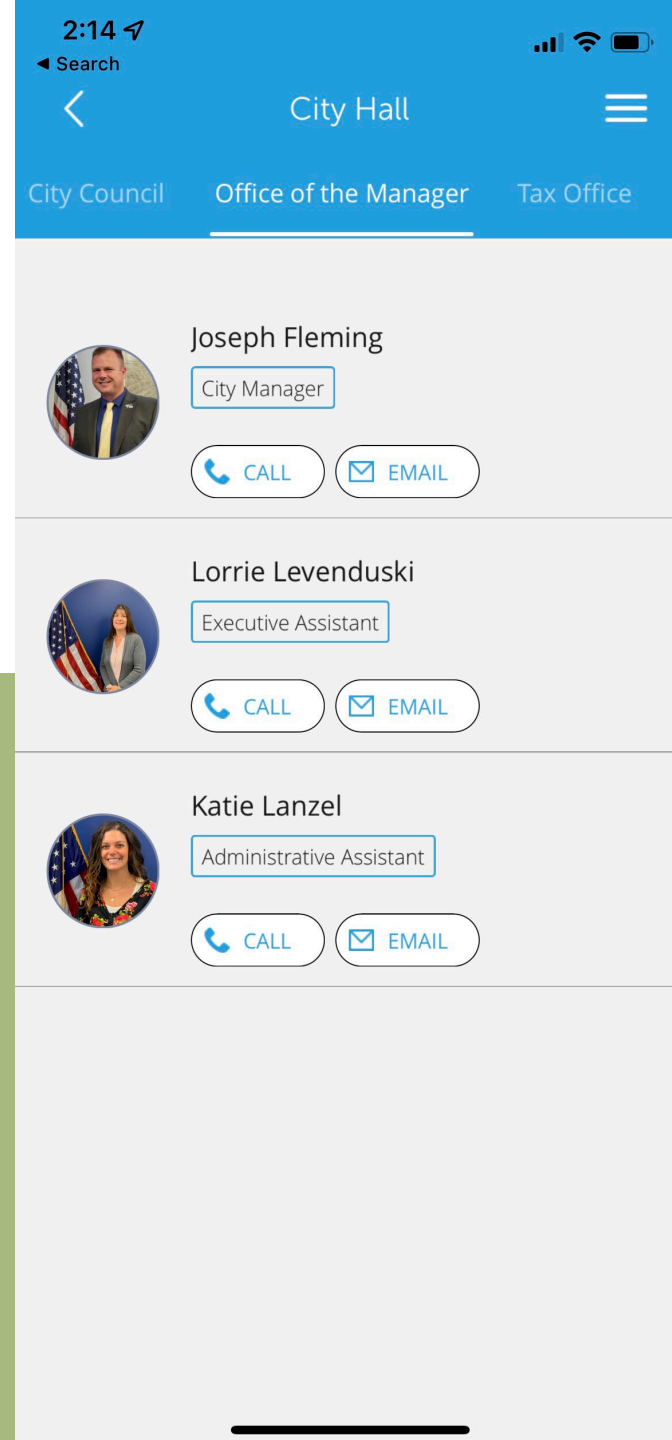
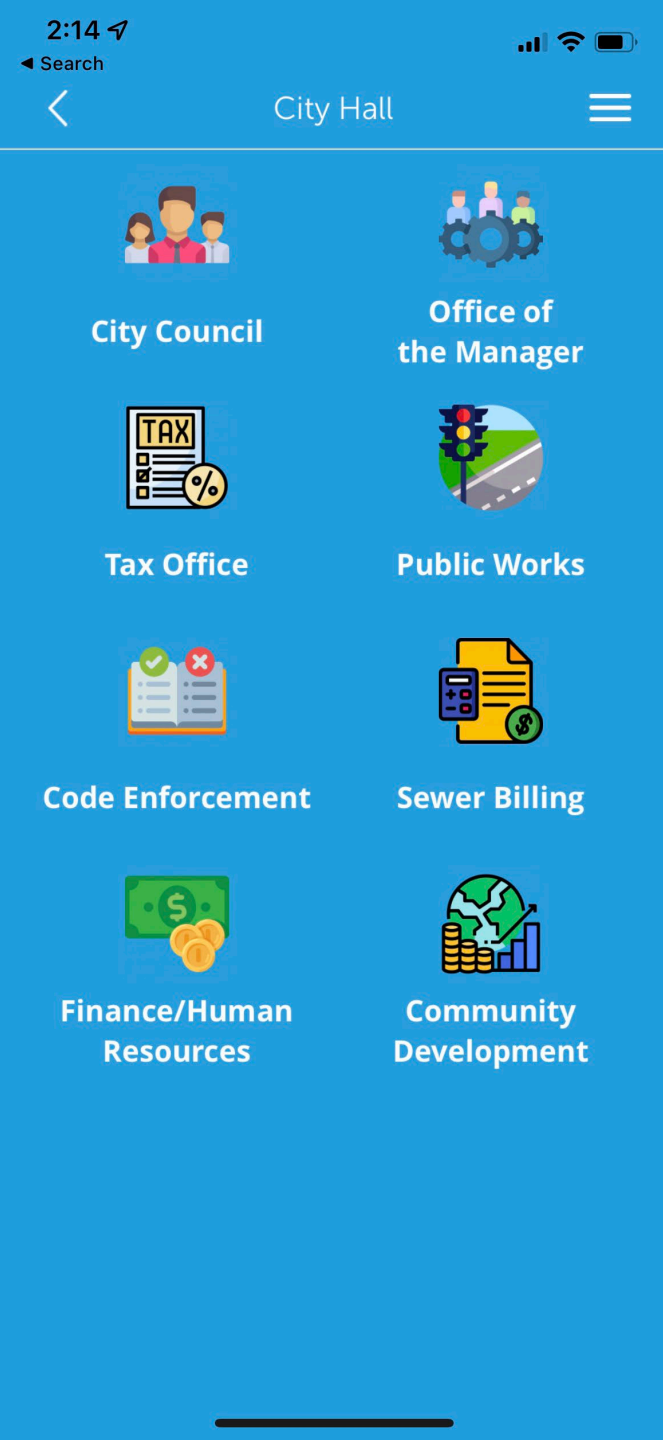
PAYMENT ITEM	ACCOUNT #	AMOUNT
MunicipiPAY*Service Fee - City of St. Marys, PA		\$2.74
Online Utility Payment	20655-20198	\$103.57
		<b>Total: \$106.31</b>

Transaction Number: 22060340300290268  
Date Processed: 03/01/2022 09:28:54 EST  
Transaction Type: CREDIT CARD  
Card Number: \*\*\*\*\*0000  
Cardholder Name: Cash Bandicoot  
Phone: 866-3935

City of St. Marys, PA  
11 Lafayette Street  
St Marys, PA 15857  
(814) 781-1718

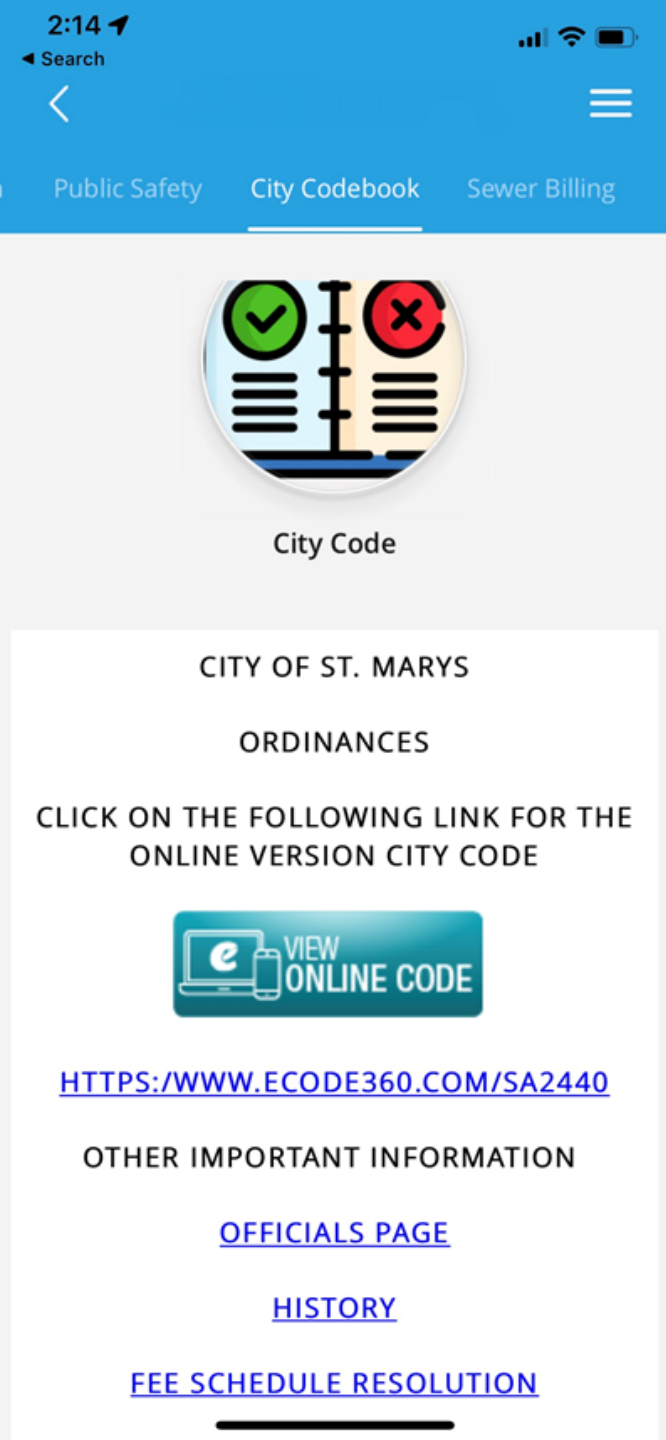
Authorization: 02689A  
Reference Number: 10F8E0C904

Online Utility Payment	\$103.57
<b>Total:</b>	<b>\$103.57</b>

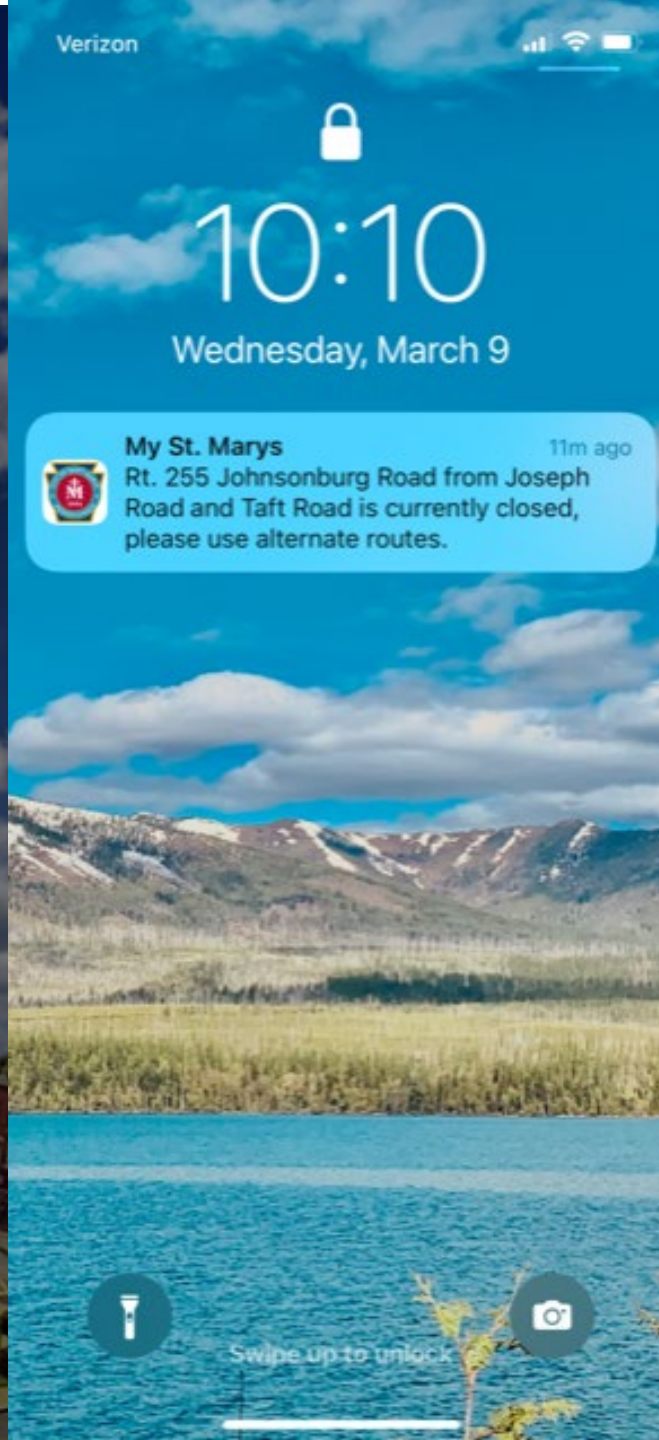
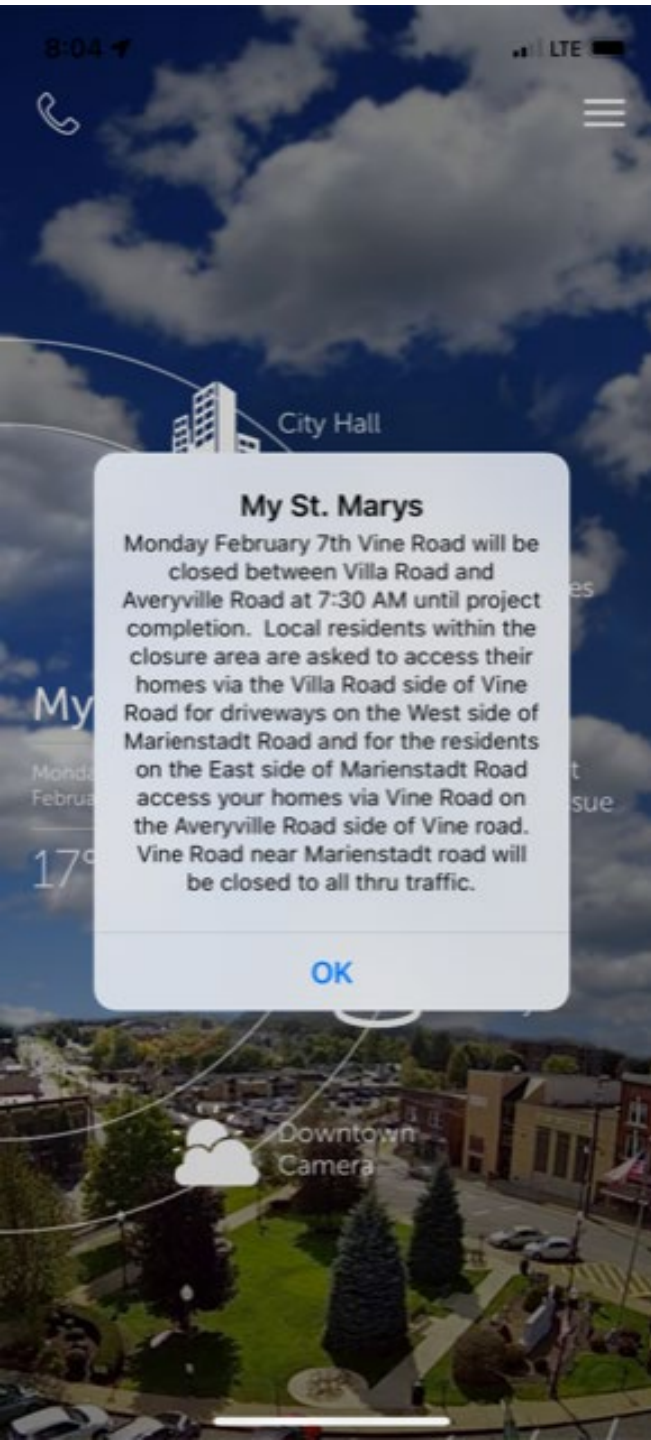


# Explore City Hall Services





# Look Up City Codes & Ordinances



Receive  
Real-Time  
Push  
Notification  
Alerts



2:57 4  
◀ Search  
Downtown Camera  
WJAC 35° WATCH  
ADVERTISEMENT  
ELK COUNTY REAL ESTATE LLC 814-781-1393  
39 N. St. Marys St.  
www.elkcountyre.com  
Click Here to See Our Listings

## Elk County Real Estate St. Marys Weather Eye

by Severe Weather Team 6  
Thursday, October 29th 2020



St. Marys Weather Eye (WJAC)



# View a Live Downtown Camera

2:58



< Explore St. Marys



Please choose a category



Claim Your  
Business



Food & Beverage



Lodging



Retail



Industry



Healthcare



Utility/Service  
Providers



Financial  
Institutions



Education



Gas Stations

2:58



< BUSINESS



in Your Business

Food &amp; Beverage

Lodging

Re

Healthcare

Utility/Service Providers

Financial Ins

Q search



Bucks Pizza

1.65 mi

962 S. St. Marys St. St. Marys PA 15857  
Pizza Place



CALL



DIRECTIONS

Anytime Lunchtime

306 State St. St. Marys PA 15857  
Restaurant



CALL



DIRECTIONS

Bavaraian Hills Golf Course Resta...

251 Mulligan Rd. St. Marys PA 15857  
Restaurant/Bar



CALL



DIRECTIONS

Brandy Camp Creamery

On the Diamond St. Marys PA 15857  
Ice Cream Shop



CALL



DIRECTIONS

Burger King

920 S. St. Marys St. St. Marys PA 15857  
Fast Food



2:58



< BUSINESS



Healthcare

Utility/Service Providers

Financial Ins

Q search



City of St. Marys Sewer

0.01 mi

11 Lafayette St. Saint Marys PA 15857  
Sewer



CALL



DIRECTIONS

NEW

Zito Media

0.18 mi

314 S. Michael St. Saint Marys PA 15857  
Internet



CALL



WEBSITE



DIRECTIONS

NEW

Elk Waste Services, Inc.

1.05 mi

134 Sara Rd. Saint Marys PA 15857  
Garbage



CALL



DIRECTIONS

NEW

Groll's Disposal

2.25 mi

1085 S. Michael Rd. St. Marys PA 15857  
Garbage



CALL



WEBSITE



DIRECTIONS

NEW

Kinetic by Windstream

mi

320 Main St. Ridgway PA 15855



Access a  
Local  
Business  
Directory



Open the Mac App Store to buy and download apps.



## My St. Marys

4+

City of St. Marys, PA

Designed for iPad

Free



## Screenshots

iPad

iPhone



IPhones/IPads



Apps

Categories ▾

Home

Top charts

New releases

My apps

Shop

Games

Kids

Editors' Choice

Account

Payment methods

My subscriptions

Redeem

Buy gift card

My wishlist

My Play activity

Parent Guide



# My St. Marys

Civic Apps Productivity

Everyone

Add to Wishlist

Install



# Androids

Engage with St. Marys, PA like never before by downloading the City's official app.



# Thank you!

## Questions?

