Student Engagement at the City of Gainesville

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City of Gainesville Fellowship Program Background

- Result of the UF and City establishing an MOU to formalize an institutional partnership
  - Goal of partnership was to align strategic plans and improve community engagement
  - The press release can be seen here
- Started in 2017 with the Bob Graham Center and City Manager's office
  - Program's aim was to empowering civic-minded students
- City fellows hired in the Office of Strategic Initiatives for digital services, research and prototyping, engagement and visual design

City of Gainesville Fellowship Program Overview

- Multiple positions are open within three City departments – SPI, City Clerk, and GFR
  - Fellows are assigned a mentor from their respective departments to assess progress
- Fellows focus on project-based work addressing City issues and working to meet strategic goals

- Fellows work 15-20 hours per week through the fall and spring semester
- Fellows will be paid according to the pay plan set for the Intern Job Classification by HR, with the minimum being the current living wage rate, and a progression-based pay plan according to the student's academic year
- Students from all majors are welcome to apply

Fellowship Application

- Describe skills and experience related to the position
- Describe what one hopes to gain from the Fellowship
- Provide example of involvement in serving the greater Gainesville community
- Submit a current resume and letter of recommendation from a professor, job supervisor, or academic advisor
- Additional requirements from the Bob Graham Center
  - A minimum of 3.0 GPA
  - Preference to students in junior or senior standing

Fellowship through the Bob Graham Center at UF

- The City Fellowship page on the Bob Graham Center (BGC) website can be seen [here](#)
- Positions are posted and advertised through the BGC in March
  - Staff are invited to speak at an info session while the application is open to answer questions of interested students
- BGC sends Staff the list of vetted applicants w/ supporting documents
- Staff review applications, schedule interviews with appropriate panel, and make Fellow selections in late spring
- Selected students are required to register for one fellowship credit hour during the fall and spring semester
  - A progress report must be submitted to the BGC by the student at the end of each semester

Fellowship at Santa Fe College

- Partnership started in 2021
- Positions are posted and advertised through the Division of Student Life in March
  - The press release can be viewed [here](#)
- Student Life staff sends Staff the list of vetted applicants w/ supporting documents
- Staff review materials and request student availability for interviews
- Staff review applications, schedule interviews with appropriate panel of City Staff, and make Fellow selections in late spring

Other Student Engagement Efforts

- Course-based Partnerships
  - Staff have partnered with faculty and students at several colleges/universities and our local school system to advance projects that can benefit from the research, ideation, and prototyping of students.
- Volunteer Toolkit
  - Students from Engage Florida are working on a set of toolkits to better equip students to participate in meaningful community engagement and to support nonprofit organizations as they bring on volunteers.

- Food-Generating Business Survey
  - Interested students were trained to conduct the survey with businesses in the community to gain insights into food waste diversion practices.
- Partnership for Reimagining Gainesville
  - Students with a passion for community development are welcome to get involved with ongoing projects or volunteer to assist with operations.

Examples of Other City Internship Programs

Parks, Recreation, and Cultural Affairs (PCRA)

- PCRA typically has 2-3 unpaid interns who work ~25 hours/month. Positions are available for administration, recreation, nature, and Ironwood.

- Cultural Affairs typically has multiple unpaid interns each semester with various levels of commitment coordinated through UF's Tourism, Hospitality, and Event Management degree.

Information Technology (IT)

- IT typically has service desk interns from Santa Fe College, who work 30 hours/week. Interns are typically paid, and positions are advertised through the city website, but a partnership between Santa Fe and the City is being created to facilitate recruitment.

- There are also intern opportunities within IT Operations, typically for students pursuing bachelor degrees.

Gainesville Regional Utilities Water/Wastewater

- Typically has 5-6 paid internship positions which are posted and advertised through HR. Applications are shared with UF, and interns must be studying either civil or environmental engineering. Interns typically work 15-20 hours a week, and assist with environmental regulatory projects, design projects, data collection, analysis, and more.

myGNV

myGNV is the City of Gainesville's neighbor portal. It is available on the web and mobile apps.

- **Request** assistance and services
- **Report** non-emergency maintenance issues
- **Receive** personalized notifications

www.myGNV.com

Available on the App Store

GET IT ON Google Play

THE IDEA

Make it easier to live in the City of Gainesville. Bring city resources to our neighbors, wherever they are.

myGNV

"Best in Class" Neighbor Services

Our purpose is our people

- Have all city departments working together without silos
- Develop and enhance proactive city communications policies, strategies and tools to inform the community
- Have a high level of neighbor satisfaction with city services and services response
- Upgrade information technology systems – hardware and software - to better serve neighbors
- Develop effective and usable performance metrics for evaluating the service performance and the value to neighbors

2020 Strategic Plan

Continuous Improvement

2015 **311GNV launched in City of Gainesville**
- Neighbor engagement: Report non-emergency maintenance issues

2019 **myGNV Redesign**
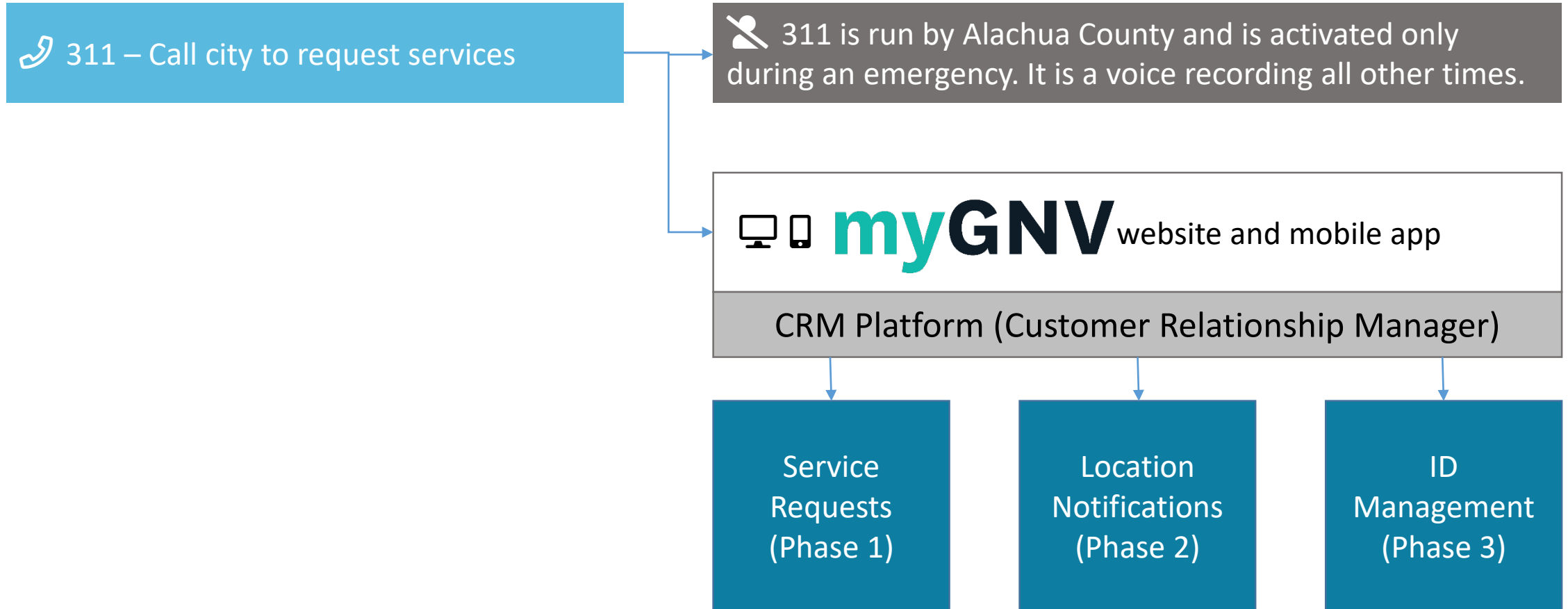- Usability improvements

2021 **Platform migration**
- Enhanced features to support a Neighbor Portal
- Expanded neighbor assistance categories

2022 **Expanded Features**
- Personalized notification system (Trash, Engagement)
- Usability improvements
- Expanded neighbor assistance categories

myGNV

There are lots of different names for what we are doing

311 – Call city to request services

311 is run by Alachua County and is activated only during an emergency. It is a voice recording all other times.

myGNV website and mobile app

CRM Platform (Customer Relationship Manager)

| Service Requests (Phase 1) | Location Notifications (Phase 2) | ID Management (Phase 3) |

Neighbors can easily:

Engage With City and Neighbors

Pay Bills

Receive Personalized Notifications

Neighbor Portal

Buy Services & Amenities

Explore Services Near You

Receive Services

Examples of how we can simplify Neighbor connections

What can I report / request in myGNV?

- **City Commission**
  - Request a meeting with a Commissioner
- **Fire & Life Safety Issues**
  - Blocked Exits
  - Fire Hydrant Issues
  - Health & Wellness Concerns
  - Inspections
  - Overcrowding
  - Smoke Detector Installation
- **Homeless Assistance (coming soon)**
  - Child Safety Concerns
  - Encampment
  - General Health Concerns
  - Homeless Veterans
  - Neighborhood Safety Concerns
  - Request a Wellbeing Check
  - Solid Waste
- **Homes & Buildings**
  - Construction Sites
  - Dangerous Buildings
  - Graffiti
  - Mosquito Control
  - Overgrown Grass
  - Substandard Commercial Rentals
  - Substandard Rental Housing
- **Micromobility & e-Scooters**
  - E-Scooter Issues
- **Notifications (coming soon)**
  - Trash Reminders
  - Engagement Events

- **Parking**
  - Parking Enforcement
  - Parking in Yard
  - Parking Meter Malfunction
- **Parks**
  - Park Repair or Clean Up
- **Police (Non Emergency)**
  - General Police Enforcement
  - Noise Complaint
  - Traffic Enforcement
- **Roads & Streets**
  - Abandoned Vehicle
  - Dead Animal (Public Property)
  - Neighborhood Watch Signs
  - Right-of-Way Maintenance
  - Road Repair
  - Sidewalk Repair
  - Street Sign Repair
- **Streetlights & Traffic Signals**
  - Streetlight Repair
  - Traffic / Pedestrian Signal
- **Suggest New Infrastructure**
  - New Infrastructure
  - New Streetlight
- **Trash**
  - Garbage Pick Up & Recycling
  - Trash / Debris (Private Property)
  - Trash / Debris (Public Property)

- **Trees**
  - Tree / Limbs (Private Property)
  - Tree / Limbs (Public Property)
  - Tree Planting Suggestion
- **Water Issues**
  - Flooding & Ditch Maintenance
  - Leaks
  - Low Pressure
  - Wastewater & Sewer
- **Other**
  - General Code Issue
  - Other
- **Internal Requests (Community Builder Only)**
  - Admin Intake
  - Employee Suggestions (coming soon)
- **Common Storm Requests (Emergency Mode Only)**
  - Flooding Issues
  - Stop Sign Down
  - Other Signs Down
  - Traffic Light Outage
  - Tree Down with Wires
  - Tree Down on House
  - Tree Down on Vehicle
  - Tree Blocking Street
  - Tree Blocking Sidewalk
  - Tree / Brush Debris
  - Wires Down on House
  - Wires Down on Vehicle
  - Other Issues

myGNV
The Neighbor Portal

demo time!

follow along at mygnv.com
or download from apple / android stores