

# THE SEVIERVILLE CITIZEN

IMPROVING CITIZEN COMMUNICATION

ISSUE 01 YEAR 14



Welcome to the first edition of the *Sevierville Citizen* Newsletter. The purpose of the newsletter is to inform you of city services, schedules, and important items that may be of interest to you. In response to the recent National Citizen Survey, city staff have been working to improve our communication processes with you. This issue of the *Citizen* focuses on some of these processes-including social media opportunities, a revised city website and the new My Sevierville app. We are committed to continually working to improve our services, meeting your needs and openly communicating with our citizens.



## Improving Citizen

Last year, many Sevierville citizens participated in the first National Citizen Survey conducted in our city. The purpose of the survey is to allow city staff to assess how we are performing for you, our citizens...our customers.

The results of the National Citizen Survey showed a need for us to improve communications with you (for more on the survey, go to page three). That means doing a better job of getting information to you - and making it easier for you to tell us what you need. As part of our efforts to improve citizen communication, this *Sevierville Citizen* newsletter will be published quarterly.

The first newsletter has been mailed to all residences and businesses in the city, future editions will be available on the city website and also via email to those who register for this automated service. (Just contact [bfradd@seviervilletn.org](mailto:bfradd@seviervilletn.org) or visit [www.seviervilletn.org](http://www.seviervilletn.org) and choose *Subscribe to the Sevierville Citizen Newsletter.*)



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A new city website (see story on page 3) will be unveiled soon, which will be focused on making it quick and easy for you to find the information you need, pay your water bill and business taxes, and contact city staff.

A new way for you to tell us what you need is now available with the **My Sevierville PublicStuff app** (see story on page 2), designed for you to conveniently send us a work request via your smartphone, tablet or computer.

The city also maintains numerous **social media sites** designed to keep you informed about everything from road conditions to fitness programs. In fact, there are eight city-maintained Facebook pages (Police Department, Fire Department, Community Center, Community Center Aerobics and Fitness, Golf Club, Convention Center, Civic Center, and City of Sevierville) and one Twitter page (Police Department).

More information about each social media site is listed on the back page of this newsletter.

Of course, we welcome you to contact us with your requests or comments the "old fashioned way" as well; just stop by City Hall (120 Gary Wade Blvd.) or give us a call at 865-453-5504.

POLICE  
DEPARTMENT  
RECEIVES  
SECOND STATE  
ACCREDITATION  
AWARD



The Sevierville Police Department was recently awarded their second Tennessee Law Enforcement Accreditation (TLEA) award. The program requires the police department to meet or exceed over 160 professional standards which are designed to ensure that the best law enforcement polices and procedures are followed. Every three years, TLEA assessors perform a comprehensive review and inspection of agency files, personnel and facilities to ensure compliance with each standard.

# My Sevierville App Is Here!!

You are on the Memorial River Greenway enjoying an evening walk when you notice that an overhead trail light is burned-out. Who do you notify? If you have the new *My Sevierville* app on your smartphone, you can simply choose the "Parks/Greenways"

service request from the app list, note the location of the light and the appropriate city staff person will be notified. And when the light is repaired, we will inform you via email.



- Improved Communication
- Staff Accountability
- Simple Reporting
- Transparent Process

*My Sevierville* allows citizens to quickly inform city staff of their concerns via a smartphone, tablet or computer.

The app, powered by PublicStuff software, includes a multitude of service request types that will be available for citizens to choose from. After setting-up an account, users will be able to communicate with city staff on many non-emergency concerns. The app even includes an option to attach a picture to the request, which will include GPS coordinates to assist city staff. Citizens will remain informed of the work flow process, from the moment the request is received until the problem has been resolved.

Most active service requests will be available for all users to view, whether or not they submitted the request. It's all about improving our communication and transparency, and becoming as efficient as possible. In essence, citizens will be able to see their government at work, completing requests in an efficient, effective manner.

For City staff, PublicStuff provides a platform to send requests directly to the person who will assign or complete the task, resulting in a streamlined work order process. And city departments will be able to track their efficiency in responding and completing tasks through a robust reporting system.



**PUBLICSTUFF**

To set-up a user account and download the app, simply go to [www.publicstuff.com](http://www.publicstuff.com) and follow the instructions. Apps are available for Apple, Android and Blackberry devices at your app store.

**BE IN THE FIRST FIFTY FOR A CHANCE AT \$50!**

The first fifty City of Sevierville residents to register for the *MySevierville* app will be placed in a random drawing for a \$50.00 credit on their water bill (only City of Sevierville residents who are city water customers are eligible; one winner will be selected).

## Outdoor Family Aquatic Center Opens May 24



The Family Aquatic Center located at the Sevierville City Park boasts the latest and greatest in water fun! A fully-renovated 25-meter outdoor pool awaits your family along with 2 fun slides with a plunge pool and a splash pad to entertain kids of all ages! The Family Aquatic Center is a great place for your family to spend a few hours or all day during those hot summer months. Complete with a concession area full of yummy snacks and treats, there's no need to pack a lunch! For more information on the Sevierville Family Aquatic Center or for group reservations, please call 865-453-5441 or 865-429-1504.

# Road Construction Update

**HIGHWAY 66 PHASE THREE** This TDOT project consists of widening Hwy. 66 from Hwy. 139 to Boyd's Creek Hwy. This two-lane section will be increased to three lanes in each direction. When completed, Highway 66 will be three lanes in each direction from I-40 to downtown Sevierville. The current estimated completion date is April 3, 2015.

**I-40 DIVERGING DIAMOND** This TDOT project involves significant improvements to the 407 interchange resulting in more efficient traffic flow. Changes will be made to the exit and entrance ramps, as well as to the bridge over the interstate. The anticipated completing date for the project is May 31, 2015.



Workers set structural steel for bridge widening on the Hwy. 66 Phase Three project.

## Right Turn on Red?



Hwy. 448 northbound @ Hwy. 66

To improve traffic flow at the Hwy. 448/66 intersection, a right turn on red is permitted for northbound Hwy. 448 traffic. But you may have noticed that two large signs near the overhead traffic lights sometimes illuminate with a "no right turn" indicator (see picture at left). When these signs are on, no right turns on red are permitted from Hwy. 448 onto Hwy. 66 because vehicles coming from the west (next to Dunkin Donuts) have a green light and thus the right of way. When the signs are not on, drivers are permitted to turn right on red if it is safe to do so after coming to a complete stop.

Turning right on red is allowed at all city intersections with traffic signals unless a "no right turn on red" sign is posted.

## New City Website Coming Soon

New design will focus on citizen services and ease of navigation from all devices.



The city website ([www.seviervilletn.org](http://www.seviervilletn.org)) is undergoing a major revision to improve functionality and appearance.

The overall focus of the redesign is to make it even easier for citizens, visitors and new or prospective city residents to find what they need.

The site will incorporate a responsive design, meaning the website software will adjust to different mobile devices such as smartphones and tablets as well as Apple and Android platforms, to provide the most effective user experience.

A search feature will be included, allowing users to search by topic or find documents much faster.

Plans also include expanding the ability to conduct business on the site; services currently provided include various business tax payment options and water bill payment.

## NATIONAL CITIZEN SURVEY

Eighty-five percent of responding City residents rated their quality of life in Sevierville as 'excellent' or 'good' in the first National Citizen Survey™ conducted in 2013.

The City received very high ratings for the overall appearance of the city and several Public Works functions, such as garbage collection, street lighting, sidewalk maintenance, and snow removal. Ratings for fire and police services were also above average in comparison to other cities.

An above average percentage of residents expressed a high degree of satisfaction with the value and quality of City services they receive, as well as the overall direction the City is taking.

The study identified traffic flow and signalization as the area of greatest concern among respondents. The City continually strives to make immediate adjustments and systematic internal improvements to the traffic flow system within the city limits, and is also working cooperatively with the State and neighboring cities to improve traffic flow as travelers move throughout the area.

City staff presented and discussed the results of the survey with the Board of Mayor and Aldermen at a workshop last year. These discussions will help guide the Board in setting priorities for taking action on survey findings.

To view the results of Sevierville's National Citizen Survey and the presentation made to the Board of Mayor and Aldermen, please go to the City of Sevierville website at [www.seviervilletn.org](http://www.seviervilletn.org).

IMPROVING CITIZEN  
COMMUNICATION

SEVIERVILLE CITY HALL

120 Gary Wade Blvd. 37862

865-453-5506

Please direct questions or comments about this newsletter to [bstahlke@sevierilletn.org](mailto:bstahlke@sevierilletn.org).



# THE SEVIERVILLE CITIZEN NEWSLETTER

## Facebook Pages

### City of Sevierville

General city and emergency information.

### Sevierville Police Department

Emergency/public safety information, police programs, planned road closings, suspect information.

### Sevierville Fire Department

Fire programs, fire safety information.

### Sevierville Community Center

### Sevierville Civic Center

Facility rental and event information.

### Sevierville Golf Club

Golf Course and event information, tee time reservations.

### Sevierville Convention Center

Facility rental information, event schedule.

## Twitter Pages

### Sevierville Police Department

Emergency/public safety information, road closings, police programs.

Want to receive the *Sevierville Citizen Newsletter* via email each quarter? Just contact [bfradd@sevierilletn.org](mailto:bfradd@sevierilletn.org) or visit [www.sevierilletn.org](http://www.sevierilletn.org) and choose *Subscribe to the Sevierville Citizen Newsletter*.