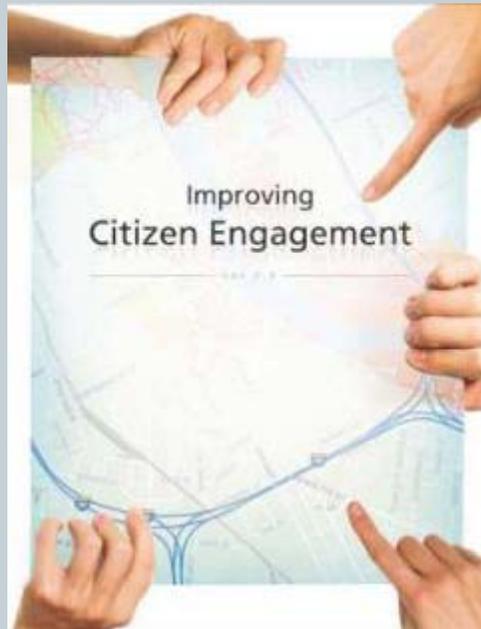


# Citizen Engagement through Online Services



**CITY OF HENDERSON**





# ONLINE SERVICES ACCOMPLISHMENTS



- The City of Henderson provides several online services at <http://www.cityofhenderson.com> that citizens can use to find information and conduct business with the City:
  - Business License Applications
  - Business License Search
  - Citizens Online Police Reporting System
  - Community Development Applications
  - Community Development Handouts & Checklists
  - Contact Henderson
  - Crime Search
  - Development Services Center Forms
  - DSC Online
  - Fire Department Event Request Forms
  - GIS & Interactive Map
  - Henderson Municipal Code
  - Municipal Court Online Records
  - Municipal Court Secure Online Payments
  - Online video streaming of City Council Meetings
  - Pay Business License Fees Online
  - Pay Permits Online
  - Pet License Application
  - Public Works Land Development Forms
  - Public Works Quality Control Forms
  - Register for Parks and Recreation Classes
  - Schedule & Review Building Inspections
  - Sex Offender Locator
  - Tickets to Pavilion Events
  - Traffic/Parking Complaints
  - Utility Bill Online
  - Utility Services Forms
  - Zoning Information



# ONLINE SERVICES ACCOMPLISHMENTS



- The City continues to view online services as a means to allow citizens and businesses to interact with the City anytime and anywhere and is committed to having more folks online rather than in line.
- The City is pleased to announce its latest additions to the online services offerings
  - Online Payments for Alternative Sentencing
  - Contact Henderson Android Mobile App
  - Online Business License Application.



# ONLINE PAYMENTS



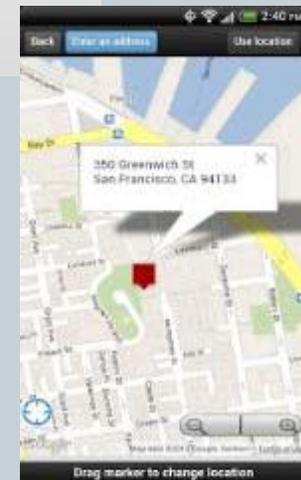
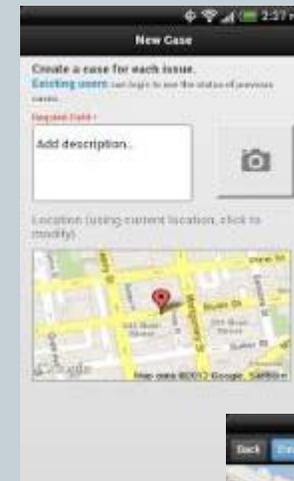
- The new online payment for Alternative Sentencing is the first payment type taken through the enterprise cashiering solution's shopping cart add-on product. It is planned to continue to grow this shopping cart as the enterprise solution for all online payments. This new online bill pay applications can be found at [http://icart.cityofhenderson.com/icart/PaymentCollection.htm?pid=1100&utm\\_source=coh\\_online\\_services](http://icart.cityofhenderson.com/icart/PaymentCollection.htm?pid=1100&utm_source=coh_online_services).





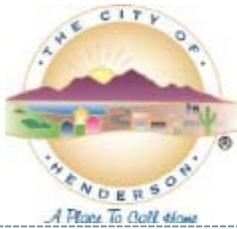
# CONTACT HENDERSON ANDROID MOBILE APP

- Contact Henderson is the City's Customer Relationship Management program that allows citizens to request information and services online. The City released its Apple mobile app a few years back and is pleased to announce the release of the companion Android version.
- Both the Apple and Android mobile apps allow citizens to snap a photo of an item in the City (graffiti, pothole, etc.), geo-locate the item and submit a case for resolution all from their mobile devices.



This new mobile app can be found at

<https://play.google.com/store/apps/details?id=comcate90.android>



# ONLINE BUSINESS LICENSE APPLICATION

- The City of Henderson continues to be a business friendly city. This year the City made it easier to apply for a business license application by offering an online business license application form. This new online business application form can be found at [http://www.cityofhenderson.com/finance/business\\_license\\_online\\_app\\_disclaimer.php](http://www.cityofhenderson.com/finance/business_license_online_app_disclaimer.php).

The screenshot shows the 'Business License Online Application' form from the City of Henderson. The form includes a 'Responsibilities' section with three numbered items, a 'What is the physical address of your business?' section with a dropdown menu, and a 'Business Information' section with various checkboxes and input fields. The 'Business Information' section includes a 'Commercial Office' checkbox, a 'Square Footage of Space Business Will Occupy' input field, and a 'Is this an Executive Office?' checkbox. Below these are several checkboxes for business types: 'Retail Service', 'Personal and Household Consulting Service', 'Business use of an office (see assigned codes within the franchise listing) - Please enter code in entry', 'A business building in a public area', 'A residential area with residential', 'A definite number of hours of use of an office', 'Use of a permanent or existing room', 'A necessity of operation, critical and/or life-sustaining staff', and 'A necessity and use of office equipment'. There are also input fields for 'How many parking spaces are available for your business?' and 'Inspection required?' with radio buttons for 'Yes' and 'No'.