

Making Our City "A Better Place"
Susan Stills, CMC, City Clerk
City of Cape Canaveral

Complaints are just one of the reasons City Hall exists to serve the people. In an effort to enhance our complaint response service, the City of Cape Canaveral went online. We tried a new service from the Florida League of Cities for a 30-day free trial period called, "A Better Place." Ms. Virginia Haas, Assistant to the City Clerk, established "A Better Place" by telephone with the help of Sherry Hilley from the League.

Now when citizens open the Cape Canaveral web site, an icon for "A Better Place" will link them to an online form to enter their concerns. The system forwards each complaint directly to the department and our City Manager can monitor responses through a database of logged reports. Cape Canaveral was the first city to use the full features in "A Better Place." Other cities have called us to ask us how we feel about the tracking system. We are proud to say that we are meeting our residents' needs with the help of this online medium.



Ms. Haas, our City's Webmaster, also established a kiosk desk at the Clerk's office. When citizens enter City Hall, they can step up to a monitor that displays our City's home page and key in their concerns. The kiosk desk is yet another tool to help our citizens, but for those who are computer shy, we are ready to assist. "A Better Place" helps to maintain the safe, clean City we want for our residents and presents new ways to enhance our services.