

## A Better Experience: With MyDR.gov

Deep River's town government is too disorganized and difficult to interact with. I want to fix that with a townwide computer system that tracks resident requests, keeps you updated in real time, and helps the First Selectman's Office better track the town's performance in serving its taxpaying residents.

### My Notes:

- I hold a degree in Computer Science and will personally implement this system if elected, using open-source software at no cost to Deep River taxpayers.

- Increased Accountability**  
 The portal will ensure that every request is tracked from start to finish, and that someone in your town government takes ownership of every request.
- 24/7-365 Effortless Citizen Interaction**  
 The portal makes it nearly effortless for Deep River citizens to submit service requests, view their status, or update their requests at any time!
- Better Management Oversight and Insight**  
 ERP systems like MyDR.gov offer improved tracking of expenses, hours, and materials usage, along with concrete metrics on time to repair. This data will be available to guide better town management decisions.

[Report an accessibility issue.](#)

**MyDR.Gov Example**  
 Town Website

My Town Requests

Board & Committees

My DR News

OPEN REQUEST HERE

REPORT SPEEDING HERE

### My Town Requests:

Type:	Location:	Assigned To:	Status:	
Tree Warden	150 Main St. Deep River	Sub: Eversource	Pending Approval	EXPAND ▼
Public Works	150 Main St. Deep River	John Q Town Worker	Completed	Open ▼

Update: Completed 08/28/2025

Assigned To: <b>John Q Town Worker</b>  Hours: .5	Notes: Filled pothole with cold patch. Marked ticket as complete.
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Update: Assigned On: 08/03/2025

Assigned To: <b>John Q Town Worker</b>  Hours: .5	Notes: Inspected area, found one hole measuring 13" wide and 4" deep. Needs Cold patch, will hot fill in summer. Est 2 weeks to repair.
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Initial Request On: 08/01/2025

Request Type: Public Works Location 150 Main St. Deep River Subtype: Pothole Requestor: Jane Q Public	Notes: There is a pothole in front of the Deep River Library that keeps getting bigger, please fill this before it damages someones car.
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Speeding	900 River Rd. Deep River	Deep River Police	Reported	EXPAND ▼
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## MyDR.gov Continued

I intend to make as many town services as possible available through the MyDR portal within my first year in office.

### My Notes Continued:

- Don't use a computer?

No problem! You'll still be able to call Town Hall and open your request by phone with the Selectmen's front desk staff, just as you always have.

But now Town Hall will have the tools to make sure your request is never forgotten!

In addition to services, the MyDR portal will also serve as a central information hub where you can view updates from boards and committees, local government announcements, and a single source for Selectmen's Office updates.

### With MyDR.gov You Will Be Able to:

- Make public works requests such as road repairs and park issues
- Report speeding and dangerous road conditions
- Submit tree trimming requests
- File reports for streetlights that are out
- Request new dump and park permits
- Report blocked storm drains and drainage issues
- Register for town events and submit facility use requests
- Request additional sanding and plowing during the winter months
- Access your history of previous requests for easy reference
- Help the town improve services through post-request satisfaction surveys

## The MyDR.gov Portal Opens Many Possibilities!

From **automatically escalating requests that aren't completed within a set timeframe**, to providing complete audit trails, **the MyDR.gov portal will greatly improve customer service and responsiveness to residents' needs**. It will give our town government access to the **efficiency, ease of use, and organization that businesses have enjoyed for the past 30 years**.

Because we will use readily adaptable open-source software, the MyDR.gov portal will remain flexible and evolve to serve our town in ways we haven't even imagined yet.

**Let's bring Deep River into the 21st century in a way that enhances the citizen experience, improves efficiency, and ensures every resident receives the best possible service from their town government.**