

**Municipal 360**

- The rollout started in Jan 2020, with the “Cleanliness” category, involving NEA and 16 Town Councils, and will be progressively expanded to relevant feedback categories.
- This allows NEA and Town Councils to upload photo(s) that better illustrates the work done. When a feedback provider accesses the OneService App, he will be able to see the photo updates together with the closure reply.
- MSO will be working with NEA first to automatically channel the routine cases directly to contractors for quicker case resolution. This will be carried out in phases and will help eliminate the manual triaging of OneService App cases.

**Screenshot of photo update received by a feedback provider**

