



# News Release

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**For Immediate Release:**

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## **Councilmember Pete Constant's "Mobile City Hall" Now Available for Android and Blackberry Phones**

**San José, CA --** *Mobile City Hall*, the blight-busting smartphone app created by Councilmember Pete Constant in partnership with CitySourced, is now available for Android and Blackberry phones. Together with the iPhone version, it is now available for 85% of smartphone users. The civic engagement tool allows District 1 residents to report neighborhood blight directly to City Hall for action.

"Our smartphone app for reporting blight has been hugely successful in District 1," said Councilmember Pete Constant. "In just 7 months, we have received nearly 1000 reports from residents using their smartphones."

Almost 90% of the reports to date have been resolved or are in the process of being addressed. The other 10% of the issues either fall outside of the jurisdiction of San José or are unverifiable. The majority of reports – approximately 30% – involve graffiti, followed by abandoned and illegally parked cars and illegal dumping. Other top complaints are abandoned shopping carts, raised sidewalks and potholes. There are 28 different issues that residents can choose from, or they can report something as "information only."

Launched in December 2009, *Mobile City Hall* (also known as *San Jose 311*) allows residents to submit real-time requests for city services directly to the District 1 office – all through the convenience of their smartphone. When a resident encounters a neighborhood problem such as a pothole, graffiti, illegal sign or abandoned car, they simply take a picture of the issue from their phone, answer a few short questions, click "Submit Report," and it is automatically reported to the District 1 Council office at City Hall. The problems and inquiries are then reviewed and forwarded to the appropriate city department.

Using existing mobile technology, the application uses the phone's GPS (global positioning system) to pinpoint the street address, which reduces the amount of time city workers spend looking for the problem. When local concerns and issues of blight are resolved more quickly, then seemingly minor neighborhood nuisances can be prevented from festering into major problems – saving time and taxpayer money.

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“Mobile City Hall is a forward-looking Gov2.0 tool that takes city customer service to the next level.” Constant explained. “With shrinking budgets, getting more accurate information from our residents helps city staff resolve issues more efficiently. It is certainly fitting that San José and District 1 have been leaders in the field of incorporating technology in order to make government more efficient and responsive.”

Interest in the app has been growing. Councilmember Constant has been invited to present and discuss the application at the upcoming International City and County Managers Association (ICMA) conference in October in San José.

Blackberry and Android users can download the application by simply searching their phone’s “market” for *San Jose 311* and then install it.

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