Cupertino, CA

creates transparency using govService

60,257	1.75	Improved	Enhanced
Population	average number of days to close a service request	service delivery to residents	visibility and efficiency in request processing

OVERVIEW

Cupertino, CA is a city driven by data, and wanted to transform its 311 system into a customer-focused insights powerhouse. Using govService OneView Essentials, along with its Knowledge Base and Single-Sign On add-on modules, helped the city integrate its existing systems with a powered service request management solution. Additionally, residents, staff, and city leaders take pride in the transparent, effective service delivery customer portal.

SITUATION | FINDING WAYS TO UNDERSTAND AND SHARE CITY DATA

The City of Cupertino was looking for ways to be more transparent with its residents and staff about 311 service requests, but their existing system was limited. Service requests could not be tracked easily, creating stress for staff. Additionally, residents had no insight into requests at all. Cupertino needed a data-focused solution that would connect seamlessly with their Cityworks asset management system while also improving visibility and customer service for residents.

SOLUTION | BRINGING SERVICE REQUESTS INTO THE EXISTING WORKFLOW

Cupertino involved members from multiple departments when selecting govService OneView to ensure the selected solution met the city's 311 requirements for both residents and staff. The integration of OneView Essentials (branded as Cupertino Connect) has empowered residents to submit service requests or connect with city resources via a mobile app or online. OneView's integrations with Cityworks contributed greatly to Cupertino's data-focused culture. and 311 data is available to residents via a publicly accessible dashboard.

RESULTS | EXPEDITING SERVICE REQUESTS TOWARDS SWIFT RESOLUTION

govService OneView has improved service delivery in Cupertino and exceeded expectations of staff, city leaders, and residents by adding visibility and efficiency to 311 and service requests. Cupertino configured OneView to quickly direct the right request types to the right staff member, saving time and driving collaboration between departments. Its integration with Cityworks allows staff to handle work orders without jumping across systems. And residents can interact with OneView online and via the mobile app, making it easy to submit and track service requests using any mobile device.

MUST HAVE SOLUTION

govService OneView

> " Having the public visibility that we were lacking in our previous system has been really helpful. Citizens can see that requests are being handled through the city, being completed, and that the work's actually being done. That's really important."
>
> Teri Gerhardt,
> GIS Division Manager,
> City of Cupertino

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