

# How a Bay Area City Streamlined the Reporting Experience for Residents with govService

**Reduced**  
communication  
barriers

**Improved**  
reporting for  
residents

**Enhanced**  
resident interaction  
with city

**Streamlined**  
necessary information  
to proper department

## OVERVIEW

How do government organizations provide simple, interactive systems for residents? One city government in the San Francisco Bay Area asked itself this very question. The city was seeking a way to provide its residents with an intuitive method for reporting non-emergency issues. To determine the best solution that would work for its needs, the city government evaluated its current state, its goals for a new technology system, and the best path to achieve those goals.

## SITUATION

Among the municipality's goals was to eliminate any barriers to communication and give residents more opportunities to be impactful in their community. As the city evaluated its technology, it realized that its previous solution was falling short of bridging the gap between the public and government.

## SOLUTION

To make it as easy as possible for residents to file reports, the city sought a solution that would be intuitive for users, while being available anytime, anywhere. The govService solution provided a seamless mobile and web experience for residents without the need for dedicated mobile apps.

## RESULTS

Overall, govService has been valuable in helping this community with its changing communication needs. The system's dynamic nature has been pivotal in routing requests to the appropriate departments, which keeps the communication process running smoothly from beginning to resolution.

## MUST HAVE SOLUTION

govService

“ There is always a barrier between the public and government. govService allows [residents] to have a say in how their city is running.”

- City IT Manager