



Office of the City Manager

For Release: (01/28/2010)
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City of San Bernardino...There's an App for that

Potholes that need filling, barking dogs that need quieting, and graffiti that needs removing are now an iPhone tap away in San Bernardino with the launch of the *GoRequest* iPhone app.

iPhone users simply open the app, select an issue, take a picture, and tap submit – the app knows the exact location and sends the issue directly to the staff member who can fix it.

“It’s critical that we make our services available through the channels our residents desire to use it,” said Mayor Patrick Morris. “This technology also improves our efficiency, which is very important on a tight budget.”

The GPS and camera features built into the iPhone make it simple for residents to alert City officials about a variety of issues around the clock while they're mobile. Residents will know that their issue went to the right person without ever going to an office or sitting down at a computer, and they can also receive status updates on their issues.

The City of San Bernardino is receiving tremendous benefits from this new technology. A picture is worth a thousand words – when a resident taps the send button, their iPhone sends a photo and the precise location directly to the right person at the City who can easily find and fix the issue. This efficiency allows the City to serve more requests with fewer people, and it saves time and money while improving service.

The iPhone app can be downloaded from the iPhone App Store by searching for *GORequest*, or by going to the City of San Bernardino’s Web site at: <http://www.ci.san-bernardino.ca.us/faqs/igorequest.asp>. There is no charge to download the app.

The iPhone app is the latest enhancement to the City of San Bernardino’s citizen relationship management (CRM) solution from Government Outreach, Inc.

More information about *GoRequest* is available at <http://www.ci.san-bernardino.ca.us/faqs/igorequest.asp>