



The Power of City Hall in the Palm of Your Hand

New Application Allows District 1 Residents to Report Neighborhood Problems from Their Smartphones

Have you ever driven over a pothole the size of a crater and thought, “someone needs to fix that,” but never had a chance or did not know how to report it? Have you driven past unsightly graffiti or an abandoned car and wished that it wasn’t there, but didn’t have the means to do anything about it? If you answered yes to either of these questions, help will soon be available at your fingertips.



Councilmember Constant is excited to introduce a new smartphone application that will help tackle issues of urban blight more efficiently and effectively. This application, called CitySourced, will allow residents to submit real-time requests for City services directly to the District 1 office – all through the convenience of their own smartphones. When a resident encounters a problem in the neighborhood, such as a pothole, graffiti, illegal sign or abandoned car, just to name a few, they simply take a picture of the issue from their phone, answer a few short questions, click “Submit Report,” and it will automatically be reported to the District 1 office here at City Hall. These complaints and inquiries will then be forwarded to the appropriate City departments to be addressed.

Typically, people have to wait until they get home to look up a phone number or send an e-mail to report a problem, and it may even take a few days to do that – if they remember to do it. Now concerned citizens will be able to report problems instantly – as soon as they see them. Using mobile technology, the new application utilizes a phone’s GPS (global positioning system) to indicate where the problem report was made. This tool will also help city workers reduce the amount of time that they spend looking for problems. If local concerns and issues of blight are resolved more quickly, then these seemingly minor neighborhood nuisances can be prevented from festering into major problems. The intent is to eradicate the mole hill before it turns into a mountain. So in the end, this mobile application will save taxpayers a lot of time and money.

Councilmember Constant has partnered with CitySourced, a new real-time mobile civic engagement tool, to pilot this new program, and it is no surprise that District 1 residents will be the first to use the application. District 1 has a strong history of civic engagement and a tradition of creating innovative city service delivery models. City programs such as Vehicle Spotters and Blight Busters, which utilize active community members who donate their time to make their neighborhoods better, began as pilot programs in District 1. This new technology will empower District 1 residents to continue to improve West San José, but even more effectively. It is another wonderful example of our District 1 motto: “One Community Inspiring Our City.”

Currently, CitySourced is initially available for Apple iPhones and will be offered through the iTunes store later this month. This civic improvement tool will be launched on other major platforms such as Palm, Blackberry, Windows Mobile and Google Android within the next quarter. If you are interested in downloading the CitySourced application to your phone, please contact the District 1 office at: (408) 535-4901 or District1@sanjoseca.gov and provide your cell phone number. We will text you as soon as it becomes available.

For more information about this exciting new mobile application, please visit the District 1 Web site at: www.sjdistrict1.com. Here you will be able to see a demonstration of the tool, as well as read the official press releases and various press coverage, including a recent story by ABC Channel 7.