**City of [CITY NAME] Refreshes “Report a Problem” Website to Empower Residents’ Sense of Community Ownership**

Today I’m pleased to announce several key improvements to the City’s “Report a Problem” website which will strengthen and facilitate residents’ connection with City services. The Report a Problem site provides 35 web forms for [CITY NAME] residents to report various non-emergency issues to the municipality; examples range from reporting illegal business practices to requesting snow removal in city spaces. The re-imagined website, designed with plain language standards, facilitates rapid problem reporting followed by an accelerated City response with much-improved communications.

The web forms are quick and easy on any device—desktop, tablet, or smartphone—from anywhere with internet access. The updates streamline the intake process and centralize the data for careful tracking and management – there's a lot of energy focused on getting the right information to the right City agencies to they can act quickly. In addition, residents who create an optional account will be able to see history and track the status of their service requests.

Perhaps most importantly, the Report a Problem page can increase residents’ sense of ownership in their community by empowering them to take the first step in resolving issues the City may not otherwise be aware of, possibly before the issue worsens. A quick response to any problem means a safer, cleaner, and more livable [CITY NAME].

I want to recognize the team that brought this significant effort from vision to reality under a tight timeline. Multiple City departments, as well as outside vendors and partner organizations, were involved at various stages. It’s not always easy to unite multiple stakeholders and keep projects moving, but they made it happen.

Even better, this success is replicable. The project team piloted new pages for five categories of the most common complaints—*Weeds and Overgrown Vegetation*, *Graffiti*, *Snow Removal*, *Exterior Property Problems*, and *Sidewalk Concerns*—as prototypes to be applied to other issue pages in the future.

This project was prompted, in part, by the National League of Cities (NLC), an organization of local leaders driving to improve the quality of life for all residents. An NLC initiative connected US companies with motivated mayors to solve unique community challenges in just six months! The City of [CITY NAME]’s active engagement with organizations like the NLC, and the improvements we’ve achieved on the Report a Problem page, are just a few of the many ways the City continuously drives to deliver innovative and inclusive solutions to [CITY NAME] residents.