**City of [CITY NAME] Upgrades “Report a Problem” Website with New Features and Streamlined Feedback**

***City asks residents to report issues to enhance safety, communication, and quality of community life***

**[CITY], [STATE].** [MONTH] [DATE], [YEAR] - The City of [CITY NAME] today announced key improvements to the City’s “Report a Problem” website. These upgrades will strengthen residents’ connection with City services, such as snow removal or bike lane problems. The updates streamline report intake and centralize data for improved tracking and reporting. They also help speed the City’s response.

The revised website ensures great customer experience on any device with internet access. The website meets plain language standards, making it easier to use and report problems. Residents who create an account can see the history and status of their service requests.

The project team created new forms for five common complaint categories:

* Weeds and Overgrown Vegetation
* Graffiti
* Snow Removal
* Exterior Property Problems
* Sidewalk Concerns.

The team will use these forms as models for other complaint categories.

“City staff brought this project from vision to reality through a cross-agency effort,” said [CITY PROJECT MANAGER]. “We have been able to build it and test it, and then will take what works best to apply to more pages in the future. Our focus is on getting the right information to the right City agencies so they can act quickly.”

“By inviting [CITY NAME] residents and visitors to report issues in their communities, our City crews can move quickly. A quick response means a safer, cleaner, and more livable community,” said [CITY LEADER/MAYOR]. “Our updated Report a Problem website makes every resident a hometown hero.”

This project was prompted, in part, by the National League of Cities (NLC), an organization that represents local leaders working to improve their residents’ quality of life. The NLC project connected U.S. companies with motivated city mayors to solve community challenges in only six months. The City of [CITY NAME] partnered with Accela®, a provider of software systems trusted by state and local governments. Both parties provided leadership and technology to see the project through to completion.

“We applaud the City of [CITY NAME] for their vision and leadership in engaging their community. Easy, mobile access to City services improves residents’ quality of life,” said Heidi Lorenzen, Accela’s Sr. Vice President of Marketing. “It can be difficult to bring together multiple stakeholders and move projects forward. However, by focusing on the resident experience, we came up with a more efficient reporting system. The Accela team was honored to be a partner in the effort.”

The Report a Problem website was first implemented in 2006. It provides 35 forms for residents to report non-emergency issues. Examples of issues range from reporting discrimination to requesting street snow removal. The site handled over 14,000 complaint reports in 2020.

**About National League of Cities**

[*National League of Cities*](https://www.nlc.org/article/nlc.org) (NLC) is the voice of America’s cities, towns and villages. NLC represents more than 200 million people. NLC works to strengthen local leadership, influence federal policy and drive innovative solutions.

**About Accela**

Accela provides a unified suite of cloud solutions trusted by governments across the globe to accelerate their digital transformation, deliver vital services, and build stronger communities. More than 275 million citizens worldwide benefit from Accela’s government software solutions. The company offers agile, purpose-built solutions, and the power of a platform, to provide users with a consistent user interface, shared data across departments, endless configurations for unique regulatory needs, and world-class security.

With Accela, government agencies experience rapid and effective digital transformation. Accela’s government software meets agencies wherever they are on their modernization journey, while also helping them prepare for whatever comes next. The company was recently recognized as a 2021 Microsoft US Partner Award winner for its innovative SaaS solutions to help governments respond to the COVID-19 pandemic and was named as one of the Largest East Bay Tech Employers by San Francisco Business Times. Accela is headquartered in San Ramon, California, with offices around the world. For more information, visit [www.accela.com](http://www.accela.com/).

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