

La Mirada Looks to Approve App for Service Requests

Accela-powered app offers a systematic approach to facilitate non-emergency service requests.

By Kayla McCabe

LA MIRADA—The Accela Civic Platform presented a new application to City Council on Tuesday that will allow residents to facilitate non-emergency service requests from their smartphones or computers.

Drew Baker, Business Development Executive at Accela, and Andrew Vialpando, Senior Administrative Analyst for the city, presented the new app at Tuesday's City Council Study Session. The app will engage La Mirada citizens by allowing them to make service requests and then receive a progress report for those requests.

"I like that we're connected with the people that make the service request all the way through," said councilwoman Pauline Deal, "I love it."

Examples of non-emergency service requests include potholes, graffiti, tree trimmings, and streetlights being out.

The application will exist in 3 parts: a mobile app, website, and reporting and analytics system that will allow the requests to be effectively managed.

The process for submitting a service request will begin with a menu of request categories, then allowing the user to locate the issue using a variety of ways such as the smartphone's current location, dropping a pin, or submitting a picture. The user then receives an automated message thanking them for the request as well as a progress report to track the request.

According to Vialpando, as of now there is not a systematic way to track all of these requests under one system.

Accela is a government software that enhances civic engagement in cities that choose to offer it to their citizens. The company provides a cloud-based platform for submitting requests.

The app's other capabilities outside of service requests include waste pickup, city parks involvement, an online kennel, and license and inspection for property history. There is a public safety option for citizen's to report illegal drug use and soliciting.

There is no annual fee for the app but training, ongoing support, and updates are all within the price of the subscription.

The app and mobile site are set to launch Sept. 30 in the app and android store.