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NEWS RELEASE

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City of Cupertino Unveils Upgraded Online Service-Request Tool 'Cupertino 311'

CUPERTINO, CA – In an effort to continually improve its service to the community, the City of Cupertino is proud to announce the unveiling of an upgraded online service-request tool “Cupertino 311.” Cupertino 311 replaces Access Cupertino as its online communication portal allowing residents to report quality-of-life and non-emergency issues to the City at any time of the day with pictures, video, and descriptions.

The City has partnered with CitySourced, an award-winning Los Angeles-based technology company, to manage the upgrade. Cupertino 311 still gives residents the opportunity to report potholes that need to be filled, trees that need to be trimmed, trash that needs to be picked up, and graffiti that needs to be removed, among other issues. However, the upgraded tool also allows for greater transparency, accountability, and efficiency:

1. The public can now view issues reported to the City and read staff’s responses. (Sensitive matters will continue to remain private.)
2. The new system allows a user to see existing requests on a map and either add a new request by location or comment on an existing issue.
3. The system now has a more powerful management system that allows the City to route citizen requests directly to the staff tasked with fixing the problem.
4. CitySourced technology integrates into Cupertino’s asset management system, giving staff the ability to seamlessly move submitted requests to assigned workers in the field.

“Our residents expect an efficient and responsive city government that works for them every single day,” said Mayor Savita Vaidhyanathan. “We all believe our government should listen carefully, respond quickly, and get the job done when issues arise throughout our community. I believe Cupertino 311 will help ensure that our City continues to have a high quality-of-life that our residents have come to know and expect.”

Requests for service can be made at www.cupertino.org/cupertino311. The free mobile application can be downloaded at

- iOS: <https://itunes.apple.com/us/app/citysourced/id1286878679>
- Android: <https://play.google.com/store/apps/details?id=com.cs.cupertinoca>



Cupertino 311 logo



Cupertino 311 app