San Jose Launches State-of-the-Art Smartphone App to Provide Easy Access to Common Service Requests

My San Jose app enables residents to quickly and easily report five common neighborhood complaints and service requests directly to City crews

SAN JOSE, CALIF. – City leaders celebrated the official launch today of My San Jose, a state-of-the-art smartphone app and web tool that makes it extremely easy for residents to report five common neighborhood issues: potholes, graffiti, abandoned vehicles, streetlight outages, and illegal dumping.

Through the My San Jose app, residents can easily report these five common service requests anytime and anywhere, with the option of attaching photos and tagging the location on a map to help City crews respond to the request. This information then routes directly to the relevant City crew for review and response. Residents can also track the status of the request and receive a notification once the complaint has been resolved. My San Jose also makes it even simpler to contact the City's Customer Contact Center with questions about other city services.

Mayor Sam Liccardo, who has long advocated for developing user-friendly and app-based service request tools for residents, said that the launch of My San Jose will advance both San José's Smart City Vision and the #BeautifySJ initiative.

"With the launch of the My San Jose app, it's now even easier for San Jose residents to serve as our eyes on the streets and help us build a cleaner and more vibrant city," said Mayor Liccardo. "This app not only provides the kind of on-demand, seamless customer experience that our residents have come to expect, it will help us deliver services more cost-effectively and serve as a building block for a more robust and sophisticated tool in the years to come."

The City of San José partnered with AST and Oracle to develop this next-generation service management technology. The project involved almost 200 staff, professional, and community contributors, and incorporated user-centric design methods. My San Jose currently includes five types of requests that had been prioritized via community input for the first phase of the project: potholes, graffiti, abandoned vehicles, streetlight outages, and illegal dumping.

The City will add additional service requests and features in future releases of the My San Jose app. In the meantime, a "General Request" option is available for all other requests and will be routed by the City's Customer Contact Center.

"Today's launch of My San Jose culminates a six-month effort involving staff from various City departments to connect front-line work crews to their customers," said Deputy City Manager Kip Harkness. "During the Alpha and Beta testing, My San Jose received overwhelmingly positive feedback on its ease of use and functionality. We're eager to see the community response and use of this tool."

My San Jose incorporates several innovative aspects. The platform directly connects requests with field crews without delays and can generate data dashboards that show service requests patterns. Additionally, the platform reshapes how requests are managed by the City Customer Contact Center, allowing direct chat with residents (via the web portal) and providing enhanced customer relationship management tools.

"The data platform is built for business intelligence capability, so the City can better understand service request patterns and gain insights to improve service delivery," said Rob Lloyd, Chief Information Officer for the City of San Jose. "Through analytics, we will also aim to help the City become more proactive and more efficient with our resources."

For more information on the My San Jose app, and to access the tool via the web, please visit: www.SanJoseCA.gov/MySanJose. The app can also be downloaded via the Apple Store or Android Store.

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