



## New Go Long Beach App Released

By Kirt Ramirez

**T**he old Go Long Beach app is out and a new one is up and running. The new app, released September 28, does many of the things the former app did but with added features.

“The new Go Long Beach app provides a newly developed version of the City’s original app and will introduce a number of features, including enhanced language accessibility with the ability to use the app in Spanish, Khmer and Tagalog in addition to English; a comprehensive knowledge base to address the City’s most frequently asked questions; and improved transparency by enabling users to view service requests taking place throughout the City,” Chelsey Finegan, City of Long Beach spokeswoman, explained in an email.

“While there have been some growing pains as the City and users fully transition to the new app, we are committed to ensuring the most seamless and user-friendly experience for residents, businesses and visitors who download the new app,” Finegan said.

“Our project team is working diligently to address any technical issues during the current soft launch phase to ultimately deliver an app that all will enjoy and find convenient and useful moving forward. The City will continue to look at opportunities to expand the app’s capabilities as we receive data and feedback from users. We welcome all comments and feedback, which can be submitted to the City via email at [golongbeach@longbeach.gov](mailto:golongbeach@longbeach.gov).”

The app can be used for reporting dumped items; graffiti; deceased animals; public restroom maintenance issues; street, sidewalk and light repairs; and many other community concerns.

It can take up to 48 hours for the request to be reviewed, after which it will be forwarded to the appropriate department for action to be taken.

The app should not be used for emergency situations, however.

Among its features, residents can track the status of the request on their phones as well as follow others’ requests.

“The Go Long Beach app is a useful way to help address community issues,” Third District Councilwoman Suzie Price said in an emailed blast to her constituents.

“It helps residents report things like needed tree trimming, potholes, sign damage, graffiti, and many other city services. Last year the City Council approved a plan to replace the old Go Long

Beach app with an updated Go Long Beach app.”

The new app can be downloaded via the Apple App Store or Google Play.

“If a resident already has the old Go Long Beach App installed, they will see a new button announcing that a new version of the app was released on September 28,” Price wrote.

For those who prefer using a computer or phone to report problems, they may do so via the City’s website: [longbeach.gov/lbrecycles/refuse/illegal-dumping/report-illegal-dumping/](http://longbeach.gov/lbrecycles/refuse/illegal-dumping/report-illegal-dumping/) or by calling (562) 570-2876.

*Kirt Ramirez was born in Long Beach but raised in Cypress. He moved to Long Beach about 20 years ago and has lived in Bluff Heights for the last five years. He enjoys walks on the beach and visiting with family and friends.*

