



# City of Encinitas

For More Information:

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## **City of Encinitas Announces the New and Improved Request City Assistance Application on the City's website: [www.CityofEncinitas.org](http://www.CityofEncinitas.org)**

The IT and GIS Divisions of the City of Encinitas would like to announce the launch of the updated 'Request City Assistance' (a.k.a. E-Assistance) application available to the public on the City's website.

The 'Request City Assistance' link on the City's website home page allows you to:

- (1) Ask a question of City staff (your question is routed to the appropriate staff person who will get back to you with an answer).
- (2) Request service from the City such as: fixing a burned out streetlight, removing unsightly graffiti, or filling that pothole that you always seem to hit. And you can pinpoint the problem on a map!
- (3) Check back on the status of your submitted requests.

'Request City Assistance' has been streamlined and greatly enhanced from the previous version. In addition to an easy-to-follow entry page and a minimum of potentially confusing buttons and tools, the venue enables people to report problems with pinpoint accuracy and ask questions or make requests of City staff quickly and easily.

"We've upgraded the mapping technology to make the function faster," explains IT Manager Lynne Tufts. "Based on feedback from the public and City staff, the entire operation was re-envisioned from the user's point of view to make it more intuitive and customer-friendly."

The City encourages the citizens of Encinitas to try out this new and improved service.

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