



For Immediate Release

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SUBJECT: Access Berkley Mobile App

Partnering with PublicStuff - an innovative civic software company, the City of Berkley has launched its new mobile app called "Access Berkley". PublicStuff, based in New York City, uses digital technology to help local government officials interact with their communities. Today, more than 200 cities are using PublicStuff's platform to connect with residents.

Access Berkley allows residents to submit and track service requests and receive updates, using a smartphone or tablet. Previously, the City of Berkley used push notifications and social media to inform residents about issues like water main breaks, street closures and City Council meetings. It's a good process for sending out information but lacks the ability to efficiently get immediate feedback from residents or collect data. With Access Berkley, residents can have more interaction with City departments, ask questions or obtain information about various city services. App users can also attach photos related to the issue at hand. Designated city employees respond and provide updates until the issue is resolved.

"The implementation of Access Berkley demonstrates the City's strong commitment to being responsive to the needs of their community," said Surya Yalamanchili, CEO of PublicStuff. " We're very excited about this partnership."

Voice Translation is an additional feature of the Access Berkley app. The City can respond to 17 foreign languages. This is an important feature for residents who may not speak English. Foreign language requests are automatically translated into English for the City officials. Subsequent updates from the City are automatically translated into the resident's native language.

City Manager, Jane Bais DiSessa said, "This app will foster greater transparency by facilitating two way communications between City staff and residents. Our goal is to be transparent while efficiently serving our residents."

“We expect that the data gathered from Access Berkley will be extremely useful in the City’s planning and budget processes.” said Mayor Phil O’Dwyer. “The fact that it allows us to connect with those who might remain silent because of a perceived language barrier is a plus.”

The Access Berkley is free and available in Apple’s app store and on Google Play. Citizens can also connect with the City online at: www.publicstuff.com/mi/berkley-mi.

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