



County of Santa Cruz

COUNTY ADMINISTRATIVE OFFICE

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COUNTY TO RELEASE CITIZEN CONNECT MOBILE APPLICATION

Date: June 29, 2015
Release: Immediately
Contact: Rayne Marr, Public Information Officer, 831-454-3411

On Tuesday, June 30, 2015, the County of Santa Cruz will release Citizen Connect, a new mobile application that allows citizens to use their mobile device to report issues in their community such as potholes, graffiti, abandoned vehicles, and illegal dumping. The initial release of the application will also enable the public to register to vote, view or pay property tax bills, and explore the County's parks system.

When community members use Citizen Connect to report an issue, the application will send e-mails confirming their report and provide updates when there is a change in the status of the issue. The application also enables citizens to check on status, and view most reported issues by list or on maps showing location and status. Community members will also have the ability to upload a photograph with their report, such as a photo of the observed pothole or illegal dumping.

The initial release of Citizen Connect includes the option to report on any of the following issues: Abandoned Vehicle, Dead Birds, Graffiti, Environmental Health Complaint, Illegal Dumping, Illegal Grow, Pests, Pothole, or Standing Water. The application will accept reports for those issues under County jurisdiction, and will refer citizens to the appropriate municipality for issues under the jurisdiction of the cities of Capitola, Santa Cruz, Scotts Valley, or Watsonville.

Community members wishing to explore County parks can view descriptions and photographs to learn about the amenities and features of over 40 County parks which can be viewed by list or explored on an interactive map.

Future plans for expansion include adding reports related to code enforcement, sewer spills, road hazards, and other common concerns, and may also offer the ability to order birth, death, marriage and divorce certificates.

Citizen Connect is compatible with android and iOS and can be downloaded at the County of Santa Cruz App Store, using the URL <https://sccappstore.co.santa-cruz.ca.us/>.