



# **PLANNING COMMISSION**

## **AGENDA REPORT**

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MEETING DATE: OCTOBER 13, 2014

ITEM NUMBER: CC-3

**SUBJECT: UPDATE ON COSTA MESA CONNECT**

**DATE: OCTOBER 6, 2014**

**FROM: CEO'S OFFICE/COMMUNICATIONS DIVISION**

**PRESENTATION BY: BILL LOBDELL, DIRECTOR OF COMMUNICATIONS**

**FOR FURTHER INFORMATION  
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### **DESCRIPTION**

With Costa Mesa Connect, residents can submit, track and view nearby requests for services such as graffiti removal and pothole repairs through the smartphone app, the City's website ([www.costamesaca.gov/connect](http://www.costamesaca.gov/connect)) or text messages. The free application is available in the Apple app store and Google Play. Type "Costa Mesa Connect" in the search engine of the app store.

When residents submit service requests via smartphones, the app automatically alerts City staff to the precise location of the problem. Residents also have the option of using their smartphone camera to upload a photo to better assist staff.

This technological innovation harnesses the power of smartphones to allow residents to better engage with their city government. A primary objective is to allow residents to see how easy it is to use and get results.

To help the City reach out to all residents, the application features One Voice Translation to support over 17 languages. When a resident submits a request in another language, the request is automatically translated into English for city staff. Any subsequent updates on the request are automatically translated back into the resident's preferred language.

The CM Connect App also provides access to Costa Mesa news, calendar listings, public meeting agendas and more.

### **RECOMMENDATION**

Receive and file.