



MOBILE CITIZEN FAQS

SERVICE REQUEST USING YOUR SMART PHONES AND TABLETS

WHAT IS MOBILE CITIZEN?

MOBILE CITIZEN is a versatile and user-friendly Smart Phone (Android, Apple) application that allows residents to report non-emergency issues such as potholes, graffiti, and illegal dumping directly to the Alameda County Public Works Agency.

HOW DO I GET THE MOBILE CITIZEN APPLICATION?

The MOBILE CITIZEN application is FREE and can be downloaded from iTunes for iPhone and iPad and from Google Play for smart phones and tablets running Android version 2.1 and higher.

HOW DOES MOBILE CITIZEN WORK?

The user simply selects the service requested, takes a photo of the issue, provides comments (optional), and submits it to the Public Works Agency (through the application). The application has GPS functionality, so it simultaneously maps the location and generates a work request for the Maintenance and Operations Department.

WHAT HAPPENS AFTER I SUBMIT A REQUEST?

When you submit your request, a unique Work Request number (WR#) is automatically assigned. Shortly afterwards, an electronic Work Request is sent to the appropriate department based upon the type of service you requested. These requests are automatically stored within the computer system with status updates as work is done.

HOW DO I CHECK ON THE STATUS OF MY REQUEST?

When you first use Mobile Citizen, you have the option to register and provide your email address. If you provide your email, a copy of your request along with the WR# will be emailed to you within a few minutes after submitting a work request. Additionally, you will receive status update emails whenever action is taken on the reported issue until it is closed or referred to the correct jurisdiction.

HOW DO I REPORT AN ISSUE IF I DON'T WANT TO USE MOBILE CITIZEN?

Residents can continue to submit requests for service online and/or report a problem by calling (510) 670-5500, or by sending an email to Info@acpwa.org

CAN I PROVIDE FEEDBACK OR ASK QUESTIONS?

Yes, please let us know how you feel about Mobile Citizen. You can call (510) 670-5500 or email your comments or questions to Info@acpwa.org