



Haverhill

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FOR IMMEDIATE RELEASE:

Mayor Makes New Mobile City App Available for Resident Requests

HAVERHILL- Today, Mayor James J. Fiorentini announced that residents have another way to request services from the City with the new Mobile Citizen App. Residents can take a photo, add a message and send it directly to the City department responsible for the request. Haverhill is one of the first cities in Massachusetts to have this interface for their residents. Potholes, sidewalks, street lights and most city infrastructure. This technology can cost about \$250,000, but the City paid \$35,000 by purchasing the technology through a consortium with other communities.

MaintStar, a leading developer of asset maintenance & management software for the public sector created the new "Mobile Citizen" App. The new MaintStar App allows municipalities to better connect with citizens and allows them to quickly notify the proper departments of recent non-emergency incidents or potential problem conditions.

MaintStar "Mobile Citizen" can be downloaded to any Android or Apple smartphone, and allows for the swift reporting of a number of situations that may require service from our public works department. A service request can be generated and reported by residents for a myriad of problems, including potholes, graffiti, streetlight outages and flooding, among others. The information, including photo and exact GPS location, is then automatically sent to our department Service Request System. MaintStar offers one of the most complete and sophisticated solutions for the total Asset Maintenance & Management of Public Works and Utilities infrastructure.

Mayor Fiorentini said:

"We are always looking to make service requests easier for residents and this new mobile app is the answer.

"Residents will be able to report potholes, tree issues, sidewalks and many other infrastructure requests."

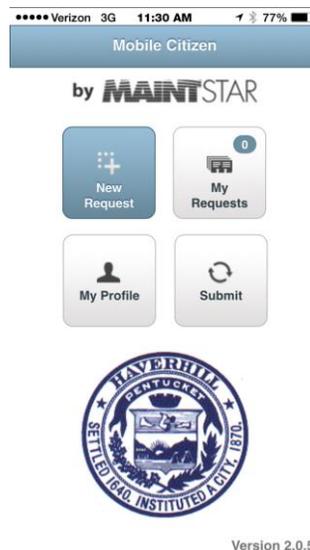


Photo above is New Mobile Citizen App