MAYOR LAUNCHES REQUESTINDY

Online portal provides new avenue for citizens to connect to City services

INDIANAPOLIS - Mayor Greg Ballard joined Director of Constituent Services, Sarah Taylor, today to launch RequestIndy, a new online portal that allows residents to report problems in their neighborhoods such as high weeds and grass, potholes and stray animals. The first-of-its-kind portal for the City of Indianapolis uses GIS mapping technology to provide a user friendly means of connecting with the City.

“We are dedicated to improving the level of service we provide to citizens and ways in which citizens are able to interact with local government. RequestIndy marks a significant step forward in that effort,” said Mayor Ballard. “We are striving today to hit the fundamentals of good customer service. We hope residents will find RequestIndy to be a tool that allows us to work in partnership to improve the quality of life for all citizens.”

RequestIndy allows citizens to request services, report issues, and open service requests online, 24 hours a day, 7 days a week, 365 days a year. Citizens can access an aerial street level view of an area to report locations of potholes, graffiti, high weeds and grass and any other problems. Citizens’ requests will arrive within moments of being submitted to the correct agencies, regardless of day or time, and users will have the option to look up the status of submitted requests.

“The launch of this portal marks a leap forward in technology currently used by the Mayor’s Action Center. Utilizing an advanced GIS mapping system creates an easier way for citizens to pinpoint problems in their neighborhoods,” said Taylor. “This is an ongoing process of technology upgrades and enhancements, and we will continue to encourage citizen feedback as we move forward.”

To access RequestIndy, visit the Mayor’s Action Center Web site at www.indy.gov/mac. Citizens will continue to have the option to report similar issues to the Mayor’s Action Center by calling 317-327-4MAC.

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