



PRESS RELEASE

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10/17/22

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CITY ADOPTS NEW CITIZEN REQUEST MANAGEMENT SYSTEM

New Software Streamlines Citizen Requests and Allow Online and Mobile Reporting

TAYLOR, Texas –The City of Taylor recently announced that they are now using a new Citizen Request Management program that will allow citizens to make requests for services using both desktop computers and mobile devices. The new program, which was implemented in August, 2018, is more user friendly and offers enhanced reporting features that were not available on the older system.

The new system was designed by Accela, a company based in California that specializes in software for local governments. The Citizen Request Management (CRM) software that the City of Taylor has implemented creates a branded and “consumer-like” experience for citizens. It includes the ability to have mobile and web-based sites that make it easy for citizens to make requests for services. The CRM enables efficient transfer of requests to the proper departments and automates status reporting and completion records, thus ensuring that citizens can get real time status updates.

City Manager Isaac Turner said that the new program offers a significantly upgraded experience for Taylor citizens. “The citizens of Taylor need to be able to report their concerns to us and know that we are seeing their requests and responding to them in a timely manner. We felt it was important to streamline the experience, and I feel confident that this new system will have that effect.”

The easiest way for citizens to use the program is to download the City of Taylor Mobile App on IOS and Android devices. The mobile app has the Accela system built in to it, so citizens can report concerns on their own time, have a record of their request, and help the City streamline the notification system. Citizens can also use the Accela program by going to the City’s homepage at www.taylortx.gov and clicking the “Report a Concern” link.

For additional information about the new Accela CRM program you can contact the City’s Director of Internal Services, Lisa Thompson, at 512-352-2247.

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