



## Technology Grants Guide for Local Government Download Now

GOVTECH/EXCHANGE  
CONNECT WITH YOUR PEERS!  
govtechexchange.com

- Home
- News Topics
- Jobs
- Digital Communities
- Education
- Video
- Events
- Webinars
- Papers & Books
- Grants
- Magazines
- Advertise

GOVERNMENT TECHNOLOGY

### News Topics

- E-Government
- Emerging and Sustainable Technology
- Health and Community Services
- IT Policy/Mgmt/Enterprise Tech
- Justice and Public Safety
- Products
- Transportation and Infrastructure
- Wireless/Mobile/Broadband
- View All News Topics...

### GT Network of Sites

- Digital Communities
- Emergency Management
- Public CIO
- Videos
- Photos
- Newsletters

### Industry Perspectives

- Case Studies
- White Papers
- Contributed Solutions
- How to Guides

## Boston's Reporting App Expands Statewide



December 18, 2012 By Colin Wood

Following the positive feedback Boston received for its [Citizens Connect mobile app](#), which serves as a 311 app, the city and state announced that it will expand the app to create a linked system that will be used by dozens of cities and towns throughout Massachusetts.

Each of the state's 36 municipalities selected for the project, called Commonwealth Connect, will receive a mobile app and a Web-based work order management system branded for its community. Each municipality will also receive three years of operational funding, which is covered by the \$400,000 grant offered to Boston by the Community Innovation Challenge (CIC) Grant Program. The project is scheduled to for completion by the end of March 2013.

Though each participating community will get its own app, the system will be linked so users can report problems for whichever city they are physically in. If, for instance, a resident of Fitchburg is visiting Boston, he can use the Fitchburg Commonwealth Connect app to report a problem in Boston and the request will make its way to Boston's work order management system.

In Boston, the Citizens Connect app was used to resolve more than 35,000 issues since launch in 2009, addressing reports of things like graffiti, potholes, abandoned vehicles or nonworking infrastructure. Because the app was such a success in Boston, the CIC grant was a great opportunity to expand the app's reach across the state, said [Boston CIO Bill Oates](#).

More than 60 communities applied for an opportunity to participate in the project, but only 36 governments were initially accepted. However, more governments may get another opportunity in 2013 during the next round of CIC funding, he said.

"We're excited about it," Oates said. "You know, ultimately this kind of system and these platforms can extend beyond the 36 that we're talking to today, and it could extend beyond Massachusetts."

Oates said he's had some preliminary conversations with some of his peers in other cities on the subject. "We think this is the kind of thing that can not only create some great apps that constituents can use and that cities and towns can use, but also start creating better data about how all this stuff works." And better data, Oates said, will lead to "performance management for improved service delivery."

To select the governments that would be involved in Commonwealth Connect, Oates said the city selected communities that showed commitment to technology and a readiness to promote the program within their communities. There's a new culture of support

27

6

#### You May Also Like

[How Will Boston Modernize City Fire Alarms?](#)

[Boston Developing Apple iPhone Application to Report City Complaints](#)

### Daily Govtech News In Your Inbox

  [VIEW SAMPLE](#)

### Subscribe to Government Technology



[Subscribe](#) | [View Digital Issue](#)

2,554 people like this.

[Follow @govtechnews](#) 6,336 followers

### Government Best Practices



[Consolidation Nation](#)



[Cloud Security Gets Easier](#)

surrounding this type of technology in Massachusetts. The state's IT department created a new municipal liaison role charged with connecting IT across cities and towns, Oates said, and it shows a high-level commitment to these types of projects. "The goal here is to create a community practice around these constituent service applications," he said..

The Massachusetts communities selected include: Ayer, Barnstable, Braintree, Brookfield, Chicopee, Clarksburg, Easton, Everett, Fall River, Fitchburg, Framingham, Halifax, Haverhill, Holliston, Lexington, Malden, Medway, Melrose, Middleborough, Nantucket, New Bedford, Newton, North Adams, Northampton, Orange, Revere, Somerville, Taunton, Wakefield, Watertown, West Boylston, Westborough, Whitman and Woburn.

*Photo courtesy of Shutterstock*

### [Overcoming HHS Case Management Challenges](#)

You may use or reference this story with attribution and a link to <http://www.govtech.com/transportation/Bostons-Reporting-App-Expands-Statewide.html>



[More](#)

### Comments

#### Add Your Comment

Name \*

Email

Comment \*

You are solely responsible for the content of your comments. We reserve the right to remove comments that are considered profane, vulgar, obscene, factually inaccurate, off-topic, or considered a personal attack.

### Latest From Transportation and Infrastructure

- [Infographic: The Car of the Future](#)
- [Tech Upgrades Spur Bus Ridership Spike in North Carolina](#)
- [New Mexico DOT Launches Virtual Road Planning](#)
- [8 Pass and Fail U.S. Transportation Projects Taking Shape](#)
- [What Will Roads of the Future Look Like?](#)

### GovTech Papers and Case Studies [View Library](#)



**Consolidation Nation**



**The New Infor Public Sector**



**Cutting the Cost of Virtualization**



**A Technology Grants Guide for Local Government**

**MOST VIEWED**      **MOST COMMENTED**

[This Section](#) | [Whole Site](#)

- [Infographic: The Car of the Future](#)
- [New Mexico DOT Launches Virtual Road Planning](#)
- [An In-Depth Look at Ann Arbor's Vehicle-to-Vehicle Pilot](#)
- [10 Big Questions About the Smart Grid](#)
- [Boston's Reporting App Expands Statewide](#)





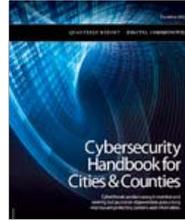
CURRENT ISSUE



CURRENT ISSUE



CURRENT ISSUE



CURRENT ISSUE

Contact

-  [RSS](#)
- [Privacy](#)
-  [Find us on Facebook](#)
-  [Follow us on Twitter](#)

Govtech.com is a part of eRepublic © 2013. All rights reserved. eRepublic on Facebook