



Press Release

City of Artesia, California

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FOR IMMEDIATE RELEASE

City's Online Service Request System Provides Quick Way to Report Issues

PROVIDING EXCELLENT CUSTOMER SERVICE BY THE NUMBERS

ARTESIA RESIDENTS GET ISSUES ADDRESSED QUICKLY BY USING THE CITY'S ONLINE SERVICE REQUEST PAGE. REPORT POTHOLES, GRAFFITI, AND MORE AND SEE RESULTS!

100 PERCENT OF RESIDENTS FOLLOWED UP WITH

PERCENT OF REQUESTS RESOLVED IN 3 DAYS **73**

2.8 AVERAGE NUMBER OF DAYS TO RESOLVE REQUESTS

SUBMIT AN ONLINE SERVICE REQUEST AT CITYOFARTESIA.US/REQUESTTRACKER.ASPX

QUESTIONS? CALL 562-865-6262 OR EMAIL JBATES@CITYOFARTESIA.US

The City offers an online service request tool that the community can use to report concerns in the community. Issues such as fallen tree branches, graffiti, illegal dumping, and more can all be reported through this system. This system is easy to use, and makes it easy for City staff to track and follow up on requests.

Residents who report issues through the City's online system see prompt results. Most requests are addressed within 3 days, and all residents who report an issue through the system will be contacted by the City regarding the status and completion of their request. In the last two months of 2018, the City addressed 29 requests, and so far in 2019, the City has addressed 50 requests through the system, or about 15 each month.

To use the system, simply visit the City's website at www.cityofartesia.us. Then click "Service Request" on the left sidebar and choose a category for the request. Setting up an account is quick and easy, and will allow community members to track the status of their request as the City addresses it. Residents are advised to include as many details as possible for requests to assist City staff in quickly addressing reports. Once the form is complete, click "Submit". City staff will update the submitter as soon as possible regarding the status of their report.

In addition to the City's online service request system, community members can also contact the City directly for assistance at 562-865-6262. City staff is committed to outstanding customer service and addressing all concerns as promptly as possible.

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Located in southeast Los Angeles County, Artesia is a diverse, vibrant city with nearly 18,000 residents and a dynamic business community. The City of Artesia, a leader in sustainability practices and winner of two 2018 Beacon Spotlight awards, is focused on serving the community with sound governance, 21st century infrastructure, and a commitment to public safety. To request services or share a question, visit our [Service Request page](#). To stay updated on our projects and events, visit us at CityofArtesia.us, like us on Facebook and follow us on Instagram @OfficialCityofArtesia, and subscribe to our YouTube channel @CityofArtesia.