

GOVEGAS

3Di

CHALLENGE

The city of Las Vegas receives tens of thousands of requests for services from multiple sources. There's also no easy way to engage citizens 24/7.



**SMART 50 AWARD
WINNER FOR
COMMUNITY
ENGAGEMENT**

CASE STUDY

Bringing your **community together** with self-service apps.

GOVegas mobile app enables citizens to submit service requests, check permits, connect with council, find parking, view transportation routes, and locate public art. The app even allows the city's homeless to find services, view meal times, and locate services.

RESULTS

The GOVegas app allows citizens to do everything from connecting with their representatives to easily submitting complaints. The app also stands apart from other government applications with a focus on helping the homeless. GOVegas features information on the city's \$10M homeless resources center, called Courtyard, as well as homeless services, meal times, local service providers, and individual help requests.

**Call Wait Times
Improved**

**While Requests
Increased**

Likewise, federal government provided smart phones are being leveraged by the city as a means of making life easier for Las Vegas citizens in need. These phones are becoming a lifeline for individuals and families who find themselves without housing, allowing them to engage more often with local service providers that can help via the GOVegas app. The more accurate and timely the information being exchanged, the better.

SOLUTION 3DiENGAGE

3Di started with a discovery of the city's needs before building the GOVegas app. The app was created using 3Di's Community Platform. GOVegas enables the public to engage with the city using a technology that has become ubiquitous in daily life, the smart phone.

Citizens can submit requests (and GPS location) for services or complaints like graffiti, report code violations, road hazards, and more. They can also connect with city council members through a call, message or social media comment facilitated directly through the app. For public transportation, a real-time tracker can indicate arrival times of the popular Downtown Loop shuttle. The app also includes interactive public art maps, parking garage locations, permit statuses, inmate searches, and a place to submit new ideas.

Name: City of Las Vegas

Address: 495 S. Main St. Las Vegas, NV 89101

Size of City: 28th largest U.S. city in population

Services: Requests, Permits, Parking, Elections, and Homeless Outreach

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