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Press Release

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Stan Connect Mobile App Goes Live, Along with Chatbot

Stanislaus County is currently working to enhance service to the community through a new mobile app and chatbot.

Those who have used the former GoRequest mobile app to submit service requests, report issues to staff virtually or find information should uninstall the GoRequest app and download Stan Connect. This revamped custom app is available now in the Apple and Google play stores where mobile apps are found.

The newly designed app has more robust offerings to serve residents more effectively. It is a communication tool that will allow users to easily connect with government services and their County elected officials, access county news, job opportunities and information, as well as submit concerns or requests for service. The new app will better serve on the go residents and save time when conducting County business, an attractive feature to people who prefer not to visit County offices in person or call for service.

“This is a great new tool for Stanislaus County residents who want convenience when connecting with County government,” said Board of Supervisors Chair, Vito Chiesa. “With most all of our services at your fingertips in a well-organized, user friendly mobile app, we are ready to serve you wherever you are,” he added.

Stanislaus County has used GoRequest as a Government Outreach platform since 2006. The new and improved mobile app will more easily facilitate interaction between residents and the County. Benefits include property tax information and resources, the ability to request vital records, view pets available for adoption, find public health clinics, social services and access most County services from the convenience of a mobile app.

The app, which partners with the County's web based Customer Relationship Management (CRM), allows users to efficiently enter and track service requests online. When a new request is entered into the system by a resident, the software automatically routes the request to the appropriate individual within the County organization. The employee receives an email notification indicating the need to resolve a request. Each request has a pre-assigned "Expected Close Date" which is given to the customer via email and notified when the project is completed. Although all app users must register to submit and track their requests, submissions can be made anonymously. Anonymous users will not receive email confirmation or notification of completion.

The County has also incorporated a chatbot, "Ask Stan," into the website as an added efficiency to customers, helping users find information quickly on the website. The chatbot is currently available to residents on a trial basis through a three-month pilot program. Web users will see Stan at the bottom corner of the screen when visiting StanCounty.com. Stan will improve in functionality based on users' feedback which can be provided directly through the chatbot. Feedback is encouraged throughout the process.

Stanislaus County prioritizes efficient public services and seeks continuous improvement in this area. Questions related to the mobile app or chatbot can be directed to carrolla@stancounty.com

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