

311 Universal for iPhone - Easy Issue Reporting in Less Than 60 Seconds

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Urban Anomaly today released 311 Universal 2.01 for iPhone users who appreciate a way to report non-emergency issues easily and in less than 60 seconds. The app works with iPhone tools to enable citizens to bring problems to the attention of city and municipal governments in a fast, user-friendly format. Version 2.01 includes a pinpoint tool that improves the accuracy of the iPhone's GPS coordinates, and also provides the physical address of the problem.

Seattle, WA - Announcing that Urban Anomaly, the developers of 311 Universal, has released an application for reporting non-emergency issues easily and in less than 60 seconds. The 311 Universal app works with iPhone tools to enable citizens to bring problems to the attention of city and municipal governments in a fast, user-friendly format.

Urban Anomaly developers have created 311 Universal to work with built-in iPhone tools for a quick, efficient way to communicate issues to government offices. It allows users to report problems on the go and eliminates the need for lengthy customer service calls that often involve long periods of time on hold.

Says Steve Barham, Director and Lead Director of Urban Anomaly, "I don't like talking to customer service and I think there are a lot of people out there like me. Everyone I talk to says that apps like this are going to revolutionize the way citizens interact with the government."

Version 2.01 includes a pinpoint tool that improves the accuracy of the iPhone's GPS coordinates, and also provides the physical address of the problem, boosting the agency's ability to locate and resolve the issue.

The recent development of 311 is quickly becoming the universal concept for one-stop customer service with city and municipal offices for reporting such things as potholes, graffiti, abandoned cars or problems with a city bus. Some reports are suggesting that the impact of this new technology will change the way that these branches of authority do business.

Many agencies are required to respond to emails in a timely manner, which makes them accountable to citizen issue reports rather than ignore them. The 311 Universal app helps ordinary people get their voices heard by officials, in a really fast and easy way.

Using the 311 Universal app is simply a matter of taking a photo and releasing the report with the 'send' button. There's no need to wait for the picture to upload because the app continues working in the background, even if the application is closed. The users complaint, along with GPS co-ordinates of the location, is then en route to the appropriate government office.

The 311 Universal app is not tailored to any specific city. Any location that has a single customer service email address works. As long as a city or municipality accepts email, an issue will reach its intended destination.

311 Universal Features:

- * Photo attachments
- * GPS co-ordinates
- * Link to the location
- * Optional notes and contact info
- * Public/private property designation

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* Pinpoint function for a faster way to generate an exact location and physical address regardless of iPhone GPS accuracy.

The app does not require complicated server links as 311 email is universal. That makes it one of the easiest and fastest venues for issue reporting on the market today.

With 311 Universal, citizens can now communicate directly to various departments within a city and municipality. It only takes 60 seconds or so for people to contribute to the safety of their neighborhoods or city via the appropriate offices.

Device Requirements

* iPhone 3.0 or later

Pricing and Availability

311 Universal 2.01 is only \$0.99 (USD) and available worldwide exclusively through the App Store in the Utilities category. Promo codes are available for qualified reviewers. Please specify the website or blog you represent when making your request.

311 Universal 2.01:

<http://www.urbananomaly.com/311Universal.html>

Purchase and Download:

<http://itunes.apple.com/us/app/311-universal/id336884585?mt=8>

Demonstration Video:

http://www.youtube.com/watch?v=HjGy-Pj_wN8

Media Assets:

<http://s741.photobucket.com/albums/xx58/urbanapp/311Universal/>

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