



CITY OF West Linn

FOR IMMEDIATE RELEASE

July 31, 2024

West Linn Launches New 311 Service App

WEST LINN, OR – July 31, 2024 – West Linn Connect, a new app by the City of West Linn, is now available to download free for Apple and Android devices at onelink.to/westlinnconnect. The app allows users to submit service requests for issues like potholes or clogged storm drains, and includes automatic notification when a request is completed. Users who opt in to push notifications will receive emergency messaging, including road closures and shelter openings. The app is also an information service: users can check the City’s meeting calendar, browse upcoming community events, ask staff questions, and find quick answers from the City’s website using a new and improved search feature.

Community Relations Coordinator Danielle Choi explained the City’s motive behind the project: “Being responsive to our community’s evolving communication needs means finding new ways to bring information to the individual, rather than posting passive information on our website or relying on social media algorithms. We still need those methods, but exploring new, more direct tools is part of a progressive approach.”

The more community members who adopt the app, the more effective it becomes as a communication tool during emergencies, weather events, and other situations that can change rapidly. Even so, Choi qualified that the City recognizes downloading yet another app is not for everyone: “We aim to provide multiple ways to interact with the City. The app’s service request system is also **available on our website** through a traditional browser, and of course you can still call or email if you prefer. Reliable standbys like our **weekly digital newsletter**, social media accounts, and other **notification systems** are still important tools in the toolbox, and we encourage the public to sign up for whichever best meets their needs.”

Several Councilmembers have already tried the app. Mayor Rory Bialostosky helped beta test it, and Councilor Kevin Bonnington believes he may become a frequent user. He offered feedback by email, describing the user experience as, “[...] pretty solid so far. There may be room to add more features over time but for now it feels like they're well covered.”

The City hopes the community finds the app useful and looks forward to continually improving it. We welcome feedback and ideas for improvement by email at dchoi@westlinnoregon.gov, or via the app itself.

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