

Goodyear, AZ Improves Service with Catalis Request311

The Opportunity

The City of Goodyear, Arizona, was experiencing rapid growth and needed a platform capable of keeping pace while providing transparency, flexibility, and user-friendly tools for both staff and residents. Consolidating service requests and supporting internal workflows through key integrations was a top priority.

The Solution

Catalis Request311 provided a streamlined approach to managing and tracking resident requests. With integrations to Lucity and Accela, the platform improved efficiency and response times. Key features such as real-time visibility, out-of-the-box reporting, automated routing, and out-of-boundary mapping ensured requests outside the service area were automatically rejected, keeping operations focused and efficient.

The Results

Departments now collaborate more effectively and maintain clearer communication with residents regarding the status of their requests. The city has seen measurable improvements in response times, operational efficiency, and resident engagement.

"Catalis Request311 has streamlined how we manage and track resident requests and enhanced our response times through integrations with Lucity and Accela. It has encouraged departments to collaborate more efficiently while communicating with residents about the status of their requests."

Cathy Rudder, Applications & Business Analyst,
IT Department, City of Goodyear, Arizona
