

NEWS RELEASE



For Immediate Release

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Casper launches citizen request app

Casper 311 expands ability to report street issues

Casper, Wyoming (January 20, 2021) – City of Casper officials announced the launch of Casper 311 today. “This is an online and mobile app for citizens to submit reports of potholes, streetlight outages, and damaged street signs,” explained Streets and Traffic Manager Shad Rodgers. “It is another tool for citizens to use to request services from us. For many years, we have responded to phone calls, emails, and website reports. Citizens can still use these methods to contact us.” Streets crews are typically able to respond to reports and requests for services in 72 hours.

New features on Casper 311 include:

- Uploading pictures of an issue with the initial report
- Allowing users to track the progress of their requests
- Notifying users when the request is created and work completed
- Showing all open request with a mapping interface

Casper 311 is available for both Android and Apple devices by downloading the MyCivic311 app and selecting the City of Casper. It is also accessible on the City of Casper’s website, www.casperwy.gov. More report and service requests for other City services through Casper 311 will be available in the coming months.

