**FOR IMMEDIATE RELEASE**
**March 19, 2026**
**www.cityofsanmateo.org**

# City of San Mateo Launches New Mobile App, Website for Community Service Requests

*Mobile App and Website Provide One-Stop Shop for Resident Requests*

**San Mateo, CA** – The City of San Mateo is launching a new My San Mateo mobile application and website designed to make it easier than ever for community members to submit service requests and track progress. The app and website, part of a new Customer Relationship Management system, will be available to the public starting March 19, 2026.

The launch marks a significant step forward in the City's commitment to being responsive and accessible in addressing community needs. Residents have asked for a simpler, more streamlined way to reach the City with requests and concerns. Using My San Mateo via the mobile app or website, community members will be able to submit and manage requests all in one place, to report issues like graffiti, streetlights in need of repair, potholes and much more.

"We understand that community members want a more convenient way to reach the City, and we're excited to deliver," Mayor Adam Loraine said. "The new My San Mateo app and website reflect our commitment to be more responsive and connected with our residents."

My San Mateo empowers residents to quickly access information and report issues from the palm of their hand while staying informed about their requests every step of the way. Community members can access My San Mateo through their preferred web browser on their computers or phones. iPhone users can download the My San Mateo app through the Apple App Store. Visit www.cityofsanmateo.org/mysanmateo to learn more.

**With My San Mateo residents can:**

- Make service requests to the City.
- Track the progress of their requests.
- Receive push notifications for status changes or updates.
- Choose to receive notifications via SMS, email or voice when setting up an account.

For more information, contact Communications Manager Kailey Fisicaro at 650-674-5230 or kfisicaro@cityofsanmateo.org.

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**About the City of San Mateo**
Incorporated in 1894, the City of San Mateo is located at the heart of the San Francisco Bay Area Peninsula. San Mateo is known for its vibrant dining and entertainment options, shopping districts

and parks. The City is committed to serving more than 104,000 residents and over 10,000 businesses, maintaining several community centers that offer recreational programs for youth, adults and seniors. City libraries provide technology-lending services, literacy courses, free museum passes and other educational programs for all ages.