



# ST. JAMES PARISH GOVERNMENT COMMUNICATIONS

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## St. James Parish Launches Mobile App for Parish Work Order System

Convent, La - Parish President Dufresne announced today, the launch of a St. James Parish mobile application for smartphones. This custom application will allow residents to place a work order or service request with ease from their smartphone.

The Parish launched an online work order system in early 2020 which provided an online interface allowing residents to track work orders through to completion with updates provided along the way. In addition, this system allows residents to view information regarding all work orders, which requests are most frequent and in which council districts.

A Citizen Service Center (CSC) was jointly established to manage the work order system and field resident requests, comments and needs. The primary goal of the CSC and work order system were to improve efficiency and create transparency to resident's requests for parish services.

"Our work order system has proven to be very successful in tracking residents' requests, and I am confident this new app will further enhance our ability to service residents and provide continued transparency," noted President Dufresne.

To download the app, search "St. James Parish" in your apple or google play app store. Residents who have never used the work order system before will need to create an account. For assistance with the program, please contact the CSC at 225-562-2500.

The parish plans to update this app with additional service features in the future.

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