

# New trumpet app feature promotes active citizenry

The locally developed trumpet mobile application has introduced a new Ward feature that empowers citizens by giving them a direct link to their municipalities and ward councillors.



“One of the challenges facing the public sector is actively engaging with local communities. Traditionally, there has been a disconnect between what is happening on the ground versus the service delivery requirements from municipalities. With our Ward feature, we are connecting the public and civil service to help eliminate this,” says Charles Murray, director at trumpet.

The new ward channels allow consumers to easily report service delivery issues such as blocked drains, burst pipes, electricity outages, missing manhole covers, refuse issues, and faulty street signs to name just a few. Because the app geo-locates the user, municipalities know exactly where the issues are and can move to correct them much more timely than previously. Users and councillors then have the ability to view exactly what issues are occurring in their wards over time periods and types of issues.

## Facilitating communication

“We are living in an age where people are much more actively engaged than before. The trumpet Ward feature provides a foundation for better communication between the public and municipalities,” adds Murray.

The Ward feature is divided into several key sections. These consist of the map, an incident report, a record of the user's contributions, list of wards and the relevant contact details.

“Users can set their personal preferences on what they want to be notified about to ensure the app remains unobtrusive. We have designed the new feature to bring communities and their wards together to affect change for the better. Not only will this make communities much safer, but also more efficient to embrace the concept of smart city living in the digital age,” Murray concludes.

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