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FOR IMMEDIATE RELEASE

THE CITY OF BURLINGTON LAUNCHES “BURLINGTON CONNECTED,” A NEW RESIDENT COMMUNICATIONS PLATFORM

Burlington, NC – The City of Burlington is pleased to launch “Burlington Connected,” a new tool allowing residents to better connect with the City. With this new tool, residents can submit, track, and view non-emergency service requests online, through a new smartphone application, or via telephone. The City of Burlington launched the application in partnership with PublicStuff, a civic engagement platform that helps residents and local governments connect to improve communities.

Here's how it works:

1. A resident notices a need for non-emergency service and wants to report it quickly to the correct city department. *Examples of typical service requests include: high grass, pothole, street light out, damaged street sign, etc.*
2. These issues can now be submitted online at www.BurlingtonNC.gov/BurlingtonConnected or through the customized, GPS integrated “Burlington Connected” mobile application, available free in the [Apple App Store](#), [Google Play](#), or [the Windows Store](#). Residents without smartphones or access to the web can submit service requests by phone at (336) 222-5024.
3. Service requests are automatically routed to the appropriate city staff members who then respond to the issue. The city keeps residents informed with regular status updates and comments on submitted requests.

The Burlington Connected app allows residents to use the capabilities of their smartphone to automatically map the location of the problem, to attach a photo of the issue, and to directly submit the problem from the phone. After submitting the request through the mobile app, push notifications will be delivered to update residents on the status of their request. In addition to request submittal, the Burlington Connected app provides centralized access to city news updates, a city event calendar, online utility bill payment, job listings, city social media, and more.

“The City has always been ready to respond to resident requests for services,” says Mayor Ronnie K. Wall. “But, the new Burlington Connected platform makes it easier for residents to submit requests using the technology with which they are most comfortable.” Mayor Wall goes on to add that “if you have a smartphone, you can submit a request through our new mobile application, but if you still want to talk to a real person, you can always call. We are adapting to make it as easy as possible for residents to let us know when something in their community needs attention.”

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