

# About The Program

“Burlington Connected” is 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.

## Alert the City to issues such as:

- *Abandoned vehicles*
- *Animal Concerns*
- *Criminal Activity*
- *Graffiti*
- *High Grass*
- *Illegal Burning*
- *Junky Yards*
- *Potholes*

Use the smartphone app or online request form to map the location, add a photo or file, and add a description about the problem. Include your contact information for updates about the progress of your request.

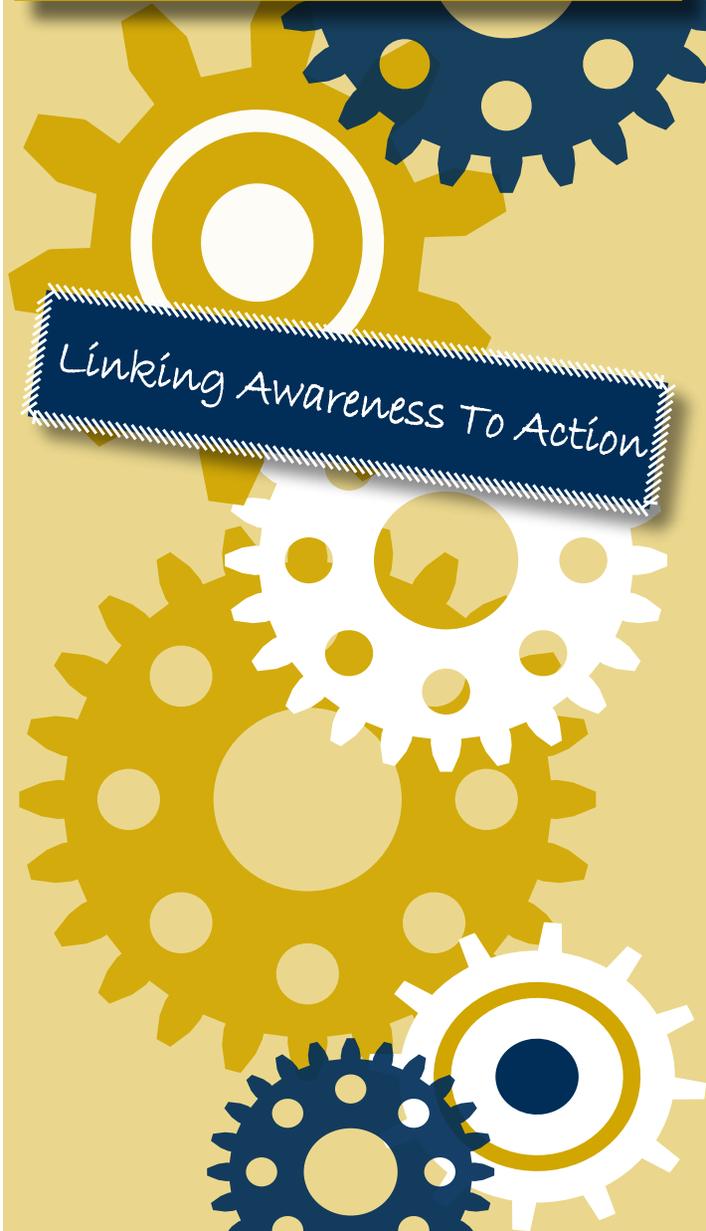
Reports are automatically routed to a staff member in the appropriate department.

Requests are investigated and then, if within the City’s jurisdiction, the request will be completed.

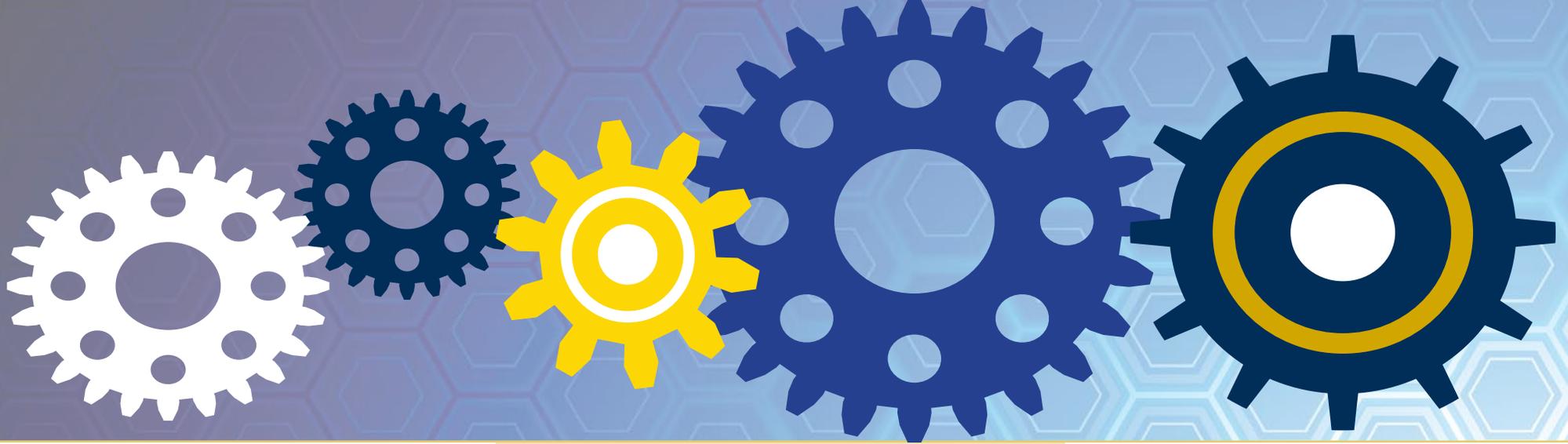


Burlington Connected is powered by Public Staff.

Please direct any questions to the Burlington Connected line at (336) 222-5024.



Linking Awareness To Action



## Here's How It Works

A resident notices a need for a 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.

These issues can be submitted online at [www.BurlingtonNC.gov/BurlingtonConnected](http://www.BurlingtonNC.gov/BurlingtonConnected) or through the customized, GPS integrated “**Burlington Connected**” mobile application. Residents without smartphones or access to the web can submit service requests by phone at **(336) 222-5024**.

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.

## Submit Requests

Online at  
**BurlingtonNC.gov/  
BurlingtonConnected**

Through the  
**Burlington Connected  
Smartphone App**

On the phone at  
**(336) 222-5024**

## Download Now



The Burlington Connected smartphone app is available on iPhone, Android, Blackberry, and Windows Phones.

Search “Burlington Connected” in the Apple App Store or Google Play.

Search “PublicStuff” for Blackberry or Windows Phones.

Download the App for free and use it to submit requests, GPS tag them, add photos, and get push notifications about the progress of your request.