City of Burnsville

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iPHONE APP AND DIGITAL PHOTOS EXPAND CITIZEN REQUEST TOOL

The City of Burnsville's Request Tracker service now will allow residents to send photos along with requests for service and a new iPhone application will allow users to submit photos as well. Both options are free services geared to further improve customer service and meet service expectations for residents.

When a citizen observes an issue (pothole, graffiti, abandoned car, etc.) they can quickly submit a photo and description of the problem on Request Tracker. Using the iPhone's GPS technology, the app automatically pinpoints and sends the exact location of the concern. The request is routed straight to Burnsville's Request Tracker system and directly to the right people who can get the problem fixed; reducing costs and improving staff efficiency. The citizen receives a confirmation e-mail and can view the status of their request along with comments posted by municipal staff.

To access the system, look for the online services request box on the www.burnsville.org web site. Requests are monitored during regular work hours and it is not to be used as a request for public safety or emergency services. The iPhone application is available for download via iTunes.

The addition of Request Tracker is in response to the City Council's ongoing efforts to improve the delivery of city service and the provision of "e-gov" or electronic government services.

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