



MEDIA ADVISORY

FOR IMMEDIATE RELEASE

August 24, 2011
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Salt Lake City Unveils New Phone App

Mayor, Council Chair demonstrate use as 311 goes live

SALT LAKE CITY – Mayor Ralph Becker and the Salt Lake City Department of Community and Economic Development are pleased to announce the unveiling of the City’s new mobile phone app, Salt Lake 311, tomorrow at 10 a.m. at 1234 S. 1100 East.

The new tool, currently available free of charge [here](#), allows members of the public to take an active role in their neighborhoods by requesting services from, or reporting issues to, Salt Lake City government. Initial features will allow requests for weed abatement, reporting of inoperable vehicles, construction without permits and illegal signs while expanded service request options are already in the works.

The fast, easy-to-use program walks the user through an anonymous process that requires simply choosing the type of request or complaint, verifying the address and shooting a photo of the issue. On completion, the user also gets a tracking code that allows verification of resolution.

The program, which only accepts notices on properties/incidents within City limits, integrates seamlessly with automation systems that have been in use by various departments. Salt Lake City 311 will streamline current processes, leading to easier resident access to services, reduced response times, fewer administrative tasks and overall cost savings for the City and its taxpayers.

“The Accela software used by Building Services and Licensing has a proven track record in optimizing how we provide services while also greening the process with new, paperless automation,” Mayor Becker said. “We look forward to Salt Lake 311 making the communication between our residents and City government even easier.”

See how the new system works and link to the free application at www.slcgov.com/slc311.

EVENT: Salt Lake City 311 Mobile Phone App Launch/Demonstration

WHO: Mayor Ralph Becker

Salt Lake City Council Chairwoman Jill Remington Love
Orion Goff, Director, Salt Lake City Building Services

WHEN: 10 a.m., Thursday, August 25

WHERE: 1243 S. 1100 East

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