



# CITY OF PETERSBURG

## COMMUNICATIONS

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### **City of Petersburg Launches GO Request**

Petersburg is making it easy for citizens to contact city departments with requests, questions and concerns. While Petersburg staff members are already available and helpful to citizens, GO Request (Government Outreach) will extend good customer service. GO Request is a new system that allows 24/7 contact via smart devices and the city website. (iPhone and Android smart phone users can download a free app on the city website under Connect Petersburg.)

Here's how it works on your smart device. If you have a request, concern, or just need general information, open the app, and tap new issue or track issues. The new issue opens to a page that shows your location. You can then select the issue from a list. For example, if you see overgrown weeds and grass, select that topic, take a photo, add comments, then tap submit. Your request immediately goes to the city department handling that issue. You can then track the progress of your report. If you prefer to make a request, comment, or question online, instead of with a smart device, go to the city website, [www.petersburg-va.org](http://www.petersburg-va.org), and click the Connect Petersburg link at the top right on the home page. The system features simple pull-down menus and is easy to use.

No matter which way citizens choose to contact the City, the system ensures the right staff member is connected with the issue. GO Request will improve the way Petersburg handles requests by:

- Creating a number for each request so the status can be tracked at any time;
- Automatically providing the status of the request;
- Notifying the user when the request has been completed, and
- Allowing citizens to contact the City whenever it's most convenient.

City Manager William E. Johnson III says "The new program not only provides better customer service, but it saves money by decreasing the number of staff hours needed to patrol and report issues."