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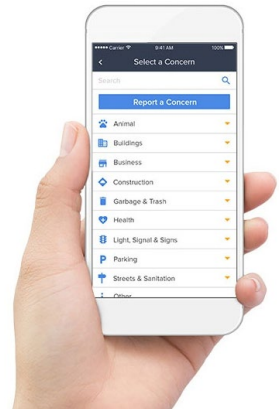
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Birmingham Launches Mobile App for Non-Emergency Concerns

BIRMINGHAM, MI, March 10, 2022 – The Birmingham community is encouraged to take advantage of a new mobile app, GovAlert, which enables them to submit non-emergency concerns or questions to the city in seconds. The city partnered with GovPilot, a New Jersey-based provider of cloud-based management software developed exclusively for local government, to implement this new service.

“We are excited to make this convenient digital service available to our constituents and to partner with GovPilot on this upgrade to city services,” said City of Birmingham Communications Director, Marianne Gamboa. “Concerns are automatically geo-tagged and routed to the appropriate department, allowing for streamlined communications and faster response times.”

The free GovAlert app, available for both iOS and Android devices, empowers citizens to submit concerns to government officials in the time it takes to send a text. Complainants receive status updates as their concern is received, in progress, and closed. Simply snap a picture of a non-emergency concern and add a brief description of the situation. Click submit and the concern is sent to local government, as determined by the user’s device location settings. Concerns may also be submitted on the city’s website at www.bhamgov.org/citizenrequests.



“The geographic information system (GIS) mapping technology, updated in real-time, helps the city identify and analyze trends related to concerns,” said City of Birmingham Information Technology Manager, Eric Brunk. “Additionally, custom workflows automate concern submissions, task assignments and other critical processes for optimum efficiency.”

Watch a how-to video regarding the new service at www.bhamgov.org/govalert.

City of Birmingham – A Walkable Community. Visit the city’s web site at www.bhamgov.org.

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