



# **News Release**

## **CITY OF MOUNTLAKE TERRACE**

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**FOR IMMEDIATE RELEASE:**

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### **City Launches MLTAnytime Free iPhone Application**

MOUNTLAKE TERRACE—Potholes, barking dogs, cars parked illegally in your neighborhood? Getting these issues resolved is now only an iPhone tap away in Mountlake Terrace with a new mobile application or “app” for MLT Anytime.

iPhone users simply open the app, select an issue, take a picture, and submit it. The app knows the exact location and sends the issue directly to the staff member who can respond to the concern.

“Our residents told us they wanted iPhone convenience that helps them report issues to us whenever or wherever they prefer,” noted City Manager John Caulfield. “This technology also improves our efficiency, which is very important with our tight budget,” Caulfield added.

The GPS and camera features built into the iPhone make it simple for residents to alert city officials about a variety of issues around the clock while they're mobile. Residents can also receive status updates without going to an office or checking their computer.

This efficiency allows the City of Mountlake Terrace to serve more requests with fewer people, and it saves the city time and money while improving service. Sometimes a picture is worth a thousand words and it can assist the Code Enforcement Officer document a complaint.

This free iPhone app can be downloaded from the iPhone App Store by searching for GORrequest, or by clicking on the MLT Anytime icon on the city's website at [www.cityofmlt.com](http://www.cityofmlt.com). It is the latest enhancement to the city's citizen relationship management (CRM) solution from Government Outreach, Inc.

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