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#### **FOR IMMEDIATE RELEASE**

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## Town Launches Online Resident Request Center

The Town of Cedarburg understands local governments exist to serve the needs and wants of their residents. Toward that end, the Town is now offering a new online tool, the [\*\*\*Resident Request Center\*\*\*](#), which allows residents to notify town officials of potential problems, concerns or suggestions.

The ***Resident Request Center*** (RRC) aims to improve the Town's responsiveness to resident needs and concerns. This new 24/7 online service gives residents a convenient alternative to making a request without standing in line or waiting on hold. The RRC also takes the guess work out of contacting the right member of Town staff. Through the easy-to-use interface, a resident can select from 36 possible service topics and then fill-in the details of the request. Once the request is submitted, it is automatically sent to the appropriate staff member for a prompt response. Residents can check the status of their request online while it is being reviewed and addressed by Town staff. Upon completion of the request, residents are encouraged to take a short satisfaction survey.

The RRC can be accessed by clicking on the icon (right) at the bottom of the Town's homepage or under the E-Government drop down menu at the top of the homepage.



The ***Resident Request Center*** is an Internet-based solution developed in conjunction with [Smart Interactive Media](#), a local interactive web and video production firm.

#### ***Town of Cedarburg, Wisconsin***

*The Town of Cedarburg, which is home to Wisconsin's last [covered bridge](#), strives to maintain its rural charm and high-quality of life while balancing growth and progress. The Town is located in Ozaukee County, which was ranked [the 2nd Best Place to Raise a Family](#) by Forbes.com. For more information, visit [www.town.cedarburg.wi.us](http://www.town.cedarburg.wi.us)*

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