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You report a concern and we get you an answer. It's as simple as utilizing the RequestTracker page on the City of Burleson website at <http://bit.ly/1fF8xN4>.

Since September 2010, when the City launched a redesigned website, you have been telling us your concerns to the tune of 2,825 (and counting) reports about everything from lost and found dogs, high grass/weeds, low water pressure and street maintenance. That is an average of 66 reports a month.

You can send your report 24 hours a day, seven days a week, 365 days a year. All you need is your computer, a sign-in and password, and you are ready to go. The categories include animal services, code compliance, engineering, general comment/question, parks and recreation and public works. The two categories that garner the most reports are animal services and code compliance.

Click on the link to RequestTracker, <http://bit.ly/1fF8xN4>. Click on the report you want to make, such as Lost and Found under Animal Services. If you haven't already signed in, it will ask you to sign in. In the case of a Lost or Found pet, you will be asked the date the pet went missing or was found, the address the pet was last seen, species/breed/gender, and whether the dog is spayed/neutered and has collar/tags/microchip. Include your pet's name and submit a picture by clicking on "submit photo." Up to two pets can be included in one Lost and Found report. There is also a place to add additional comments about your pet such as age and how they respond to strangers. When you hit the submit button, you will see a copy of what you submitted on screen, and you will be emailed a copy of your report.

Reports are checked 8 a.m.-5 p.m., Monday-Friday. You'll receive a confirmation that the report was received by City staff and who that report was forwarded to. The staff in that department will check in to your concern and respond to you either by RequestTracker or by phone, so be sure to include your contact information on the report. You can always check on your report by clicking on the "Log in to RequestTracker" button on the confirmation email that you receive from City staff.

RequestTracker is only for non-emergencies. If you have an emergency, please call the police communications center at 817-426-9903.