

DISCOVER



Create an Account

[Set up your account to access the new portal.](#)

PELHAM 311

Pelham's New App & Report a Concern Software

By: Ainsley Allison

We are thrilled to announce a significant leap forward in our commitment to serving the Pelham community effectively. The City of Pelham's new 'Report a Concern' software is live and ready to use. We believe it will make a world of difference in how we serve our community. This improvement is a crucial step forward for us, and we want to inform you why it's important.

Why the Change?

The new 'Report a Concern' software is designed to bring efficiency and effectiveness to our City's operations. When you report a concern, it automatically catalogs the issue, creating a history by problem type and connecting it to the history of that particular asset. Rather than being sorted to one staff member, all staff members can see the concern and respond if they have specific knowledge related to that issue. In addition, the new mobile app is much more user-friendly. We're committed to enhancing the quality of life in Pelham, and this upgrade is a part of that effort.

Setting Up an Account is Easy and Still FREE

You must set up a new account in the new portal. We want to emphasize that the process is easy and completely free, like the previous software! Here's a quick overview of what you can expect:

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- **Simplicity:** Creating an account and submitting concerns will be easier than before.
- **Efficiency:** With the integration into our ERP system, we'll be able to respond with more historical information to your concerns.
- **Transparency:** The new system will provide better tracking and visibility so that you can stay informed about the status of your reported concerns.

Your input and reports are invaluable to us, and we want to make it as convenient as possible for you to engage with the City. Whether you are concerned about a pothole, park maintenance, or speeding in your neighborhood, your voice matters, and we're here to listen and take action.

Step-by-Step

Reporting a concern to the City of Pelham may look different, but the process remains unchanged, and functionality is improved.

- Instead of several categories, you'll see just one dropdown menu with all requests listed alphabetically.
- If the location is required for that request type, you may type in the address to populate the map or manually search the map with your cursor.
- In the next section, you will enter your request details and upload any images you want to include.
- Finally, you'll enter your contact information and submit.

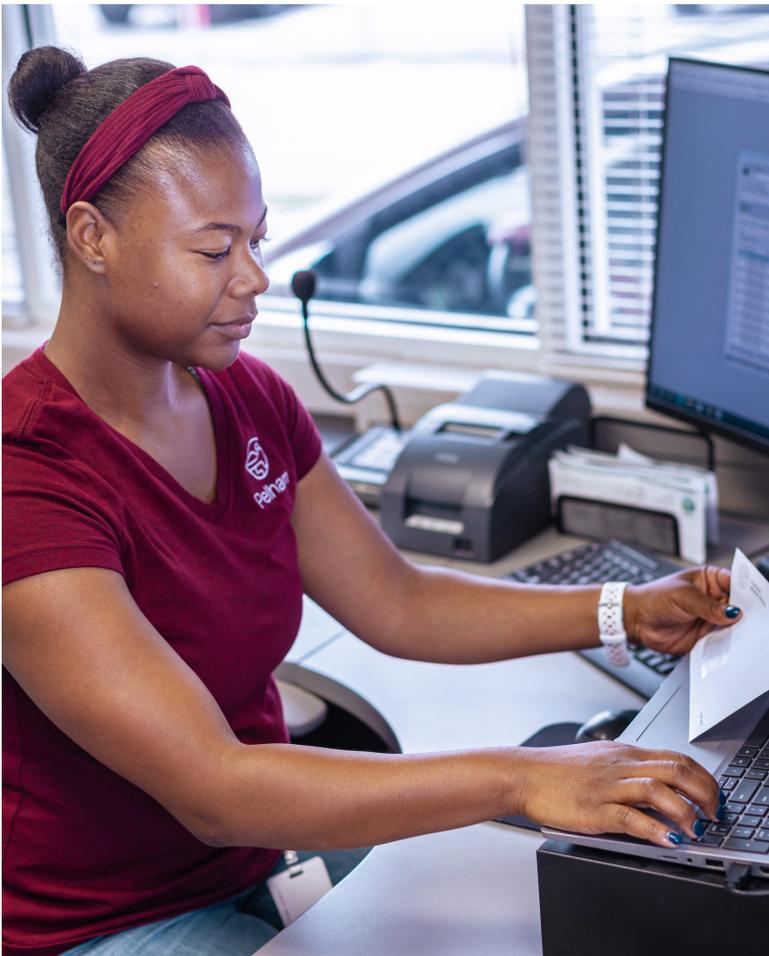
Like the current system, you will receive emails when updates are available about your request.

Transition Period Ahead

The current 'Report a Concern' software will be phased out in the coming weeks. This phased transition will provide everyone ample time to register and get accustomed to the new and improved system. During this transition, we will continue to provide access to the current software for existing tickets, but all new concerns must be reported through the new software. We encourage you to explore and familiarize yourself with the new portal today.

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Introducing Pelham 311 - the City's New App

In addition to the web-based 'Report a Concern' software, we are excited to announce the launch of the City of Pelham app. Pelham 311 will serve as a one-stop shop for all your interactions with City staff. It will provide an easy and convenient way to report concerns, access city services, and stay updated on all things Pelham. Search Pelham 311 in the App Store or Google Play Store.

We are dedicated to providing you with the best possible tools to engage with the City of Pelham. With the new app and integrated 'Report a Concern' software, you'll have access to:

- Seamless Reporting: Easily report concerns from your mobile device.
- Service Requests: Submit various service requests directly through the app.
- Real-time Updates: Stay informed about the status of your reported concerns.
- City Information: Access important city news, events, and information.

We understand that change can be difficult, but it is inevitable and brings opportunities for improvement. The transition to our enhanced 'Report a Concern' software and the Pelham 311 app will enable us to serve you better and make your voice heard more effectively. We encourage you to stay connected with us as we make these positive changes for our community. Your input and involvement are what make Pelham a great place to live.

Download the Pelham 311 App

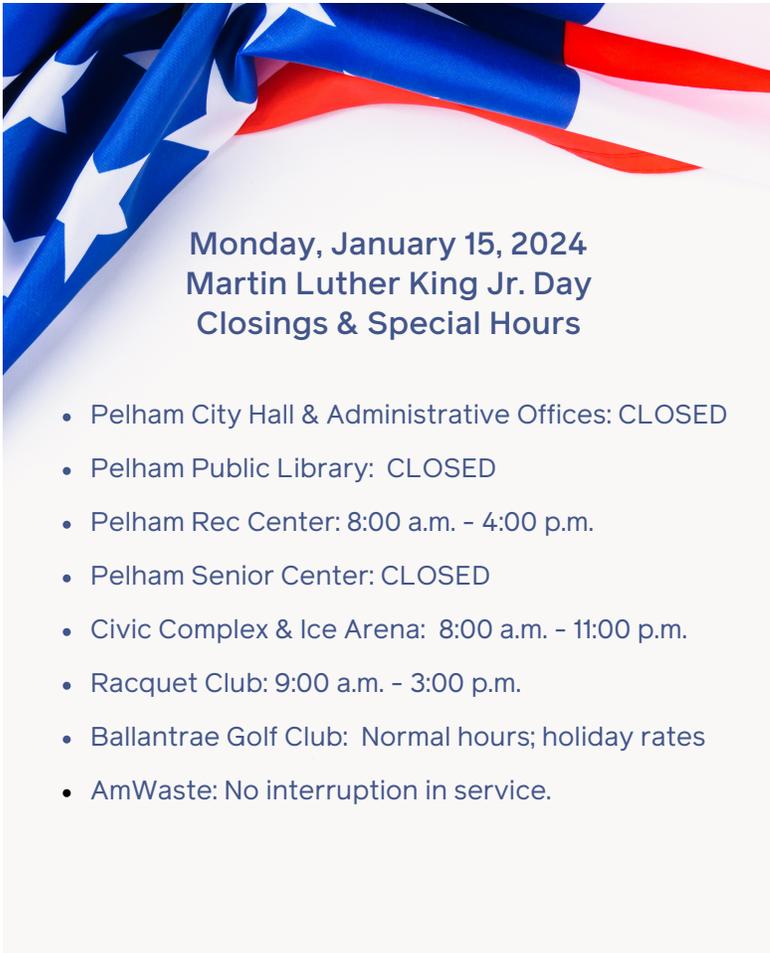




Your City At Work

Here are some of the recent items approved by the Pelham City Council. Please visit the City of Pelham website for the complete text of the agendas, minutes, ordinances, and resolutions.

- Approved an agreement with Axom Enterprise to purchase ten in-vehicle camera systems for the Pelham Police Department.
- Accepted and awarded a bid to install a traffic light at Pelham Fire Station No. 3.
- Accepted a proposal to purchase two rain gauges for stormwater monitoring.
- Accepted a bid to install an additional crosswalk, signage, activation warning light button, curb ramp, and sidewalk to connect The Canopy Development with the LiveNation parking lot.
- Entered into an agreement with American Specialty Health Fitness, Inc. (Silver and Fit) and OptumHealth Care Solutions (Fitness Passport) to enhance the Recreation Center's programs for senior adults.
- Entered into an agreement with CSpire Business to begin work on the co-location of data center hardware for the City of Pelham.
- Approved a Letter of Intent for Jack's Family Restaurant to purchase land and build a new location on Oak Mountain Trail, just off Highway 52 in Pelham.
- Amended the zone district boundaries of the City of Pelham, changing the present zoning M-1 (Light Industrial District) to R-T (Residential Townhome) for property located west of Pelham Parkway and north of the former Walmart site consisting of approximately 9.42 acres.
- Declared a six-month moratorium on issuing new business licenses for certain business types in the City of Pelham.
- Appointed Martina Winston as the city council representative to the Pelham Personnel Board.
- Approved a development agreement between HCI Pelham Central, LLC. and the City of Pelham for the property located near the Pelham Public Library.



**Monday, January 15, 2024
Martin Luther King Jr. Day
Closings & Special Hours**

- Pelham City Hall & Administrative Offices: CLOSED
- Pelham Public Library: CLOSED
- Pelham Rec Center: 8:00 a.m. - 4:00 p.m.
- Pelham Senior Center: CLOSED
- Civic Complex & Ice Arena: 8:00 a.m. - 11:00 p.m.
- Racquet Club: 9:00 a.m. - 3:00 p.m.
- Ballantrae Golf Club: Normal hours; holiday rates
- AmWaste: No interruption in service.