



City of Cambridge Press Release

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For Immediate Release:

Reporting a Citizen Concern

Start with Choosecambridge.com

Cambridge, MD (July 21, 2025). As the City of Cambridge continues to implement OpenGov, a system designed to track and respond to numerous issues across multiple divisions, City staff want to be sure residents are confident that they can submit complaints, issues, requests for help or general observations, and receive timely responses and action.

The most effective way to submit a resident comment is on the City's website, choosecambridge.com. In the middle of the homepage, under the headline **Popular Links**, residents will find a tile labelled **Report a Citizen Concern**. After clicking this tile, residents will find all city departments, each with a description of the type of concerns they handle. By clicking on the department headline, a simple online form allows residents to submit their concerns.

Building and Code Enforcement concerns will be routed to OpenGov. This form will operate differently than the others, but it is easy for residents to send messages that can be tracked, managed, and assigned to staff for corrective action. Residents can submit code enforcement concerns from cell phones, tablets, or computers and the issue is immediately available for staff to review, prioritize, and submit status updates. Behind the scenes, using OpenGov, staff can create reports and analyze data which helps them target problem areas and resolve issues more efficiently.

E-mailing individual staff members, the city manager or commissioners is tempting, but using the **Report a Citizen Concern** system will direct your issue to a primary staff member and multiple back-up staff members in case someone is sick or taking personal leave. Supervisors can also manage concerns.

Requesting action on social media platforms like Facebook or Nextdoor may seem effective, but City staff may not monitor these social media sites around the clock. Using the **Report a Citizen Concern**

system accessed via choosecambridge.com will help both residents and staff find solutions to challenges more quickly and efficiently.

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