



**NEWS RELEASE**

**FOR IMMEDIATE RELEASE**

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***GET HELP FAST USING “HOLLYWOOD CONNECT”  
City Launches New Customer Service App***

**Hollywood, FL** – Need to report a pothole? Have you spotted a clogged storm drain? Or maybe you have noticed a code concern. “Hollywood Connect” is a fast, easy and convenient way for users to report non-emergency concerns directly to Hollywood City Hall.

Today, the City announced the launch of its new customer service platform, “Hollywood Connect,” powered by Rock Solid Technologies. The new application allows residents, business owners and visitors to report concerns directly to City Hall for resolution. The easy-to-use app allows you to submit service requests for code violations, potholes, streetlight outages, unsafe conditions and more directly from your mobile device. If enabled, your GPS and location services on your device will help pinpoint the service issue location – or you may enter the location manually. Once received, service requests are then routed to the appropriate department for attention and will be responded to quickly and efficiently. Users can easily track the progress of their service request, will receive updates throughout the resolution process, and will be notified once the issue has been resolved.

Reports may be submitted using the Hollywood Connect mobile app, via the website at [www.HollywoodFL.org/HollywoodConnect](http://www.HollywoodFL.org/HollywoodConnect), or via email at [hollywoodconnect@hollywoodfl.org](mailto:hollywoodconnect@hollywoodfl.org). To download the free app, search for “Hollywood Connect” in the [AppStore](#) or [Google Play Store](#).

Hollywood Connect replaces the “Help Me Hollywood” application, which officially expired on July 31<sup>st</sup>. The Help Me Hollywood app will automatically update to the Hollywood Connect

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app on Apple devices that are set to automatic updates. Android users who currently have the Help Me Hollywood app must download the new app from the Google Play store.

In addition to submitting service requests, app users may also pay their water bills (Hollywood utility customers only), view their garbage collection schedule, apply for a building permit or vacation rental license, and learn about events and happenings in the City. The app also provides for language translation.

For additional information, please visit [www.HollywoodFL.org/HollywoodConnect](http://www.HollywoodFL.org/HollywoodConnect).



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