

James A. Bilella II
Mayor

Municipal Building
59 South White Horse Pike
Berlin, New Jersey 08009



Michael T. Kwasizur
CPA, CMFO, RMC, AHP
Chief Financial Officer
Phone: (856) 767-7777
Fax: (856)-753-9122
www.berlinnj.org

Mobile311 Citizen website

Berlin Borough Mobile311 citizen website allows Borough residents to communicate electronically with the Department of Public Works regarding non-emergency requests and concerns. Citizens can access the site from a computer, smartphone, or tablet at <http://berlin.mobile311.com>. Citizens accessing the site from a smartphone or tablet can save the site as an icon, essentially making it an app. (Note – Apple iPhones cannot have private mode enabled in Safari in order to use this program)

Citizens can create an account, log in, and report issues to Berlin Borough Department of Public Works. Issues are automatically converted to work requests and routed to the Department of Public Works. Citizens and Berlin Borough employees can attach photos and notes to their requests. Users can track the status of their requests and view comments entered by the Department of Public Works in response to their request.

Some examples of issues that may be reported using the site:

- Pothole Repair
- Field/Playground Issues
- Streets/Signs
- Sanitation/Recycling
- Snow

NOTICE REGARDING RESPONSE AND EMERGENCIES

The purpose of this application is to notify the Borough of Berlin Department of Public Works of non-emergency pothole repairs, field & playground issues, streets & signs, sanitation/recycling, and snow removal. Residents can also call DPW at 856-767-0056 to report these issues.

While this application is available 24 hours a day, 7 days a week to make a report, the DPW's normal hours of operation are Monday to Friday, 6:00AM to 2:30PM. If the DPW receives a report outside of the DPW's hours of operation, the report will be viewed the next DPW business day.

This application is not to be used for any emergency. In the event of an emergency, please call 911 and do not use this application.

For water and sewer related issues please call the Borough at 856-767-0056 between the hours of 6am-2:30 pm M-F. For water and sewer related issues outside of these hours please call 856-783-4900.

If any resident would like assistance with setup then please call 856-767-7777 x316 or feel free to ask any of the employees inside of Borough Hall for assistance on your next visit.