



## CITY OF UPLAND PRESS RELEASE FOR IMMEDIATE RELEASE

Contact: Meagan McLees, Executive Assistant to the Upland City Manager  
Email Address: [mmclees@uplandca.gov](mailto:mmclees@uplandca.gov)

May 12, 2026

### **City of Upland Launches UplandConnect**

*New app makes it easier for residents and businesses to make requests, access services, and stay informed about City meetings and activities.*

**Upland, CA – May 12, 2026** – The City of Upland has officially launched UplandConnect, a new mobile app powered by GOGov that gives residents and businesses a simple, convenient way to connect with City services.

Designed as a one-stop shop for everyday City needs, UplandConnect puts City Hall in the palm of your hand. Through the app, users can report local issues, access commonly used City services, find current meeting agendas, view the City calendar for meetings and events, register for recreation classes, pay water and sewer bills, and more.

UplandConnect also provides a more efficient way to report local concerns such as graffiti, debris, potholes, water leaks, damaged signs, playground equipment repairs, and other issues. Once an account is created, users can upload photos and track their requests from submission to resolution. However, users may also report issues anonymously if they prefer not to track their requests or receive status updates.

“Residents should not have to search through multiple apps or wonder where to go when they need help from the City,” said Mayor Bill Velto. “City staff simplified the process by bringing all of our City apps together into one easy-to-use platform. UplandConnect makes it easier for residents to communicate with the City, report concerns, and receive updates along the way.”

With the launch of UplandConnect, residents and businesses will have more access to City information and services than ever before. The app brings together many of the City’s most commonly accessed tools and resources into one user-friendly platform, making it easier to stay informed, request service, and engage with City operations.

City staff selected GOGov to power UplandConnect because of its straightforward design, ease of use, and ability to support more transparent and responsive service delivery. Over time, the City plans to use data collected through the app to prepare annual reports showing the types of requests received most often, areas most affected, and how long it takes to complete requests. These reports will be shared with the community to help residents better understand how service requests are being addressed.



## CITY OF UPLAND PRESS RELEASE FOR IMMEDIATE RELEASE

The data will also help City staff identify patterns, track recurring issues, and respond more strategically to community needs. UplandConnect supports the City of Upland's mission to deliver superior service while strengthening communication, transparency, and accountability.

"UplandConnect directly supports the City's mission to deliver superior service by making it easier for residents to reach us, request assistance, and stay informed," said Damien Arrula, Assistant City Manager and Public Works Director. "This app gives our community a more accessible way to connect with City services while also giving staff better tools to respond, track requests, and improve how we serve Upland."

The City is grateful to residents and businesses who take the time to report issues when they see something that needs attention. Each report helps the City better understand community needs and improve service delivery across Upland.

Previous City apps are no longer supported as of May 11, 2026. UplandConnect fully replaces the individual apps previously supported by the City and will now serve as the primary app for accessing City services, submitting requests, and staying connected.

Residents and businesses can download UplandConnect from the app store today. Instructions for creating an account and submitting a service request are available on the City website.

Get connected today with UplandConnect.

*Additional details are listed on the event website: [City of Upland](#)*

### **About the City of Upland, California:**

The City of Upland, located in San Bernardino County, is known for its rich history, picturesque landscapes, and community-oriented atmosphere. Established in 1906, Upland boasts a population of approximately 77,000 residents and covers an area of 15.6 square miles. The city is situated at the base of the San Gabriel Mountains, providing scenic beauty and a range of outdoor recreational activities.

Upland is a community with a rich history and a promising future. Known for its beautiful historic architecture and vibrant community spirit, Upland is a great place to live, work, and play.

### **City of Upland Mission Statement:**

The City of Upland is committed to delivering superior services that meet community needs with transparency and integrity.

### **City of Upland Vision Statement:**

Upland is a safe community with historic character where residents enjoy a high quality of life.

For more information about the City of Upland, please visit our website at [www.uplandca.gov](http://www.uplandca.gov) or contact us at (909) 931-4100. Office hours are Monday through Thursday, 8:00 a.m. to 6:00 p.m. <https://www.facebook.com/CityofUpland>  
<https://www.instagram.com/cityofuplandca>