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## **The Village of Glen Ellyn's Public Works Department Rolls Out YourGOV App**

Village of Glen Ellyn, IL — The Village of Glen Ellyn is pleased to introduce YourGOV, an innovative citizen request application that allows community members to conveniently report non-emergency issues and service requests using the web or a smartphone.

In just three steps, YourGOV users can submit common issues — such as potholes, vandalism, street light outages and more — complete with location, details and photos. Once submitted, YourGOV will automatically deliver requests to the Village's Public Works Department where they are reviewed and routed for proper handling.

The decision to add YourGOV was prompted by our goal to better engage the public in our operations, improve customer service, and respond faster to community issues and service requests. YourGOV is being offered free of charge and is available for immediate use.

Users of Apple devices can download the free YourGOV iPhone app in the iTunes App Store. Users of Android devices can download the free YourGOV app in the Google Play store. At this time, an app for Window devices is not available. However, all users can access and use YourGOV on a web browser by visiting <https://yourgov.cartegraph.com/>.

The Village encourages residents when using YourGOV to create an account in order to receive an email via YourGOV when the project is complete. Any request not specifically listed on the YourGOV app should be reported to the Public Works Department (630) 469-6756 during normal working hours, or by calling the Police Department non-emergency line (630) 469-1187 after hours.

For more information please contact Dave Buckley, Assistant Public Works Director at (630) 469-6756 or online at [www.glenellyn.org](http://www.glenellyn.org).

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