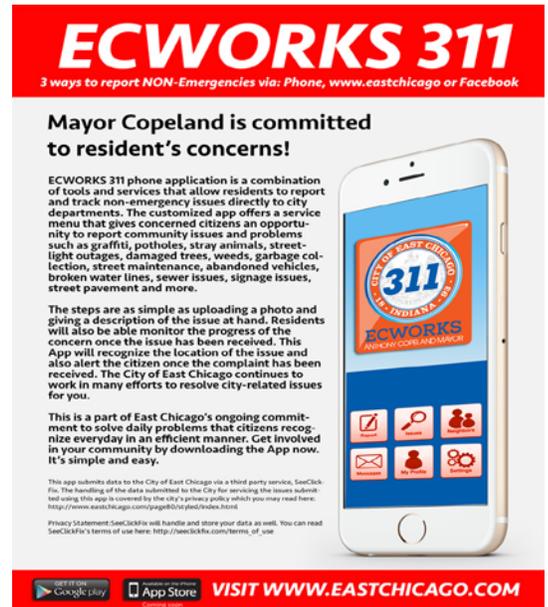# PRESS RELEASE
CITY OF EAST CHICAGO

Mayor Anthony Copeland Launches ECWORKS 311 App in East Chicago

November 7, 2014 -- Mayor Anthony Copeland is launching a new and innovative phone app that will allow residents to assist with non-emergency issues. The new app is just one of the many tools Mayor Anthony Copeland is offering in order to provide the best city services to residents. ECWORKS 311 is a combination of services that allow residents to report and track non-emergency issues directly to city departments. The customized app, powered by SeeClickFix, offers a service menu which allows citizens to report community issues and problems such as: graffiti, potholes, streetlight outages, damaged trees, weeds, garbage collection, street maintenance, abandoned vehicles, signage issues, street pavement and more residents to document neighborhood concerns and improvements alike, ranging from litter and flooding to damaged sidewalks and malfunctioning traffic signals.

"I'm excited about the launch of this new app in East Chicago. I truly believe that with the help and the eye of residents, we will be able to work together efficiently to get these issues addressed in a timely fashion," stated Mayor Copeland.

With the online and mobile reporting platform, residents can report quality-of-life concerns through service request categories via the East Chicago website (www.eastchicago.com), mobile applications (iPhone, Android), Facebook App, and SeeClickFix.com. When submitting issues via mobile app, for example, residents can provide locational, descriptive, and photographic information as they see the issue in real time. Once the resident submits an issue, the reporter and the specific East Chicago department will receive an alert. After the alert, the city will then acknowledge the service request, route it to the proper department, and update the request—and residents following the issue—once it's been resolved.

The official launch date for the application is Friday, November 14, 2014.

The partnership also allows residents to view, comment on, and vote to fix problems submitted by their neighbors. Citizens can even create their own "watch areas" to receive notifications about all issues reported in their community, enabling them to follow the progress of all service requests---not just the ones they report.

Reports can be submitted and tracked from the East Chicago website directly at http://www.eastchicago.com/page80/iframe-6/index.html#, where residents will also find links to download the mobile applications. Issues can also be reported directly on our Facebook page at https://www.facebook.com/ECTVNEWS by clicking on the ECWORKS 311 tab.

About SeeClickFix

Launched in 2008, SeeClickFix allows citizens anywhere in the world to report and monitor non-emergency community issues, ranging from potholes and planted trees to garbage and graffiti. Through web and mobile applications, as well as embeddable widgets, SeeClickFix empowers citizens, community groups, media organizations, and governments to work together to improve neighborhoods. It is the most widely distributed citizen-reporting tool in the country, having recently surpassed 1 million issues. SeeClickFix supports the Open311 standard that promotes improved communication between local municipalities and the citizens they serve. The platform is fun and easy to use for citizens, while being inexpensive and easily adaptable for governments. Over 60 percent of issues reported on SeeClickFix are ultimately resolved.

The City of East Chicago continues to work in many efforts to resolve city-related issues for you. This is a part of East Chicago's ongoing commitment to solve daily problems that citizens recognize everyday in an efficient manner. Get involved in your community by downloading the App now. It's simple and easy.

Steve Segura
Multimedia Division / ECTV News
4444 Railroad Ave.
East Chicago, IN 46312
Ph: 219-391-8206 Fx: 219-391-8224
www.eastchicago.com
https://www.facebook.com/ECTVNEWS
https://twitter.com/ECTVNEWS