



PRESS RELEASE

VILLAGE OF LINCOLNWOOD – 6900 N. LINCOLN AVE. – LINCOLNWOOD, IL 60712

PHONE: (847) 745-4717 – FAX: (847) 673-9382 – WWW.LINCOLNWOODIL.ORG

FOR IMMEDIATE RELEASE

Date: June 17, 2016
Contact: Amanda Pazdan, Management Analyst
Phone: (847) 745-4716

Village Launches Mobile App, Service Request System

LINCOLNWOOD, IL -- The Village of Lincolnwood is pleased to announce the official launch of the new Village mobile app and service request system. In an effort to enhance communication with residents, the mobile app and online service request system (www.lincolnwoodil.org/service-requests) affords residents the opportunity to access Village services and enter service requests through their cell phones and other mobile devices.

Residents and members of the public now have the ability to submit and track service requests from the mobile app. The Service Request feature includes description and statuses of submitted requests on an interactive map. When entering a new service request, the names of the requests can be easily found through the menu or using the search function. Each request also includes a description. When entering a service request, residents may submit a photo to help in communicating the issue. The system is able to find the requestor's current location using GPS tracking and Google map data. In addition to the Service Requests feature, the mobile app provides the following features:

- Frequently Asked Questions (FAQs)
- News
- Events Calendar
- LWD-TV On Demand (The online meeting video archive of Village Board, Plan Commission, and Zoning Board of Appeals meetings, and Public Service Announcements)
- Staff Directory
- Places (View information and location for Village services, Lincolnwood Parks, and more)
- Online Payments
- Social Media

The new mobile app is available for download for free on Android phones in the Google Play Store and iPhones in the Apple App Store. To download the app, search for “Lincolnwood” in the store on your mobile device. Residents can easily log into the app through Facebook authentication or with an email address and creating a username and password.

The mobile app and new Citizen Request Management (CRM) system joins the Village’s existing communications platform including: the Village’s website, *Lincolnwood Connections Newsletter*, Facebook, Twitter, Nextdoor, email subscription list (www.lincolnwoodil.org/subscriptions), cable channel (Comcast Cable Channel 6, AT&T U-VERSE Channel 99, and RCN Channel 49), online video streaming, and website. The Village has experienced an increase in mobile device use on the Village’s website since the new website was implemented in the fall of 2013. Mobile device use has increased on the Village’s website by nearly 50% from approximately 25.0% of all devices in November 2013 to 37.5% in May 2016.

If you would like to experience the new Service Request system or enter a new service request, please visit www.lincolnwoodil.org/service-requests. To download the Village of Lincolnwood app, please visit the Google Play Store on your Android device or Apple App Store on your iPhone and search for “Lincolnwood”. If you have any questions about the mobile app or new Citizen Request Management system, please contact Amanda Pazdan, Management Analyst, at (847) 745-4716 or apazdan@lwd.org.

To receive more information about Village of Lincolnwood news and events, send an e-mail with the subject line “subscribe” to subscribe@lwd.org.

###