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NEWS RELEASE

For Immediate Release: January 2, 2020
Contact: Sean Dorsey, Director
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Subject: New Customer Response Management Program

The Village of Mount Prospect has partnered with SeeClickFix to announce a new platform for MP Delivers, the Village's customer response management program, allowing residents to report quality-of-life issues and request Village services. The launch date for the new service is January 8, 2020. The current app will be discontinued at that time. Existing users will need to download the app and create an account for the new service.

With the free SeeClickFix mobile app and web tools, Mount Prospect residents will be able to provide Village staff with pictures, specific descriptions, and more — valuable information needed to get the job done efficiently. In addition, the SeeClickFix platform provides Village officials with a centralized issue management system to manage issues from creation to resolution — engaging citizens throughout the process.

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

The SeeClickFix mobile app is available for download for Android and iPhone. In addition to the mobile apps, residents can send reports to the Village's website www.mountprospect.org.

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