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For Immediate Release
Public Information Division

Skokie Makes It Easier to Report Issues Using Mobile Devices

It’s even easier than ever for Skokie residents to report issues within the Village. Residents who want to report graffiti, high weeds, a pothole, malfunctioning streetlights or any other problem can now use their smartphones or tablets to snap a picture of the issue with a GPS-specific location and send it directly to the Village. The goal is easier reporting for the public and a faster, more coordinated response by the Village.

To report an issue on a smartphone or tablet, visit www.skokie.org and use the “Report an Issue” function under the Action Line tab.

Users can submit reports anonymously or include their contact information. Either way, once an issue is submitted, residents can keep track of pending requests.

“The release of the Skokie mobile ‘Report an Issue’ function demonstrates the Village’s dedication to providing top notch services to Skokie residents,” said Village Manager John Lockerby. “This new mobile website enhances the Village’s ability to communicate with residents and visitors in a timely manner.”

Through this new mobile application, users also can easily view news and other happenings within the Village as well as submit crime tips, yard waste collection requests, Freedom of Information Act requests and ask questions or leave comments.

Village staff processed nearly 3,300 service requests in the last year through the Village’s website, www.skokie.org. The Village of Skokie Action Line provides residents with an around-the-clock solution to submit issues without calling the Village or going to Village Hall. The new mobile ‘Report an Issue’ application gives the public another quick and easy way to reach the Village.

This new mobile application should never be used while driving, and residents should never put themselves in danger to take a photo. The ‘Report an Issue’ function should only be used for nonemergency inquiries. Those reporting emergency situations should always dial 9-1-1.

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