



#### Village Hall

5127 Oakton Street  
Skokie, Illinois 60077

Phone (847) 673-0500  
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www.skokie.org  
SkokieVision Municipal Cable  
1660 AM Skokie

#### Council-Manager Government

Mayor	George Van Dusen
Clerk	Pramod C. Shah
Trustees	Michele L. Bromberg Karen Gray-Keeler Ralph Klein Randall E. Roberts Edie Sue Sutker Ilonka Ulrich
Manager	John T. Lockerby
Counsel	Michael M. Lorge

#### Awards and Distinctions

All America City Finalist

American Public Works Association  
(APWA) Accreditation

Commission on Accreditation  
for Law Enforcement Agencies  
(CALEA)

Commission on Fire Accreditation  
International (CFAI)

Fitch IBCA AAA  
Financial Bond Rating

Gold Level Clean Air Counts  
Community

Governor's Hometown Award

Government Finance Officers  
Association Budget Award

Government Finance Officers  
Association Certificate of  
Achievement for Excellence in  
Financial Reporting

Illinois Law Enforcement  
Accreditation (ILEAP)

Insurance Services Office (ISO)  
Class One Fire Department

State of Illinois Certified Health  
Department

Tree City U.S.A. Distinction

# Village of Skokie

July 28, 2014

## 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](http://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](http://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.**

Released by Public Information Division  
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