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MEDIA RELEASE

FOR IMMEDIATE RELEASE
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VILLAGE BOARD

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Village Launches New Work Management System

Bensenville, IL – The Village is excited to announce a new citizen-first work management and request management system, powered by SeeClickFix and Cartegraph. Using [SeeClickFix](#), residents will have a direct line of communication to the Village, allowing you to request services and report issues such as potholes and graffiti.

Using the SeeClickFix mobile app or web tools, residents can send the Village pictures, videos, specific descriptions, and valuable information needed to get the job done efficiently. When maintenance requests come in, they will be instantly routed and passed into [Cartegraph](#), the Village's work and infrastructure management system. By pairing the SeeClickFix and Cartegraph systems together, Village crews can now see and respond to requests in record time, automatically notifying citizens every step of the way.

"This new and improved system allows us to continue identifying and resolving important issues while improving response time and efficiency. Utilizing this system will also help identify hot spots, increase productivity, prioritize projects, and help us spend tax dollars smarter," said Village President Frank DeSimone.

This partnership not only allows Bensenville residents to report problems, but also 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 issues reported in their community, enabling them to follow the progress of all service requests—not just the ones they report.

To download the free SeeClickFix app, go to the App Store or Google Play. You can also access the tool via seeclickfix.com or through the Village website at: Bensenville.il.us

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About Bensenville: Bensenville is conveniently located just 20 miles west of downtown Chicago in DuPage County, adjacent to O'Hare International Airport, surrounded by major expressways, and boasts several public transportation options including a Metra commuter station. With plenty to offer both families and businesses like brand new schools, great parks, and special events year round, Bensenville really is the "Gateway to Opportunity." Please visit our website at: www.bensenville.il.us