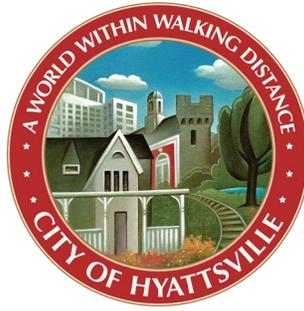


Candace B. Hollingsworth  
Mayor



Tracey E. Douglas  
City Administrator

## **FOR IMMEDIATE RELEASE:**

April 1, 2019

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### **My Hyattsville Makes It Easier to Request Services**

The City of Hyattsville has launched a new webpage and mobile app to make it even easier for residents to report non-emergency issues and request City services.

Residents can request a bulk-trash pickup, report a pothole, ask for a permit application, and do much more by visiting [www.hyattsville.org/requests](http://www.hyattsville.org/requests), or downloading the City's new app, My Hyattsville. Once the request is submitted, residents will receive real-time updates on the City's progress resolving it.

"We are constantly aiming to reach our residents where they are. With My Hyattsville, our goal is to make it as easy as possible for residents to request service in the moment," said Hyattsville Mayor Candace Hollingsworth. "This new system will give residents, councilmembers, and staff insight into issues around the City and what we are doing to address them. It's another level of transparency."

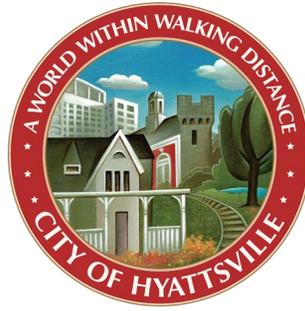
Indeed, requests can be submitted publicly or privately, and public requests are then visible to and can be followed by other residents. This will reduce double reporting of issues like public vandalism and enable multiple residents to track an issue of interest to them. If desired, users can create a "watch area" to receive notifications when new requests are submitted in their neighborhood.

"Residents can still report issues over the phone, by email, and in person," said Hyattsville Director of Community Services Jake Rollow. "In fact, the system can benefit those residents, too, as they'll now have the option to receive real-time email updates once staff inputs their requests."

CITY OF HYATTSVILLE

4310 Gallatin Street, Hyattsville, MD 20781 | 301-985-5000 | [www.hyattsville.org](http://www.hyattsville.org)

Candace B. Hollingsworth  
Mayor



Tracey E. Douglas  
City Administrator

The My Hyattsville app is available free for all Android and Apple devices. It features the resident request system and includes many other quick links to the City's website.

**CITY OF HYATTSVILLE**

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