

NEWS RELEASE

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City Launches ‘MyDBQ’ Mobile App

New app offers mobile device option to submit requests for service or report concerns

DUBUQUE, Iowa – The City of Dubuque is offering a new mobile device application that allows residents to connect more conveniently with City government to report issues and request non-emergency services.

The free app is now available for download and integrates with the City’s current citizen response management system. The new app offers residents the option of using a mobile device to make these requests. Residents who have previously submitted requests for service through the City website can use their same login and password for the MyDBQ app.

Nearly 30 percent of the visitors to the City of Dubuque website (www.cityofdubuque.org) visit the site with a smartphone or tablet. From March through May of 2015, that translated into an average of almost 15,600 visitors to the site via mobile devices. In 2014, nearly 2,300 service requests were submitted by residents through the City website.

The app offers over two dozen different request types ranging from pothole repair, garbage complaints, improper vehicle storage, park maintenance requests, and some of the other most frequently submitted services requests made by residents. With the new app literally “in hand,” residents can now report these issues in a few simple steps on their mobile device. As an additional benefit, MyDBQ users are also able to take and submit photos with their request for service. For example, if a street sign is damaged or a parking meter is out of service, the user can simply snap a quick photo of the item of concern, and send it to City staff through the app.

MyDBQ also includes useful sub-features such as links to the City of Dubuque website, current City job openings, and the City’s “Notify Me” email/text notification service. The app also offers quick links to pay utility bills and parking tickets, answers to FAQs, and events on the City calendar.

MyDBQ is available **free of charge** for users of Android and Apple devices and can be found on Google Play and the App Store by searching for “MyDBQ,” or by scanning the QR code below. For more information, including a quick user guide, visit www.cityofdubuque.org/MyDBQ.



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