*For Immediate Release*

# Black River Falls breaks ground with new and innovative citizens app, HeyGov

(Black River Falls, 02/17/2021) HeyGov is the new Open311 app for the citizens of the City of Black River Falls. The City is the first ever to adopt HeyGov and join in the goal of making citizens happier. For the past several months, Black River Falls City Administrator Brad Chown has worked directly with HeyGov Founder Dustin Overbeck on the app which is now available on the City's website.
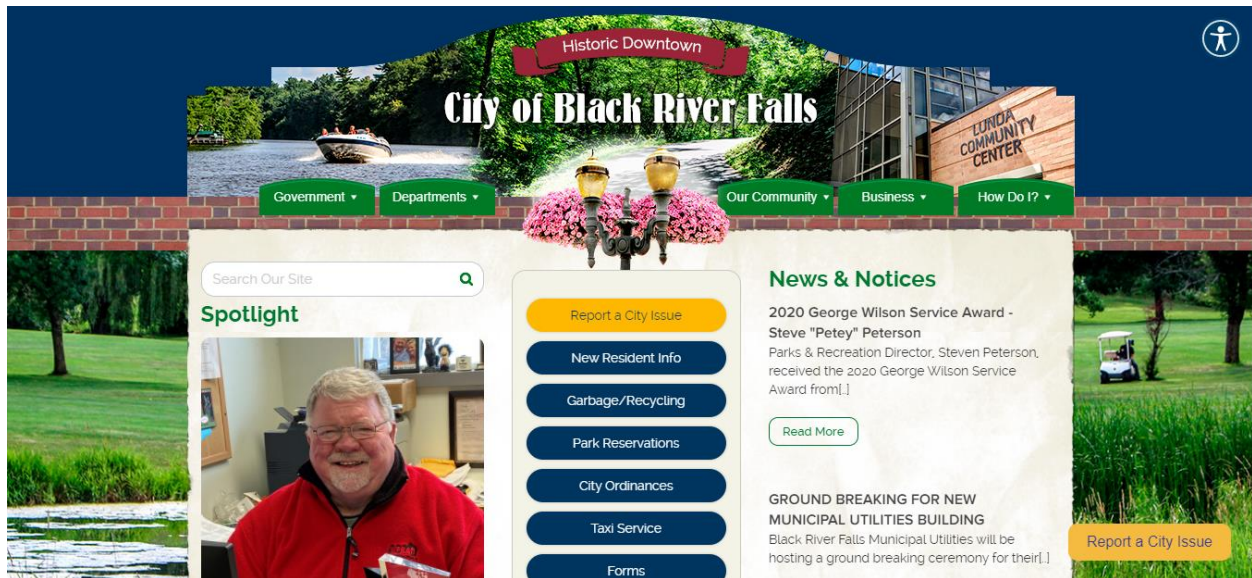
Citizens of Black River Falls can now report issues they see in the city by using the HeyGov widget. The widget is viewable in the menu on the City of Black River Falls homepage (https://blackriverfalls.us/).

Issues can be reported from a smartphone or a computer. To open the HeyGov widget just click the button "Report a City Issue". Citizen reporters can then fill out the following details:

1. Add an image and description for the issue they want to report.
2. Select the category and location of the issue itself.
3. Leave their name and email address to stay informed.
   a. For any citizen that doesn't want to add their email and name to the issue they can click the Report Anonymously button. Not leaving the email means they wouldn't be able to receive updates and information on the issue and communicate with the City.
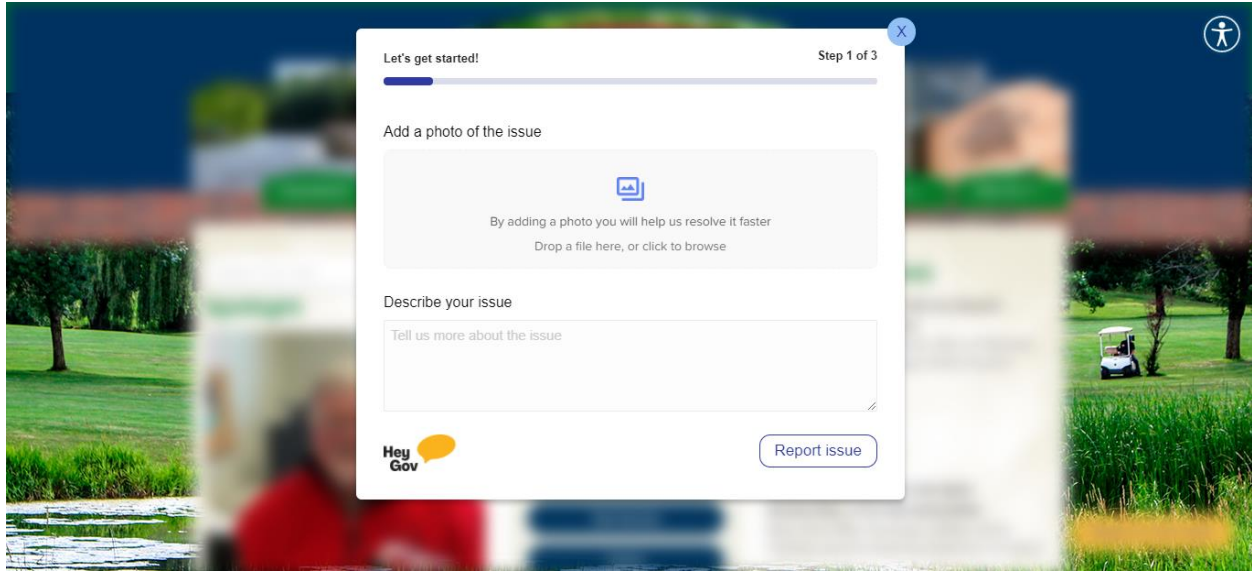
This new app will provide citizens with 2-way communication to city leaders and departments. It is built to keep citizens informed and in touch with the City of Black River Falls. Each citizen that reports an issue will receive regular updates and information on the issue itself via email.

The great thing about this new software is that it was built by a Wisconsin-based business in collaboration with the Black River Falls City Administrator.