



“THE BIRTHPLACE OF THE STATE OF NEW YORK”
OFFICE OF THE MAYOR

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For Immediate Release:

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**WHITE PLAINS DEPT. OF PUBLIC WORKS INTRODUCES
NEW FEATURE ON ITS ‘DPW AT YOUR SERVICE’ APP
*Residents Can Now Report & Track Status of Other DPW Issues
through App - Critical Services at Your Fingertips***

White Plains, NY – April 15, 2019. Last April, the White Plains Department of Public Works launched a new app to help keep White Plains residents informed about garbage and recycling collection. Called ‘White Plains DPW At Your Service,’ the app provides residents with all of the same information they have been receiving for years in a clear, concise, easily accessible, and more personalized way.

The app allows residents to view the garbage and recycling collection schedules specific to their address, schedule pick-ups for larger, bulk items, and find guidance on how to dispose of items not available for pick up. And if, like many of us, you often forget your pick up days, the app lets you set reminders.

White Plains DPW At Your Service has been enthusiastically embraced by residents. Over 5,700 White Plains households have used the app since it was launched last April. And, over 62% of our customers are accessing DPW At Your Service through their mobile devices rather than a desktop computer. In addition, the "What goes where" feature alone has been used close to 30,000 times.

This success is great news and now we have more good news to share. The app’s functionality has been enhanced to allow residents to submit a request directly to DPW on other issues for which they are responsible. A resident can now notify DPW about a pothole, streetlight issues, city tree issues, issues with contractors working on city streets, and missing or knocked down

(More)



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street signs, among other things. Once the request is submitted a resident can check the status of the request through the app. Once DPW addresses the issue, the status will be updated. Just like all the original functionality around garbage and recycling, this new functionality is easy and clear to use.

White Plains DPW At Your Service is available for free download on both the Apple App Store as well as the Google Play Store. Search: White Plains DPW. To access this new function, tap the 3 dots on the bottom of the App’s landing page, then tap “Notify DPW Of An Issue.” It’s that simple.

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