

Public Works begins online request service

Special to The Clinton Courier

The City of Clinton is excited to offer residents a new service request webpage to provide better customer service and address resident concerns. The Public Works Work Order Request form is an online service that allows users to submit service requests and additional feedback directly to the Public Works Department.

Residents who see a non-emergency issue that needs to be addressed—such as a pothole, malfunctioning traffic signal, uncontained trash pick-up, broken water line, right of way maintenance, illegal dumping, or other issues—are able to submit a request through the portal. Users are also able to include a photo of the request when submitting a ticket, allowing City officials to receive and resolve the request more quickly and efficiently.

“This exciting new tool allows the City of Clinton to better connect with our residents and respond to their is-

directly to Director Dexter Shelby and Assistant Director Phillip Lilley for action. The web portal provides

Visit the Public Works Work Order request portal at www.ClintonMS.org/workrequest.

To report non-emergency Public Work repair needs like potholes, uncontained trash pick-up, illegal dumping, etc., visit at www.ClintonMS.org/workrequest.

To report streetlight maintenance or repair needs, visit www.Entergy.com.1

sues and concerns,” said Clinton’s Public Works Director Dexter Shelby. “This is just one of many ways our team will continue to demonstrate our commitment to providing quality customer service and meet the needs of our community.”

Requests for action are emailed

another option for residents to report non-emergency issues to Public Works staff for maintenance and repair.

Streetlight maintenance will remain the responsibility of Entergy. Residents may make online requests for streetlight repairs at www.Entergy.com.

City officials say the benefits of the new portal include digital interface to track requests internally, the ability to communicate directly with Public Works staff twenty-four hours a day, the ability to easily upload a photo with requests, and the ability provide the customer with status updates through email.

In addition, the new option is expected to improve City workflow and reduce calls for non-emergency repairs, which are currently routed to the City of Clinton Police Dispatch, which serves as the after-hours and emergency action line for the Public Works Department.

Similar systems for municipalities can cost several thousand dollars per year. Because the form is created within the City of Clinton’s website management system, however, there is no cost for creation, management and hosting.

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Long earns neurology certification



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Methodist Rehabilitation Center physical therapist Jacob Long of Clinton was recently certified as a clinical specialist in neurology (NCS) by the American Board of Physical Therapy Specialties (ABPTS). ABPTS certifies individuals who have demonstrated advanced clinical knowledge and skills in physical therapy specialty areas. Long serves patients of the spinal cord injury program at MRC’s main hospital in Jackson and received his physical therapy degree from the University of Mississippi Medical Center.