

## CHILICOTHE LAUNCHES NEW SERVICE FOR BETTER COMMUNITY ENGAGEMENT AND ISSUE RESOLUTION

NEWS RELEASE  
August 15, 2023

CHILLICOTHE, OH - Chillicothe has partnered with CivicPlus®, a leading government technology company, to release a new tool to empower residents to report quality-of-life issues and request government services. The **free** application named “Chillicothe Fix It!” is available to download on any iOS or Android device or use the desktop version at ChillicotheOH.Gov

### CHILICOTHE FIX IT!

The Chillicothe Fix It! app allows Chillicothe residents who notice city repair or service needs to submit photos, location information, and details directly to Chillicothe city staff. The platform provides Chillicothe officials with a centralized system to manage issues from creation to resolution — engaging residents throughout the process.

“Chillicothe Fix It! Represents more than just a platform upgrade, it’s also a continued commitment to transparency, community engagement and efficiency.” said Mayor Luke Feeney. “This community engagement tool will connect the public with city departments like never before, will help solve problems faster, and establish a line of communication that stays open through completion. While we improve our infrastructure, we will also be growing the already strong sense of ownership and pride in our community.”

In addition to allowing the public to report on problems, users can view, comment on, and follow issues submitted by their neighbors. Residents can even create their own “watch areas” to receive notifications about all the reports in their community, enabling them to follow the progress of all service requests— not just the ones they submit.

The software also enables duplicate detection so that if a resident begins to submit a request already in the system, it will promptly notify them and enable them to follow the existing request.

