

## News Release

### **We've Now Got an App for That The City of North Vancouver Launches an Issues Reporting App**

June 22, 2015

The City of North Vancouver has launched a public service app for the community called **CityFIX**. Residents now have a quicker and easier way to contact City Hall to submit a service request for issues around the City such as vandalism, missed garbage pickup, potholes, broken streetlights etc. The new smartphone app will make reporting engineering related issues quicker and more efficient. The City joins other municipalities in the region embracing smartphone technology to provide citizens with convenience and engagement through technology.

Once the free app is downloaded (available for iPhone and android), residents simply take a picture of the issue they notice in the community and press 'submit'. Their smartphone does the rest by sending precise GPS coordinates which will allow City crews to know exactly where the issue is, what it looks like and how to address it. The accompanying photo and any additional information will ensure that the right crew and materials are sent to the location, ensuring an efficient response to the issue. This helps the City continue to maintain a clean and safe community for its residents and business owners. [www.cnv.org/CityFix](http://www.cnv.org/CityFix)

The **CityFIX – Snap It! Send It!** app complements and enhances the City's long standing issues reporting process which is via telephone and an online web form. While these reporting systems will remain, CityFIX removes the element of human error when reporting an issue, and creates efficiencies for the public and City crews as the smartphone GPS and camera technology do the legwork. By allowing citizens to utilize their smartphones, the City can capture more accurate data and resolve issues faster while connecting with its wired citizens. Residents will also be able to track the progress and status of their submitted issue.

The CityFIX app allows users to report on 16 different issues such as, City Parks (litter, playground and trails), City trees, flooding, illegal dumping, missed garbage, green can or recycling pickups, sewer problems, sidewalk repair, street lights, street repairs, street signs, street sweeping, litter removal, vandalism and graffiti as well as water leaks. More options will be added to make CityFIX's offerings even more robust.

Meanwhile, the City also continues to offer many online interactive services to residents so that they can conduct business with the City online, use interactive maps, locate data, file permits as well as pay bills. The City's broadcast council meetings are also smartphone/tablet friendly. <http://www.cnv.org/OnlineServices>

More information on **CityFIX**, visit the City's website [www.cnv.org/CityFix](http://www.cnv.org/CityFix)

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