



Contact Information

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FOR IMMEDIATE RELEASE – April 22, 2022

FAIRFIELD – The City of Fairfield has launched a new application called Fairfield FYI, powered by SeeClickFix. Fairfield FYI is designed to allow residents to quickly and easily request assistance or report non-emergency issues.

With the free Fairfield FYI mobile app and web tools, Fairfield citizens will now be able to provide City staff with pictures, specific descriptions and more — valuable information needed to get the job done efficiently. In addition, the Fairfield FYI platform provides City officials with a centralized service request management system to manage issues from creation to resolution while engaging citizens throughout the process.

Neighborhood Development Manager, Sami Brandenburg, spearheaded an interdepartmental team of City employees in the creation of the application. “While service requests were being addressed, we wanted to make the process more efficient for both our citizens and for the City,” Brandenburg said. “Fairfield FYI exemplifies the commitment to build a stronger relationship with our residents and amplifies the resident-focused service model that City departments strive to uphold.”

Fairfield FYI provides residents access to resources they want, but also opens a two-way conversation. The City can provide notices and updates regarding specific issues or location specific concerns, such as leaf collection or street closures, in addition to prompt attention to the issues and requests submitted. To move Fairfield forward, the City is committed to engaging residents over multiple platforms and channels, and Fairfield FYI is one of the first steps to greater connection and service.

The Fairfield FYI mobile app is available for download on Android and iPhone. In addition to the mobile apps, citizens can send reports by accessing the City of Fairfield’s website (www.fairfieldoh.gov).

About SeeClickFix (by CivicPlus)

SeeClickFix was founded in 2008 to empower citizens with tools to publicly document quality of life concerns in their neighborhoods. By radically improving the quantity and quality of this data, SeeClickFix was quickly adopted by local governments, who needed a better way to receive information from citizens.

Fairfield covers 22 square miles in Southwest Ohio just north of Cincinnati with 44,000 residents and more than 1,200 corporate, retail, service and light industrial establishments. For more information, visit www.fairfield-city.org, and like or follow us on Facebook, Twitter and Instagram.



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This exchange helped to build one of the largest neighborhood networks in the world — upon which public agencies and public citizens engage to improve communities. Today, SeeClickFix has official partnerships with hundreds of cities, engaging hundreds of thousands of citizens in the resolution of millions of issues.

SeeClickFix has worked with government partners to develop municipal management tools on top of this citizen network. As SeeClickFix is adopted into the everyday lives of government users, the benefit of the engaged citizen base continues to grow.

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