



# CITY OF DUBLIN

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## PRESS RELEASE

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### FOR IMMEDIATE RELEASE

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### CITY OF DUBLIN LAUNCHES NEW REQUEST MANAGEMENT PLATFORM

*“Fix It Dublin” is an enhanced, user-friendly tool for residents to report issues of concern to the City.*

**DUBLIN, Calif., May 5, 2021** – Starting today, the City of Dublin has transitioned to a new service request platform for residents to report issues around town. Whether it be potholes, graffiti or a streetlight repair, *Fix It Dublin* offers residents a more user-friendly experience when submitting requests for City services.

With the new system in place, the prior [RequestTracker](#) program has been deactivated. Any pending requests in the previous platform have been moved into the new *Fix It Dublin* system, and users with active tickets are being notified of the switch via email.

*Fix It Dublin*, operated by [SeeClickFix, Inc.](#), allows citizens to submit photos, videos, descriptions, a specific location, and more. The advanced location services also inform users if a duplicate request has already been submitted for a given issue to limit redundancies. Once an issue is submitted, users can directly engage with City staff as they work to address the issue.

Residents have the option to submit service requests through either a desktop browser on the City’s [website](#) or on the new *Fix It Dublin* mobile app, available on iPhone or Android devices. For questions about the new platform, please contact the City Manager’s Office at (925) 833-6650.

The City of Dublin is happy to provide a more seamless experience for residents to help keep The New American Backyard running smoothly.

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