



NEWS RELEASE

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CITY LAUNCHES NEW CITIZEN ENGAGEMENT TOOL

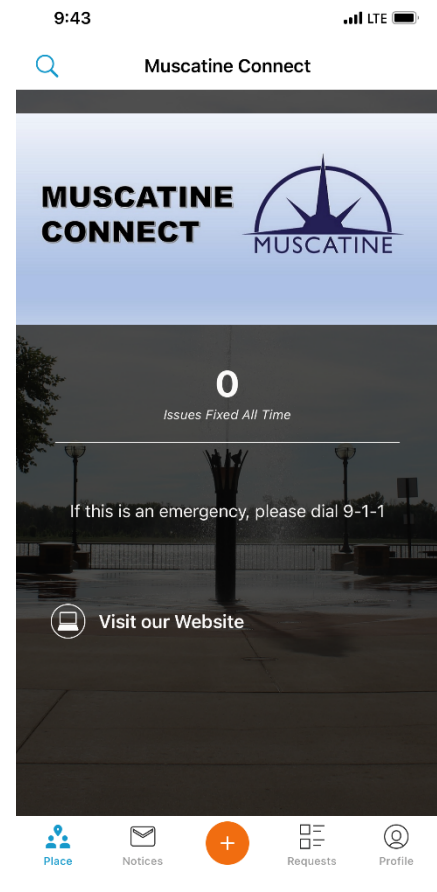
Muscatine Connect offers residents' better options to report issues, ask questions

MUSCATINE, Iowa – The City of Muscatine has partnered with SeeClickFix and CivicPlus to provide a new platform that will allow citizens improved options to report quality-of-life issues and request services.

With the free Muscatine Connect - SeeClickFix mobile app and web tools, Muscatine 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 platform provides Muscatine officials with a centralized issue management system to manage issues from creation to resolution — engaging Muscatine citizens throughout the process.

This partnership not only allows Muscatine citizens to report problems, but also to view, comment on, and vote to fix problems submitted by their neighbors. Citizens can even





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create their own “watch areas” to receive notifications about all the issues reported in their community, enabling them to follow the progress of all service requests — not just the ones they report.

Residents can visit the City of Muscatine website and click on the Muscatine Connect icon in the upper left-hand corner of the home page to begin a report or they can download the SeeClickFix mobile app for Android (GooglePlay) and iPhone (App Store). Visit the [Muscatine Connect](#) page on the city website for more information on downloading the app or how to submit a request. Residents can also view an [FAQ](#) about Muscatine Connect.

Citizens who report issues will receive an automated response letting them know that their issue has been received. Once an issue has been assigned, another email will be sent to provide a status update.

Please note that not all issues will be able to be immediately fixed. Issues will be completed based on priority-level and budget status. We welcome citizen feedback at feedback@muscatineiowa.gov and will be monitoring the application regularly in an effort to continuously improve its effectiveness.

Please note, the City of Muscatine has also ended support of the previous "Citizen Request Tracker" web application.

In addition to the mobile apps, Citizens can also visit seeclickfix.com/Muscatine to begin submitting a request.

About SeeClickFix

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.



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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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