



# SECONDARY ROADS DEPARTMENT

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## REPORT JOHNSON COUNTY ROAD ISSUES WITH NEW MOBILE APP

**Johnson County, Iowa** – Johnson County announced the deployment of “Fix-IT Johnson County IA,” a new mobile app that allows residents to submit county road-related service requests, questions and comments through smartphones and online. The app can be downloaded from iTunes for Apple devices or Google Play for Android devices, and accessed through a link on the Secondary Roads page of the Johnson County website at [www.johnson-county.com/roads](http://www.johnson-county.com/roads). The app was created by PublicStuff, an innovative customer relationship management software company, and is used by municipalities across the U.S.

After downloading the Fix-IT Johnson County IA app, users can easily submit service requests regarding non-life threatening issues they see on county roads, such as roadside trash, overgrown weeds, damaged or missing road signs, potholes, or animal carcasses. (Emergency issues should always be directed to 9-1-1.) Users can select from a menu of service requests, attach a photo of the issue, and the app automatically knows the location of the problem (GPS and location services must be enabled on mobile device and may vary). Users don’t need to know whether the issue is in the County’s jurisdiction; the app will direct the request to the appropriate staff member or municipality for action. Service requests can be followed in real time, from the initial report to resolution right from users’ phones.

Greg Parker, Johnson County Engineer, said Fix-IT Johnson County IA is a great tool to enhance civic engagement while ensuring road issues are promptly addressed. “Our staff can’t be everywhere in the County every day, but residents can help inform us of problems and concerns. Photos and GPS location will really help us pinpoint the issues and address them more efficiently.”

To get started, users can download Fix-IT Johnson County IA from iTunes or Google Play:

<https://itunes.apple.com/us/app/fix-it-johnson-county-ia/id1089594210?mt=8>

[https://play.google.com/store/apps/details?id=com.publicstuff.johnson\\_county\\_ia](https://play.google.com/store/apps/details?id=com.publicstuff.johnson_county_ia)

Adoption of this new technology is in line with the County’s strategic priority to provide quality information to residents. During the app’s initial release, only secondary roads-related issues will be available in the service request options. In the future, additional County-related issues will be included.

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