



## FREDERICK COUNTY GOVERNMENT

### OFFICE OF THE COUNTY EXECUTIVE

Jan H. Gardner  
County Executive

# News Release

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### County Executive Unveils New Customer Service Tool

*FCG FixIt Offers Convenient, Efficient Way to Request Service*

FREDERICK, Md. – People who live and work in Frederick County can now request services, report concerns, and ask questions of Frederick County Government any time of day, using the new FCG FixIt public engagement tool. County Executive Jan Gardner unveiled the new service during her public information briefing today. The FCG FixIt app offers a one-stop location to reach any of the County's 18 divisions, from Animal Control to Public Works.



"FCG FixIt continues our efforts to deliver outstanding customer service to residents," Executive Gardner said. "By leveraging technology, people can submit requests and concerns whenever it is convenient to them, at any time of day or night. The service is another way we are working to make life better for the people who call Frederick County home."

Using the app, people can take photos, note specific locations on a map, and provide other details of their requests. Once a request is submitted, staff is immediately notified and can view the uploaded photos and maps. FCG FixIt can be downloaded to smart phones from app stores for Android and iPhone users. The service also can be accessed on the County's website at [www.FrederickCountyMD.gov/FCG-FixIt](http://www.FrederickCountyMD.gov/FCG-FixIt). People who choose can continue to call County divisions directly during business hours.

FCG FixIt should not be used to request emergency services. The public should continue to call 9-1-1 for emergencies.

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