



PRESS RELEASE

Zelienople Borough Launches App and Citizen Reporting Tool Powered by SeeClickFix

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Zelienople Borough uses SeeClickFix to Improve Quality of Life, Encourage Greater Civic Participation

In January 2021, Zelienople Borough partnered with SeeClickFix to announce an app, called “Zelienople”, that allow citizens to access information, report quality-of-life issues, and request Borough services. The official Zelienople app connects the community to Borough news, events, and activities, housing information and links to the Borough website, community organizations and events, parking information, and online bill pay. Citizens can submit and follow requests, engage on social media, and much more.

With the free Zelienople mobile app and SeeClickFix web tools, Borough citizens can improve their community by reporting non-emergency issues that need attention within the Borough and monitor the progress of the work. In addition, the SeeClickFix platform provides Borough officials with a centralized issue management system to manage issues from creation to resolution — engaging Borough citizens throughout the process.

Citizens can find information about the Borough of Zelienople and report non-emergency issues such as a pothole, damaged street sign, graffiti, or other local issues as soon as they are discovered all from their mobile device in just a few taps making reporting a problem quick and easy! The app uses GPS to recognize the exact location of the issue being reported and provides a list of common quality-of-life conditions to select from. Pictures, videos, and specific descriptions can be uploaded to accompany a request, valuable information needed to get the job done efficiently. Requests are automatically routed to Borough departments for resolution. Citizens can view, comment on, and track the status of requests submitted by their neighbors, not just the ones they report. Emergency utility and public safety items must still be reported directly to 911 and other listed emergency phone numbers to insure they are handled quickly and promptly.

The app not only allows Citizens to report and view requests submitted to the Borough but makes it easy for the Borough to send useful information and important updates to the public by means of email, push notification, and directly within the SeeClickFix applications. Notices are based on geographic interest and requires public user engagement in order to receive notices. The Borough have lots of information that needs to be distributed to the public such as road closures, power outages, etc. and the Zelianople app allows for another way to get such information out to its Citizens. The Borough also understands that it can be hard for the public to find information when and where they need it, and believe that the Zelianople app is the solution, providing Citizens with “everything Zelianople Borough, in their pocket”!

The Zelianople mobile app is available for download on Android at <https://play.google.com/store/apps/details?id=org.zelieboro.seeclickfix> and iPhone at <https://apps.apple.com/us/app/zelianople/id1550597976> or search for Zelianople in the app store. In addition to the mobile apps, citizens can report a concern on the Borough’s website at www.zelieboro.org, on the SeeClickFix website at seeclickfix.com/zelianople or the Borough’s Facebook page at www.facebook.com/zelieboro.

Download and start using the Zelianople App today!



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.

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.