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City of Fremont Launches Fremont App to Streamline Maintenance Service Requests

Fremont, Calif. – May 1, 2020 – The City of Fremont today launched Fremont App, a new CRM application that enables residents to report a wide range of local, non-emergency issues directly to City departments. By accessing Fremont App on their smartphone, tablet, or computer, residents can take a picture or video of local issues, such as potholes, tree hazards, malfunctioning streetlights or traffic signals, add a message to describe each respective issue, and send it directly to the proper City department.

"We've heard from our constituents how important it is to foster positive and streamlined interactions between community members and our local government employees, something that is of high importance to the entire Fremont City Council," said Fremont Mayor Lily Mei. "This app will modernize our service request process for both residents and City staff."

Through Fremont App, residents will be able to report a concern within city limits to address potholes, tree hazards, street lights, traffic signals, and more. The application uses geo-location technology to automatically route the problem's exact location to the City, simplifying the reporting process for users. In addition, Fremont App gives residents access to additional City services and resources.

"Even in the midst of the COVID-19 pandemic, the City of Fremont continues to innovate," said Fremont City Manager Mark Danaj. "I couldn't be prouder to see our Fremont App come to life, and I look forward to it providing the missing link that will make local government systems more accessible and responsive for concerned citizens."

Developed by Rock Solid, a government tech company, and customized for use by the City of Fremont, Fremont App is free to use and available for download in the Apple App Store and the Android Google Play Store. To access on a computer, please visit www.FremontApp.com. If any Fremont community members experience issues with the app, please contact 510-494-4800 or send an email to helpdesk@fremont.gov.

Due to Coronavirus Disease 2019 (COVID-19) and current Shelter in Place Order, response time may be delayed on issues reported through Fremont App; additionally, some request categories may be unavailable at this time.

For more information about Fremont App, please visit www.Fremont.gov/App.

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