



**CITY OF FORT LAUDERDALE  
City Commission Agenda Memo  
CONFERENCE MEETING**

**#25-0476**

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**TO:** Honorable Mayor & Members of the  
Fort Lauderdale City Commission

**FROM:** Rickelle Williams, City Manager

**DATE:** May 20, 2025

**TITLE:** FIXIT FTL Update Presentation - **(Commission Districts 1, 2, 3 and 4)**

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City staff will provide an overview of the City's request management system, FIXIT FTL, and deliver an update on changes that have been implemented since the launch of the system. Staff will also review how to submit a FIXIT FTL service request using the mobile application.

Launched in March 2024, FIXIT FTL replaced LauderServ as the City's official platform for neighbors to submit requests for a variety of City services. The system is powered by the CivicPlus SeeClickFix platform, which is widely used nationwide by municipalities of all sizes. Service requests available to users include, but are not limited to, code enforcement issues, concerns with public infrastructure, roadway maintenance, and solid waste management. A service request submitted in FIXIT FTL is routed directly to City staff responsible for addressing the request and updates are provided so users know the status of their request. Since its launch, the City has received more than 39,000 service requests via FIXIT FTL.

**Strategic Connections**

This item advances the *Fast Forward Fort Lauderdale 2035* Vision Plan: We Are United.

This item supports the *Press Play Fort Lauderdale 2029* Strategic Plan, specifically advancing:

- The Infrastructure and Resilience Focus Area, Goal 3: Be a sustainable and resilient community.

**Attachment**

Exhibit 1 – FIXIT FTL Presentation

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