

City of Hanford

319 N. Douty St., Hanford, CA 93230



Press Release

Tel: (559) 585-2500 - Fax: (559) 582-1152

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Contact:

Brian Johnson, Community Relations Manager
btjohnson@hanfordca.gov
(559) 537-7999

CITY OF HANFORD LAUNCHES NEW RESIDENT REPORTING SOFTWARE

'My Hanford' makes reporting issues like potholes, graffiti and code violations convenient and fast

HANFORD, CA – The City of Hanford has partnered with CivicPlus, a leading government technology company, to release a new tool to empower residents to report quality-of-life issues and request government services. The application, called My Hanford, is available for free for all residents to download on any [iOS](#) or [Android](#) device. Residents can access the system from a desktop computer via the City's [website](#).

The My Hanford app allows City residents to submit repair or service requests directly to City staff members using photos, location information, and request details. In addition, the platform provides staff with a centralized system to manage issues from creation to resolution — engaging residents throughout the process.

The software enables duplicate detection so that if a resident begins to submit a request already in the system, it will notify them and enable them to follow the existing request. It is not monitored 24/7 and should not be used for urgent or emergency situations.

“My Hanford is another important City initiative designed to better serve our growing population and help meet several Council-adopted goals, including a multi-faceted public communications system and providing exceptional customer service,” said City Manager Mario Cifuentez. “This will be that tool where we will be able to develop milestones and measurable objectives for the City when we are asked to address a community concern.”

The technology allows community members to not only report problems to their government leaders, but view and follow issues submitted by their neighbors.

“We are pleased to partner with the City of Hanford on a technology solution that empowers their residents to initiate and support community improvements and enable staff members to easily and transparently respond to such requests,” CivicPlus officials said.

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