SCF Better Communication, Stronger Communities SeeClickFix Turns Citizen Complaints into Productive Workflow

Citizens use SeeClickFix to connect with local governments

Citizens use mobile apps and website tools to submit service requests, find information and receive targeted notifications in real-time.



Officials route requests, assign work and engage with citizens

Officials use SeeClickFix hosted tools to set up automatic routing, manage workflow and seamlessly engage with citizens. SeeClickFix also integrates with your current work order systems, allowing for automatic and synchronized communication between city officials and residents.

Search Issues by ID, Address or Keyword									
Status 3	Request Type +	Assignee -	Priority - Geography -	Reported 01/01/2008	↔ 08/21/2015			REQUEST TYPE Pothole Repair	
Change Status	Prioritize Reci	itegorize Asi	sign Comment Mark as Duplicate Flag Work Ordens	•••				Мар	
1-20 of 36 Res	ults							A Commence	~>
्वा 🖯	Status 🗇	Priority	Details		_		_		- 10
☑ 1852116	Open		Traffic Signal Corner Of Baldwin And Shelburne Road South Burlingt	ton,				*agesteer	
			Assignee: AOT - State Maintenance Engineer					MADOLW R.VD RADRING	20
			Traffic light only stays green to let a maximum of 3 can always.School will be starting soon and there will be m Baldwin Avenue.				i - I	Mining and	And And And
1839974	Closed		Traffic Signal Us 4 BRIDGEWATER, Vermont 9					Issue Events	
			Assignee: AOT - State Maintenance Engineer					Opened	2 hours
			Temp Traffic Signal: Issue was called in. 1st light enter	dina .		-		Dangerous pothole	
			is backed up.						
☑ 1828971	Acknowledged	Normal	Rutting/Dip/Sinkhole					and the second s	
			8146 U.S. Route 2 Marshfield, Vermont 9					An anonymous SeeClickFix user, Registered User	07/27/2015
			Assignee: District 7 - General Manager						
			Sinkhole on edge of road with cones around it by drain 734-6875 Maplefield's.	L Ha				Acknowledged	2 hours
			734-0075 Maplehold S.					Thank you for contacting the about this A2 Fix It request. Y	
0 1827672	Acknowledged	i Normal	Other Vermont 62 Barre, VT 05641, USA 9					285927.	

Fractured communication damages service quality and increases cost

For citizens, reporting neighborhood problems is inconvenient, confusing and opaque. For governments, misinformation is costly and closing the loop is infeasible.

Citizen Problem

For many citizens, reporting neighborhood problems is difficult, confusing and opaque. Connecting with the correct agency is tedious and once you have, receiving updates on your concern is even more difficult. Plus, for professionals, city hall hours are inconvenient. For many, this process is difficult enough they simply give up. This means that there are entire groups of people whose concerns are not reaching local government. For those who are young, low-income, or busy, city hall is out of reach.

Government Problem

For governments, routing problems to the right place, with the right information is tedious. Typically this process involves a handful of departments, phone calls, sticky notes, and excel spreadsheets. Inevitably, problems fall through the cracks. If the problem gets to the right place, it is even more difficult to update the citizen on progress, and thus, frustrated citizens often escalate concerns to elected officials who put further pressure on officials to improve service.

Request management tools improve service and reduces cost

SeeClickFix is a central communication hub that connects citizens directly with public services. This allows cities to seamlessly update citizens on work status based on workflow automation.

Self Service

Mobile and web tools allow citizens to self serve information and services – reducing call volume and increasing access for citizens.

Data Quality

The SeeClickFix mobile app and website widgets make reporting easy and accurate for citizens — improving the quality of data and reducing costly errors.

Automated Communication

SeeClickFix reduces the cost of communication by connecting city workflow with automated citizen updates and asynchronous communication.

SeeClickFix is the largest citizen services network in the world

SeeClickFix works with hundreds of agencies, connecting hundreds of thousands of citizens, to resolve millions of issues in communities throughout the United States.

