



Office of the City Manager News Release

FOR IMMEDIATE RELEASE

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**BOULDER CITY
CITY COUNCIL**

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Technology Puts City Hall in the Palm of your Hand

BOULDER CITY – Boulder City staff announces a new platform that will allow citizens to report quality-of-life issues and request City services: **SeeClickFix**. Residents can download the app, use the City website, or call City Hall to report concerns such as property complaints or sidewalk issues. The platform came at the suggestion of Mayor Kiernan McManus, who wanted a dashboard for residents to see in real-time how staff respond to complaints.

The SeeClickFix mobile app and web tools, Boulder City residents will now be able to provide staff with pictures, videos, specific descriptions, and more — valuable information needed to get the job done efficiently. In addition, the SeeClickFix platform provides City officials with a centralized issue management system to manage issues from creation to resolution — engaging residents throughout the process.

“This solution will allow residents the ability to report a concern immediately, from the location with information that will help our crews find the reported issue quickly and easily,” said City Manager Al Noyola. “It provides a dashboard so residents can see if/when their concern is addressed. The solution allows residents to remain anonymous if they would prefer anonymity.”

Like many apps, when you create an account on a SeeClickFix Service, you will provide information such as your display name, password, email address, preferred geolocation, phone number, and digital images. The SeeClickFix terms of privacy say the company will not share e-mail addresses with the public or third parties (except in very limited circumstances).

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.

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