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Roseville Announces Partnership with Web and Mobile Citizen Reporting Platform
Roseville Will Use SeeClickFix to Improve Quality of Life, Encourage Greater Civic Participation

ROSEVILLE, MI December 4, 2014 - Today, The City of Roseville announces a new program that will allow residents to report quality-of-life issues and request Roseville services through an online and mobile interface. Powered by SeeClickFix, the place-based reporting platform allows residents to document neighborhood concerns and improvements alike, ranging from litter and flooding to damaged sidewalks and malfunctioning traffic signals.

According to City Manager Scott Adkins, “the new reporting tool will assist the City in ensuring a faster response to citizen issues and concerns and will assist in resolving these matters in a more efficient and speedy manner”.

With the online and mobile reporting platform, residents can report quality-of-life concerns through service request categories via the City of Roseville website, mobile applications (iPhone, Android), Facebook App, and SeeClickFix.com. When submitting issues via mobile app, for example, residents can provide locational, descriptive, and photographic information as they see the issue in real time. Once the resident submits an issue, the reporter, the City staff and anyone ‘watching’ the area will receive an alert. The City can then acknowledge the service request, route it to the proper department, and update the request—and residents following the issue—once it’s been resolved.

The partnership allows residents to report community issues, as well as view, comment on, and vote to fix problems submitted by their neighbors. Citizens can even create their own “watch areas” to receive notifications about all issues reported in their community, enabling them to follow the progress of all service requests---not just the ones they report. SeeClickFix is a web tool that allows citizens to report non-emergency neighborhood issues, which are communicated to local government, as a form of community activism.

Reports can be submitted and tracked from the City website directly at <http://roseville-mi.gov/Home/FixItRoseville.aspx>, where residents will also find links to download the mobile applications.

About SeeClickFix

Launched in 2008, SeeClickFix allows citizens anywhere in the world to report and monitor non-emergency community issues, ranging from potholes and planted trees to garbage and graffiti. Through web and mobile applications, as well as embeddable widgets, SeeClickFix empowers citizens, community groups, media organizations, and governments to work together to improve neighborhoods. It is the most widely distributed citizen-reporting tool in the country, having recently surpassed 1 million issues. SeeClickFix supports the Open311 standard that promotes improved communication between local municipalities and the citizens they serve. The platform is fun and easy to use for citizens, while being inexpensive and easily adaptable for governments. Over 60 percent of issues reported on SeeClickFix are ultimately resolved.

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