August 31, 2020

THE CITY OF HEMET PARTNERS WITH SEECLICKFIX TO FACILITATE RESIDENT SERVICE REQUESTS

Hemet, CA, September 1, 2020 – The City of Hemet is excited to launch a new citizen-first platform to facilitate resident requests and work management, powered by SeeClickFix. Using SeeClickFix, residents will have a direct line of communication to the City of Hemet, allowing them to request services and report issues such as potholes, illegal dumping, abandoned vehicles, and graffiti.

"I encourage everyone who can, to utilize this tool as a way of improving our community. We can all be a part of the solution by reporting, following, and getting an overall better understanding of the good work Hemet employees are doing to resolve the requests and concerns of our residents," said Mayor Brown.

Using the SeeClickFix mobile app or web tools, residents can send pictures, videos, specific descriptions, and more valuable information needed to get jobs done efficiently. Hemet staff will leverage powerful dashboards and reporting tools to identify hot spots, increase productivity, prioritize projects, and better leverage tax dollars.

This partnership not only allows citizens to report problems, but also to view, comment on, and vote to fix problems submitted by their neighbors. Citizens can even create their own "watch areas" to receive notifications about issues reported in their community, enabling them to follow the progress of all service requests—not just the ones they report.

SeeClickFix is another tool the City is using to create a network of strategies to better engage and serve our community. With this tool, and the soon to be announced Atlas 1 app, our community has instant access to location-based information and the ability to communicate directly with City staff. It is our hope that these tools will eliminate barriers to service and make our processes more efficient.

To download the free app, visit the App Store or Google Play Store on your smartphone and type in "SeeClickFix." You can also access the tool by visiting the City's website. Click https://www.hemetca.gov/ then scroll down to *Report a Problem* or visit seeclickfix.com. Tutorials on using the app are available on the City's social media pages @Hemetgov.

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