

NEWS RELEASE

FOR IMMEDIATE RELEASE _____

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SUFFOLK CITIZEN CONNECTIONS DEBUTS

SUFFOLK, VA (May 10, 2016) Wouldn't it be easy to use your smartphone to report a pothole to the City of Suffolk? It is that easy and that is the thought behind Suffolk Citizen Connections. Suffolk Citizen Connections, powered by SeeClickFix, is a tool that allows citizens to report specific topic related non-emergency issues which are then communicated directly to the appropriate City department. Residents can use the free app to report issues such as: potholes, minor water leaks, missing or damaged sewer manholes or cleanout covers, missing or damaged valve box tops, and missing or damaged water meter box tops.

Citizens have the option of uploading a photo with each service request to visually communicate the issue to City staff. Citizens also have the option of reporting a concern anonymously.

Suffolk City Manager Patrick Roberts noted, "Suffolk Citizen Connections provides another way for our residents to let us know if they see an issue in their community. We are always striving to offer easy to use resources to hear from and communicate with our citizens."

(more)

With the online and mobile reporting platform, residents can report specific quality-of-life concerns through service request categories via the City of Suffolk website (www.suffolkva.us/suffolkcitizenconnections.com), mobile applications (iPhone, Android), Facebook App and SeeClickFix.com. When submitting issues via the 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 of Suffolk, and anyone ‘watching’ the area will receive an alert. The City of Suffolk can then acknowledge the service request, route it to the proper department, and update the request—and residents following the issue—upon resolution.

The partnership allows residents to report 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.

Reports can be submitted and tracked from the City of Suffolk website directly at <http://seeclickfix.com/suffolk> where residents will also find links to download the mobile applications.

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