



City of Westfield

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Westfield Re-Launches SeeClickFix for Residents

WESTFIELD, MA - The City of Westfield has partnered with SeeClickFix to re-launch the platform sponsored through Commonwealth Connect, which allows citizens to report quality-of-life issues to the city, such as potholes, graffiti, broken sidewalks, storm drain issues, etc.

With the free SeeClickFix mobile app and web tools, the city of Westfield's citizens are able to provide city 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 Westfield citizens throughout the process.

According to Mayor Brian Sullivan, "The City of Westfield is pleased to be working with SeeClickFix to re-launch this valuable engagement tool. Citizens are able to report their concerns via app or web with a built in notification system to know that their concern has been acknowledged. In addition, internal city departments are able to view photos of reported concerns, assign them to work teams and track them on-line. It's a great work management system to achieve the best results for all involved."

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

The Commonwealth Connect mobile app is available for download on Android <https://play.google.com/store/apps/details?id=gov.cityofboston.commonwealthconnect&hl=en> and iPhone <https://itunes.apple.com/us/app/commonwealth-connect/id585785702?mt=8>.

In addition to the mobile apps, citizens can send reports to the city's website <http://www.cityofwestfield.org/467/Report-A-Concern> and seeclickfix.com <http://seeclickfix.com/westfield>.

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

Report potholes and other problems
to your city on the go!



Commonwealth Connect in partnership with SeeClickFix makes it easy to engage with your city.

- Report issues in our community (i.e. graffiti, potholes, trash)
- Upload photos of issues
- Find and comment on issues submitted by your neighbors
- Receive updates

Download the SeeClickFix mobile app today!

www.cityofwestfield.org



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