

**Memorandum**

**Memorandum No: 24-107**

**Date:** February 23, 2024

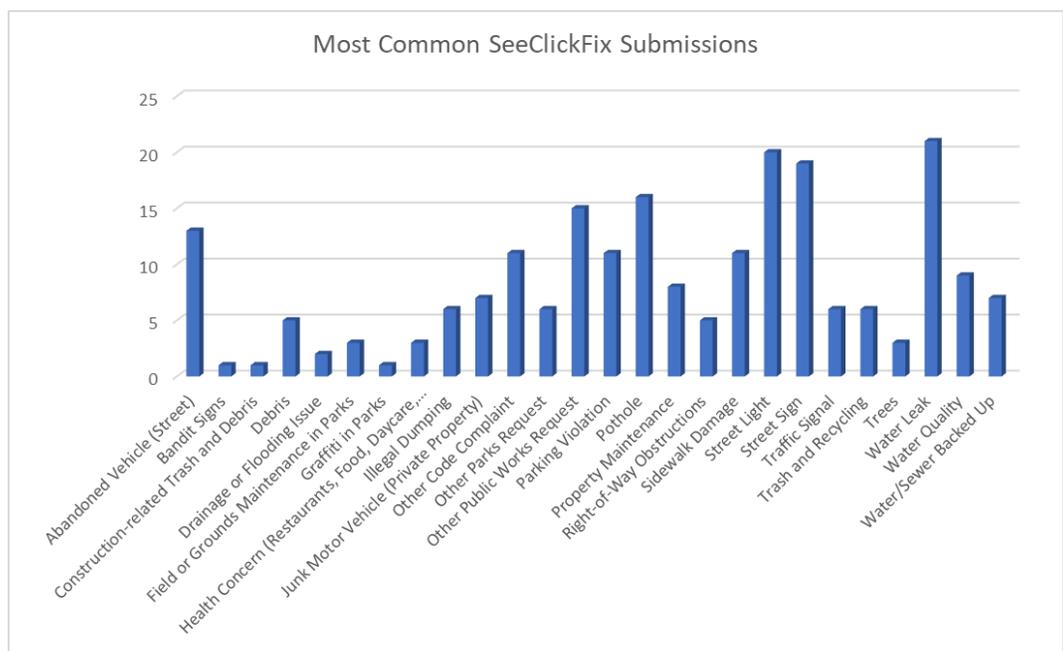
**To:** Honorable Mayor and City Council

**From:** Ryan Henderson, City Manager 

**Re:** SeeClickFix Six Month Overview

SeeClickFix Anna launched in mid-August of 2023 as part of our most recent website upgrade. SeeClickFix Anna is a tool for neighbors to submit and track non-emergency service requests either online or with the SeeClickFix Anna mobile app. Neighbors and visitors can submit requests under five different departments: Building, Code Compliance, Parks, Police, and Public Works. Over the course of the past six months, utilizing the new SeeClickFix Anna application has resulted in positive outcomes by consolidating many avenues of submitting requests to the city, providing ease of access in getting issues addressed, and fostering engagement with the process among the neighbors utilizing the application.

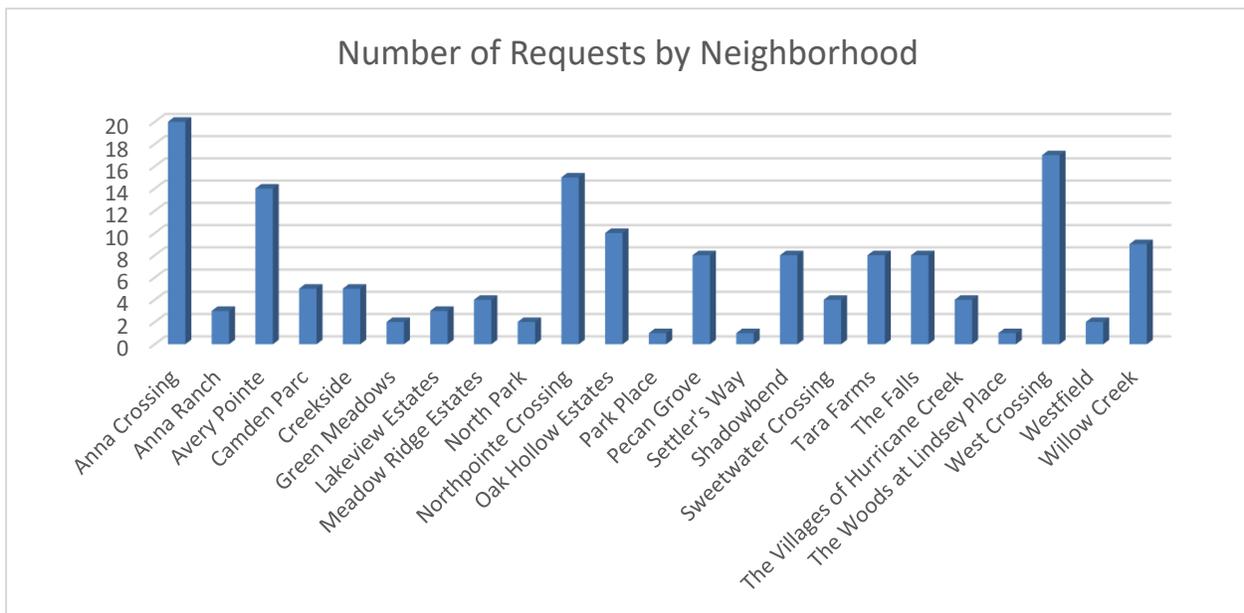
Since August, the city has received 216 requests, averaging one to two submissions per day. Neighbors have the option to submit 35 different types of requests within our system covering a wide range of public maintenance issues. The bulk of requests are directed to our Public Works department, with the most popular requests being addressing a water leak, fixing a streetlight, or fixing a street sign. A bar chart with the frequency of all requests so far can be seen below.



The request options excluded from the chart are the options which have not yet been utilized by neighbors:

- Building construction hours issue
- Construction-related noise
- Construction-related traffic
- Issues with commercial signage
- Issues with community swimming pools and hot tubs
- Home-based business concerns
- Vacant/abandoned structures
- Playground equipment issue
- Public restroom issue (Parks)

The neighborhoods with the most requests over the first six months were Anna Crossing, West Crossing, Northpointe Crossing, and Avery Pointe. There were 62 requests that didn't fall within the boundaries of any particular neighborhood, many of which were on or nearby our main thoroughfares like White Street.



As we move forward, we will continue to encourage active participation and promote awareness of SeeClickFix Anna's capabilities, as well as refine and adapt SeeClickFix Anna to the evolving needs of our community.

c: Taylor Lough, Assistant City Manager  
Greg Peters, Assistant City Manager  
Management Team