



CITY OF  
**FORESTPARK**

## City Council Agenda Item

---

**Subject:** See Click Fix – Executive Offices

**Submitted By:** Ricky L. Clark, Jr., City Manager

**Date Submitted:** June 15, 2023

**Work Session Date:** June 20, 2023

**Council Meeting Date:** June 20, 2023

---

### Background/History:

As part of our One Forest Park Initiative, we continue to find ways to better interact with our residents. From tree branches to street issues, See Click Fix will allow residents to report quality of life issues to the City of Jonesboro. 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. The application will geo-locate the issue, which allows City staff or other relevant agencies the ability to see the specific concern and know its location. The application allows residents to receive updates from the City as the issue is resolved.

The easy-to-use app will allow residents to provide staff with pictures, specific descriptions, and more to fix quality-of-life issues they encounter in Forest Park. In addition, the SeeClickFix platform provides City officials with a centralized issue management system to manage issues from initiation to resolution – engaging Forest Park residents in the process. App users can also sign up for notifications about other issues in the area, receive notifications from the City on street closures and City events, and see other reported issues in the City.

Upon implementation, the City Manager would ensure that each department within the City had a platform on SeeClickFix and also would make available a reporting feature, by ward, for the City Councilmembers.

---

**Cost: \$ Variable**

**Budgeted for:**  X  **Yes**   **No**

**Financial Impact:**

N/A

---

**Action Requested from Council: Approve the ordinance**

