



# CITY OF ENCINITAS

## News Release

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**FINAL**

### **City of Encinitas Launches Mobile App for Community Members to Submit City Service Requests**

ENCINITAS, Calif.; Dec. 12, 2016 – Today, City of Encinitas launched a new program that allows community members to submit service requests to the City through an online interface or mobile app. Powered by SeeClickFix, the place-based service request management platform allows residents to document neighborhood concerns ranging from litter and flooding to damaged sidewalks and malfunctioning traffic signals.

With the online and mobile reporting platform, users can report infrastructure concerns through service request categories via the City of Encinitas website, mobile applications (iPhone, Android), and Facebook. When submitting issues via the mobile app users can provide locational, descriptive, and photographic information in real time. Once the issue is submitted, it becomes visible on the app's map so that community members know whether the issue has been previously submitted. The City of Encinitas can then acknowledge the service request, route it to the proper department, and update the request once it's been resolved.

“The launch of our latest app continues our commitment to making it easy for community members to interact with the City” said Lynne Tufts, chief information officer for the City of Encinitas. “With the help and eyes of our community, we’ll be able to work together more efficiently to address service requests in a timely fashion.”

Service requests can be submitted and tracked from the City of Encinitas website directly at <http://www.encinitasca.gov/seeclickfix> where users will also find links to download the mobile applications.

#### **About City of Encinitas**

Located along six miles of Pacific coastline in northern San Diego County, Encinitas has an approximate population of 60,000 and is characterized by coastal beaches, cliffs, flat-topped coastal areas, steep mesa bluffs and rolling hills. Our city was incorporated in 1986, drawing together the communities of New Encinitas, Old Encinitas, Cardiff-by-the-Sea, Olivenhain and Leucadia.

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