

# Media Release



**bluffton**  
HEART OF THE LOWCOUNTRY

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Town of Bluffton Launches New Citizen Reporting Tool “SeeClickFix”

## SeeClickFix

The Town of Bluffton has implemented a new citizen tool and program using a mobile application called “SeeClickFix.” This app will allow citizens to request Town services and report service issues within the Town of Bluffton. The new app will be available for the public May 1.

This mobile app will allow citizens to provide Town of Bluffton staff members with pictures, videos and specific descriptions needed to request a service and alert Town staff of potential issues. In addition, the SeeClickFix platform provides Town of Bluffton staff members with a centralized issue management system to manage issues from creation to resolution.

Town Manager Marc Orlando said the Town’s new program will be called, “SeeClickFixBluffton” and will give Town residents and business owners direct access to Town staff.

“SeeClickFixBluffton gives our residents direct access to Town staff members and gives them a venue to partner with the Town to solve issues throughout Bluffton,” Orlando said. “Instead of a resident not knowing who to call at Town Hall, this app gives them direct access to request a service, report a problem and track the status of that issue. We are hopeful this new tool will enhance our partnership with those whom we serve.”

Bryan McIlwee, the Town's director of engineering, said Town staff is excited about this management tool and staff members are available to help guide residents with issues such as roads, parks and landscaping within the Town of Bluffton's jurisdiction.

"SeeClickFix makes reporting non-emergency issues easy," McIlwee said. "It allows our residents and visitors to pick a location, take a photo, and provide basic information about their request. We will do our best to educate residents about what issues the Town can solve and notify the appropriate agency of requests outside of the Town's jurisdiction."

The new SeeClickFix Bluffton program can be used for the following issues:

- Waste/recycling issues within the Town of Bluffton
- Road maintenance of Town-owned roads. Please note the Town has jurisdiction for only the following roads: Hampton Parkway, Calhoun Street, Lawrence Street, Thomas Heyward Street, Dr. Mellichamp Drive, Buckwalter Place Blvd., Green Street, Wharf Street/South of Bridge Street (i.e. Oyster Factory Park) and Innovation Drive.
- Town parks and facilities (i.e. DuBois Park, Oyster Factory Park, Pritchard Pocket Park, Oscar Frazier Park, New Riverside Trail, Rotary Community Center)
- Drainage concerns within the Town's watersheds
- Illegal dumping of trash or harmful liquids within the Town's jurisdiction and watersheds
- Problems with Town-owned or maintained infrastructure
- Landscaping maintenance at Town-owned properties
- Maintenance of Town-owned sidewalks
- Tree related issues on Town's property

The following issues are not supported by the app or are outside of Town of Bluffton jurisdiction:

- Emergency police and medical services
- Maintenance of properties owned by other government agencies or private property
- Issues related to sewer/water or electric utilities
- Most of the roads in the Town of Bluffton (Please see list above of Town-owned roads).

The mobile app will also allow citizens to also create their own "watch areas." Citizens can opt-in to receiving notifications about all the issues reported in a designated area, enabling them to follow the progress of all service requests within that area — not just the ones they report.

### **How to Download SeeClickFix**

The SeeClickFix mobile app is available for download on Android (Google Play) and iPhone (App Store). Download SeeClickFix and enter "Bluffton, South Carolina." The app will walk you through setting up a personal account and then you will be able to report an issue. Please be mindful to report only non-emergency issues on this platform. Call 9-1-1 if you need immediate assistance.

## **About SeeClickFix**

SeeClickFix was founded in 2008 to empower citizens with tools to publicly document quality of life concerns in their neighborhoods. By improving the quantity and quality of this data, SeeClickFix was adopted by numerous local governments, which 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.

## **Town Council Quotes Regarding New Program, “SeeClickFixBluffton”**

**Mayor Lisa Sulka:** “We hope residents who use this app feel they are partners with the Town in solving issues. We anticipate this centralized system will keep people more informed and give our residents a stronger voice and vote in keeping Bluffton beautiful and safe.”

**Mayor Pro Tempore Larry Toomer:** “While we are the first municipality in the region to use this application, Bluffton joins more 350 cities and towns around the nation and world who already use this as part of their daily operations.”

**Councilmember Fred Hamilton:** “As elected officials, many people call us when they see an issue. This application will give every resident the same venue to reach town staff directly and then track how the issue is solved. We hope residents will still reach for their phones and report items through SeeClickFix. This app will immediately give the information to the appropriate staff member.”

**Councilmember Dan Wood:** “SeeClickFixBluffton is another way our town is moving forward with the latest technology and making our services more accessible and easier for the public to use.”

**Councilmember Harry Lutz:** “Town leaders and staff members hope residents will use this app for the entire spectrum of service requests. This program can be used to report an overflowing trashcan on the weekends to a down tree after a storm. We hope this app becomes the central way town staff communicates with Bluffton residents.”

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