
May 30, 2009

SeeClickFix Update

It has been more than [2 1/2 months since](#) Urban City Architecture (the first website in Miami to use the tool) began to [host SeeClickFix](#) – the free web tool that allows communities to report quality of life or infrastructure issues. Following New Haven and Philadelphia, it was my hope that various local government and news agencies would begin using the tool to facilitate the line of communication between resident and government in Downtown Miami/Brickell.

While this has not occurred yet (which has limited its success), in that time the tool has begun to take hold and a few residents have begun to use it. Whereas three months ago there were no tickets filed in the Miami area, today a quick glance over the map shows there are dozens of complaints or tickets throughout Miami.

Although no agencies in Downtown Miami have taken up the idea, much to my surprise the [Miami Herald](#) has teamed up with Coral Gables to do exactly that. On May 23, the Miami Herald launched the SeeClickFix feature on their site allowing residents to report such issues as broken lights or potholes to the Coral Gables Public Works Department. (Did someone stumble upon this site a couple months ago and get an idea?)

Therefore, I again make an open call to both the Downtown Development Authority (DDA) and City of Miami Public Works Department to make arrangements to use this tool in Downtown Miami. The “ambassador program”, which has DDA employees walking around downtown fixing just these types of problems would be a great fit for the SeeClickFix tool. Residents would be better served if able to directly communicate their problems and concerns to these public servants. The following is an email I sent out to the DDA recently to continue pushing this tool.

Mr. Betancourt,

Hi, it's Adam Mizrahi again from www.urbancityarch.com. I was wondering if you ever got a chance to look at the recommendation I made months ago for the DDA to implement SeeClickFix on their site. It seems the Coral Gables Public Works Department has moved ahead of Downtown and teamed up with the Miami Herald to bring attention to needed fixes around the city. There is no reason why Coral Gables can do this and not downtown. The following is a link to the Miami Herald article:

http://www.miamiherald.com/news/miami-dade/gables_smiami/v-print/story/1062176.html

I really believe that this program would be a great tool for the ambassador program and the DDA. Being that you already have people walking around fixing things — why not facilitate the line between resident and ambassador? If the DDA put the widget on its site (or let others such as the Miami Herald do it) and set up a watch area – the DDA would be immediately notified of any new problems such as potholes, broken lights, abandoned cars, or other needed changes. Furthermore, the voting system within the SeeClickFix widget will allow anyone to see where the most pressing problems are. Best of all, its free!

Again, I invite you to go to my site and see how this tool works. Anyone can setup a watch area, as the one I have setup on www.urbancityarch.com, and then ask to be notified via email of any updates to the neighborhood. Perhaps you could even get the Miami Herald to also put it on their site (as they did with Coral Gables) — the more avenues that one has to input the better the results will be. As always, I will keep [hosting the tool](#) at Urban City Architecture.

The following is the original post recommending the tool's usage in Miami:

<http://www.urbancityarch.com/2009/03/seeclickfix-miami/>

Urban City Architecture

The City as a Sustainable Urban Environment with a focus on Miami.

May 30, 2009

Cheers.

Adam Mizrahi

It is important that government agencies keep up with new communication technology cropping up all over the Internet — new tools such as Facebook or MySpace have transformed the way people communicate. There is no reason why the same cannot happen with the line between government and citizen.

The following is a list of ten reasons why the SeeClick tool would be a great feature for Downtown Miami.

1. The DDA Ambassador Program will be able to better respond to residents needs — SeeClickFix keeps track of how many people want something fixed. This will allow the Amabassdaor Program to be more efficient, responsive, and overall successful.
2. The Public Works Department and other government agencies can better respond to residents needs as well.
3. Issues can be routed to the appropriate agencies.
4. Local government will be able to create a line of communication based on 21st century technologies. Agencies can easily respond to tickets within the site or close tickets that have been resolved.
5. Residents will have an easy to use and accessible website to file complaints or issues.
6. This tool will allow government agencies to track the support of long term projects. For example, a ticket could be opened for a proposed park and an agency (such as The DDA) could track how many people actually want that change — providing the agency with yet another resource.
7. Anyone can host the SeeClickFix Widget allowing greater reach across the Internet.
8. Email alerts about new problems can be integrated into existing email systems — no new software or hardware is needed.
9. It's free!
10. Its so easy, my grandma could do it.