Isla Vista CSD + SeeClickFix

Getting the most out of Public Services while building trust with residents and staff one request at a time.

Provide the e-commerce level experience that staff and residents expect.

Easy to Use

Instant Gratification

Feedback Loops

24 X 7 x 365

Support Data-Driven Decisions

Operational Visibility

Do more with the resources you have while building trust.

Residents & Staff Public Service Experience

	TRADITIONAL EXPERIENCE	WITH SEECLICKFIX
Request Routing	Hit or Miss	Smart Request Assignment
Request Tracking	None	Instant Feedback Loops
Work Management	Paper / Email based	Online Work Order Management
Operations	Invisible	Visible
311	Underutilized Call Takers	Web-based & Distributed
Public Service Data	Little to None - Mostly Opinions	Facts to Support Budget Requests
Staff and Resident Relationship	Unappreciated Staff and Unheard Residents	Staff and Residents are Collaborators

EASY FOR RESIDENTS

Dumping on Cunningham at Davenport ★★★★★
by Fast Pickup Response - Sep 18, 2018
Wow! Pickup within 24 hours of reporting on SeeClickFix! Now that's how it works! Much appreciation!

Great tool for the community ★★★★★
by Newmommy ny - Sep 4, 2018
This is app is easy to use and allows you to put additional information to help explain the situation. Very helpful and creates a quick turn around time with the county while also providing feedback in a timely manner.

Love this app ★★★★★
by Johndee510 - Aug 27, 2018
No more calling since my daughter downloaded this app. Now I take a picture of the trash that others dump in my neighborhood and magically the fairy angels come and pick it up. Like magic, poof it's gone, but there has been one time that I had to resend. Thank you for this app City of Oakland.

Nightwing ★★★★★ September 17,2018
Truly amazing app, issue reported was solved in a matter of days. Truly made me realize how proactive and attentive the officials of my city actually are.

Andy N. ★★★★★ August 25,2018
I live in CA. I wish all cities in CA utilize this great app. This is 2018, not 1980's, we see something bad, to improve our city, just launch the app on cell phone to report.

Bobby M ★★★★★ June 29,2018
Great way to report issues, especially after hours when 311 is not available!

EASY FOR EMPLOYEES

"It is easy to use and the dashboard for us inspectors is great."

Code Enforcement
Hammond, IN

"Simple to use for public and staff. Easy to track stats on what is working well in our city and what needs work."

Director of Code Enforcement
Burlington, VT

"I am in charge of reporting out street lights to the power provider. It is easy to use and has great filtering tools."

GIS - Newman, GA

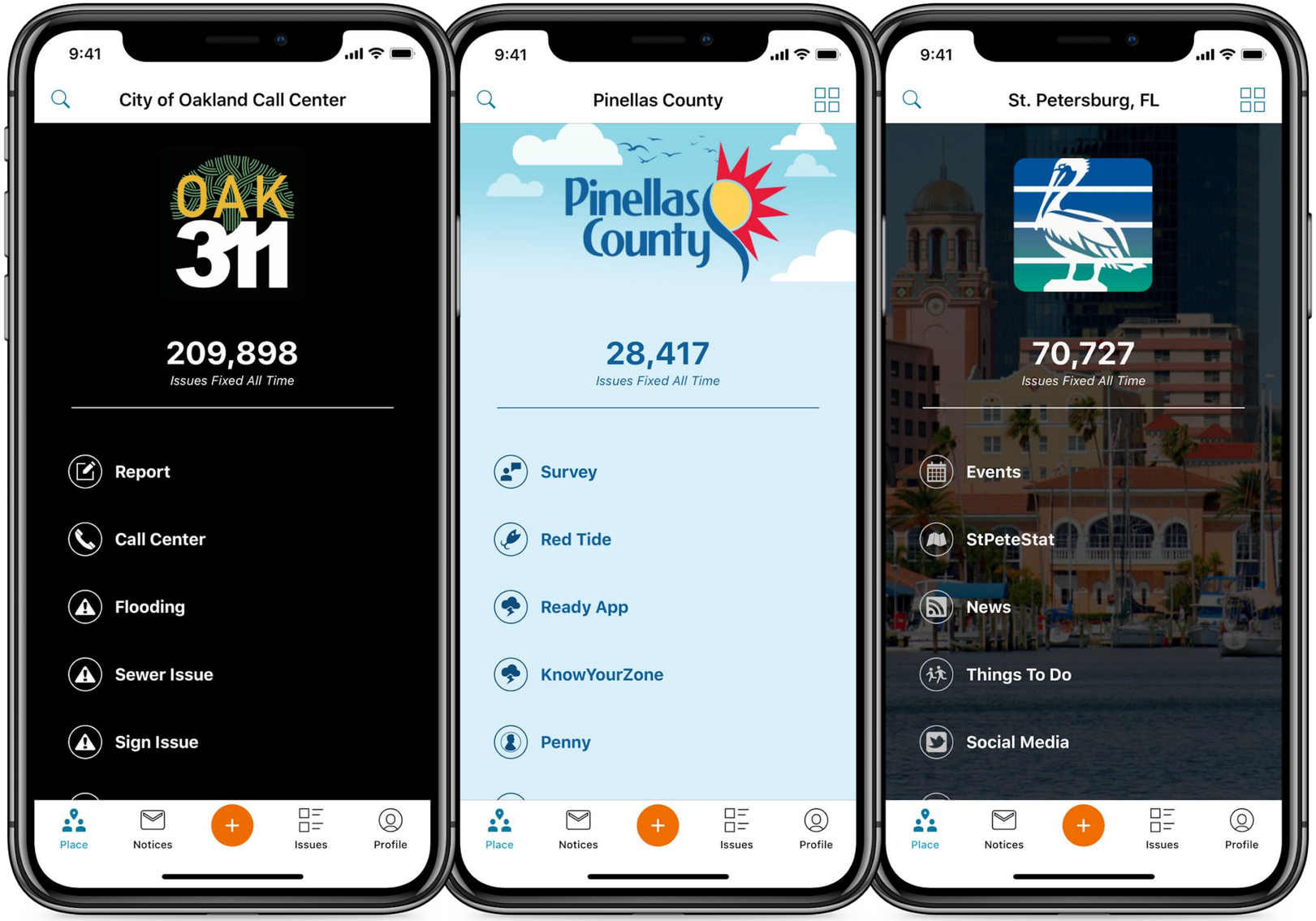
"Easy to deploy and manage; it's a great tool for a city that desires to fully engage their business owners and resident spaces."

Pembroke Pines Technology Services
Fort Lauderdale, FL

"SeeClickFix is pretty easy to use. The customer support is fantastic. Each time I've had questions, the customer service folks were very friendly and patient."

Office of the City Manager
Portage, MI

Isla Vista CSD Gateway App



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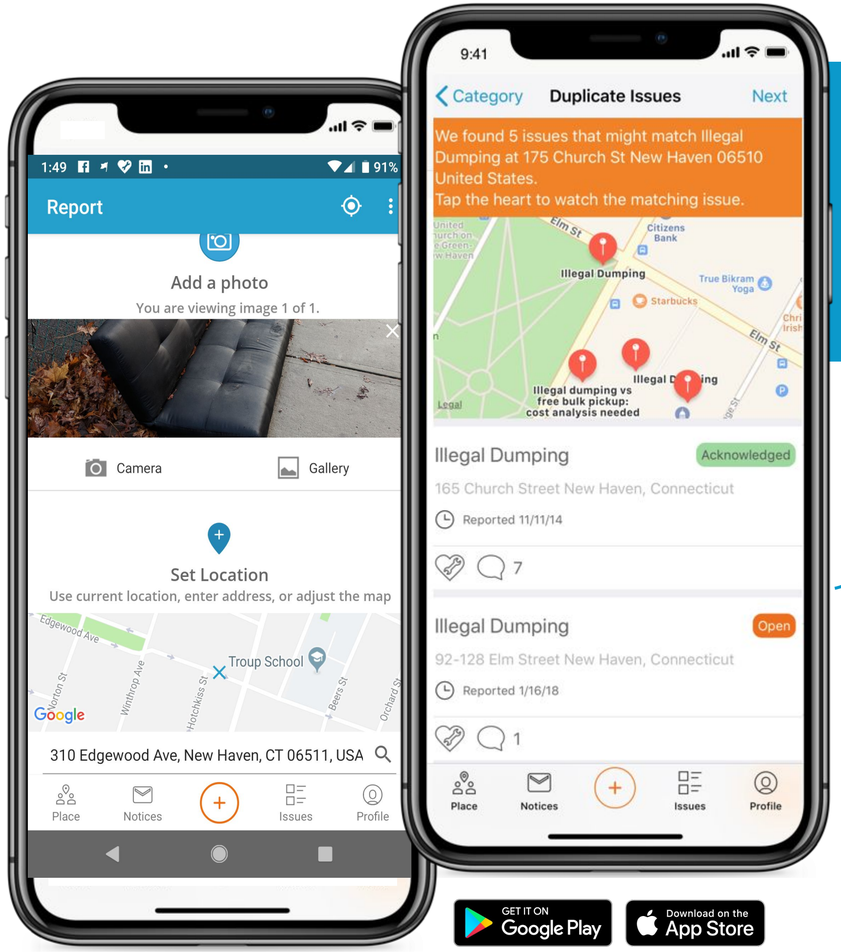


GET IT ON Google Play

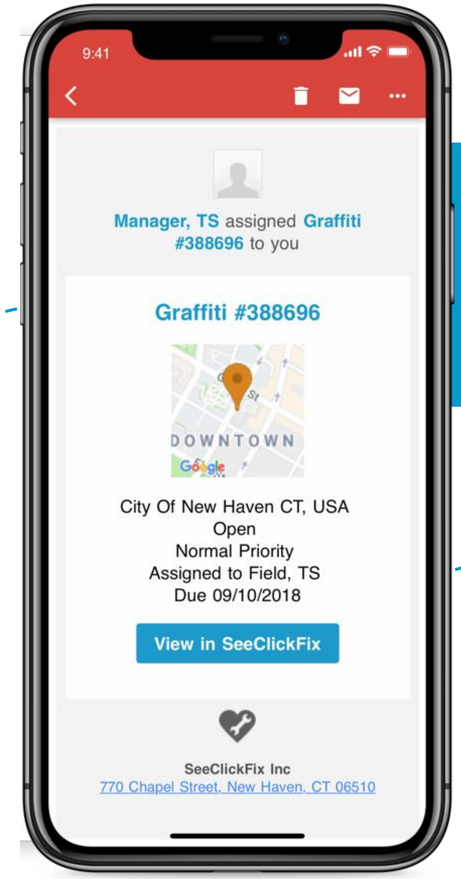
Download on the App Store

Accept Service Requests

- Mobile app
- Call taker interface
- Portal for your website
- Facebook widget

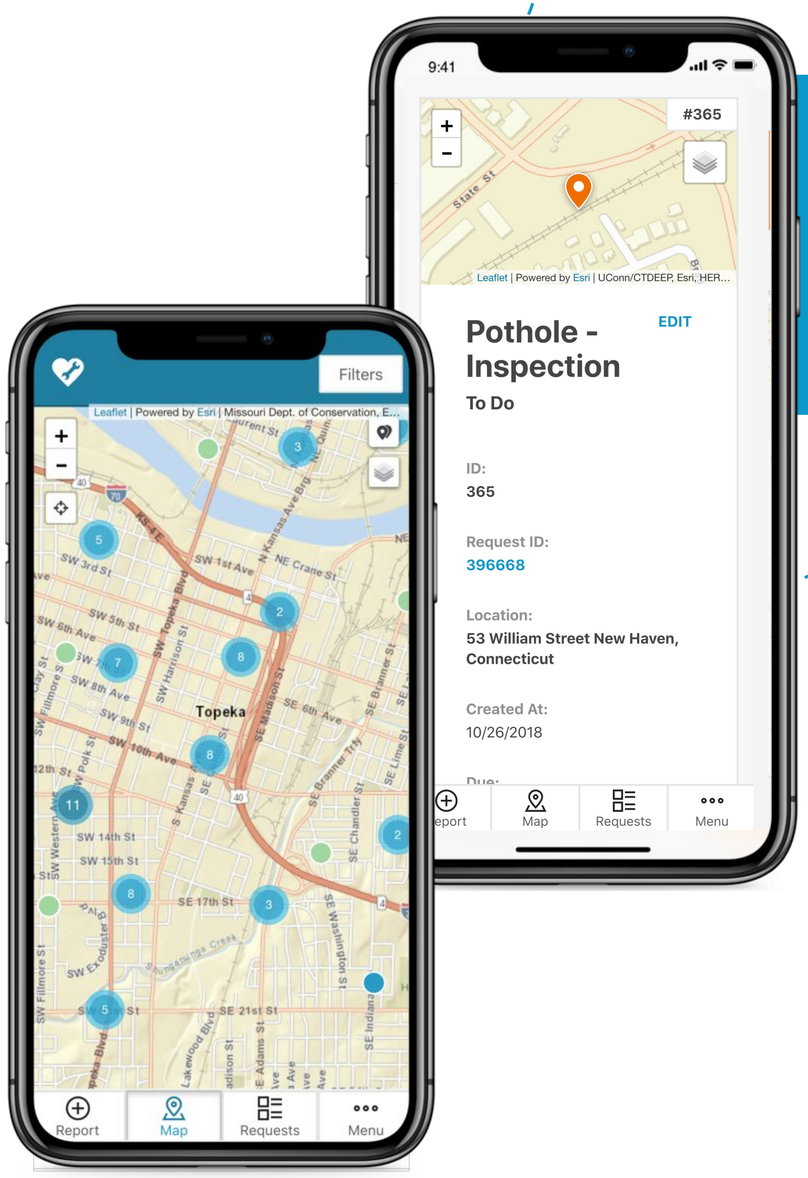
All feature:

- An easy-to-use interface
- Duplicate detection
- Feedback loops



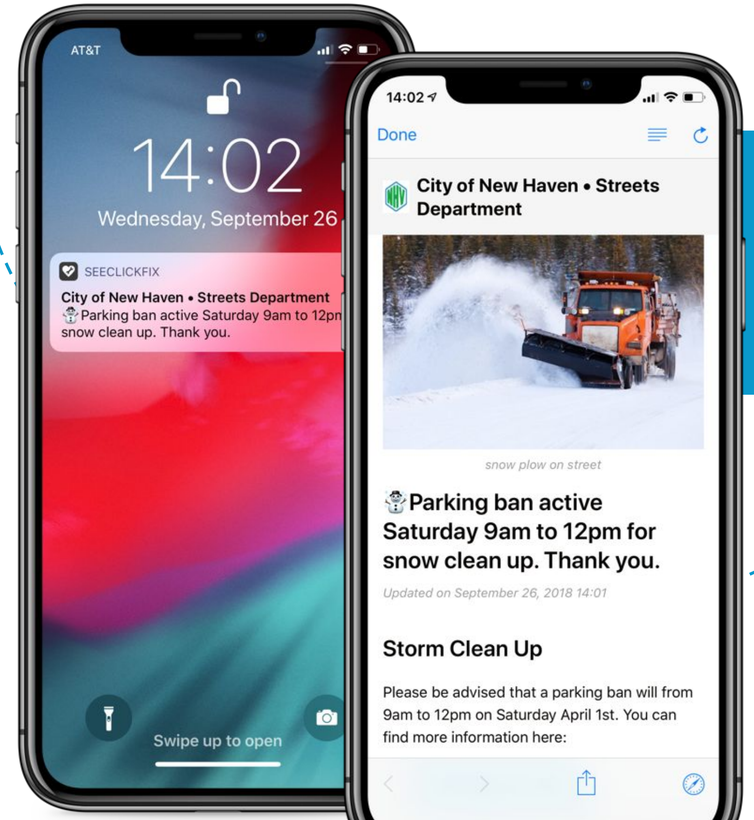
Smart Request Routing

- Custom workflows for how you operate
- Auto-route issues by location and type
- Handle overlapping jurisdictions



Assign Work Orders

- Assign work orders to individuals
- Discuss external requests - internally
- Associate multiple work orders, with one request, for multi-stage fixes
- Discover nearby issues



Citizens Communications

- Send push notifications
- Create visually rich notices
- View an archive of past notices