



# MEDIA RELEASE

OFFICE OF COUNTY MAYOR GLENN JACOBS

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FOR IMMEDIATE RELEASE: November 12, 2020

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## **Knox County to Launch Citizen Reporting Tool Powered by SeeClickFix**

*KNOXVILLE, Tenn.*—A new mobile and web application will launch in Knox County on Monday, Nov. 16. The free app, called SeeClickFix, allows citizens to report non-emergency neighborhood issues to their local governments in real time.

The app and web tools map user comments, which can be shared anonymously. It also has features that allow users to receive notification based on selected areas and keywords; share photo and/or video documentation and detailed descriptions of their reported issue(s); and request services such as general maintenance and the repair of downed road signs.

“Real time communication of issues is imperative to this department,” said Senior Director of Engineering and Public Works Jim Snowden. “One major benefit of this application is that it provides us with a centralized issue management system to help monitor issues from submission to resolution.”

Knox County Mayor Glenn Jacobs agreed, saying, “Engaging Knox County citizens in the process from start to finish is one of the best ways ensure the county can complete work well and efficiently.”

SeeClickFix is used in more than 25,000 towns and 8,000 neighborhoods in the United States and internationally and the mobile app is available for download for [Android](#) and [iPhone](#) operating systems. For more information, contact Knox County Engineering and Public Works at 865-215-5800.

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