Report: Implementation of 'Valdez Fix It' Resident Reporting Initiative

The City of Valdez will launch "Valdez Fix It," a new resident reporting initiative powered by SeeClickFix. The tagline is "Your Voice, Our Action—Report, Resolve, Improve with Valdez Fix It."

"Valdez Fix It" enables residents to report non-emergency issues 24/7, fostering a more responsive and collaborative community. Individuals can submit issues such as potholes, trash collection, graffiti, missing or damaged street signs, abandoned vehicles, and other concerns.

Reports can be submitted via a link embedded on the City's website or a dedicated mobile app, ensuring accessibility and convenience.

The rollout of "Valdez Fix It" will occur in three phases:

- **Phase 1 (March):** Focus on public works issues, such as Garbage and Garbage Containers, Potholes, Street Signs, Street Lights, and Street Drainage. Other categories include Graffiti, Overdose Emergency Kits, broken/Damaged Fire Hydrants, and Other related concerns.

- **Phase 2 (May):** Categories implemented in May will be Tree and Brush Maintenance, Road Hazards, Unsanctioned Camping, and possibly Nuisance Abatement and Code Enforcement (e.g., Abandoned Vehicles, Private Property Issues).

- **Phase 3 (June):** Categories will include Parks, Playgrounds, and Trails.

Implementing SeeClickFix through "Valdez Fix It" offers several benefits:

- **Efficient Request Resolutions:** The platform provides online request services for residents and streamlined workflows for staff, enhancing efficiency in addressing community issues.

- **Real-Time Communication:** Residents receive immediate feedback and can track the status of their requests, promoting transparency and trust between the community and the City.

- **Customizable Experience:** The system allows tailored interactions, ensuring resident concerns are addressed effectively and personally.

- **Data-driven insights:** The platform's analytics can inform future planning and improve service delivery by identifying trends and areas needing attention.

"Valdez Fix It" represents a significant step forward in enhancing resident engagement and improving the efficiency of city services. By leveraging the SeeClickFix platform, the City reaffirms its commitment to responsive governance and community collaboration.