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Mayor Elicker and Department of Health Director Maritza Bond Announces Expansion of City’s SeeClickFix Tool and Kicks-off Public Health Campaign Amid COVID-19

Four new categories on app & web tool provide one-stop access to virus-related safety information; promote compliance and information sharing with public

NEW HAVEN, Conn. – To better respond to the needs of residents, New Haven Mayor Justin Elicker and City Health Department Director Martiza Bond announced on Monday that the New Haven Department of Public Health is rolling out a bi-lingual, public health campaign to educate residents to “Spread the facts, not the virus” and has expanded its SeeClickFix resident reporting tool to include four new categories specifically related to COVID-19. This expanded messaging and capability will allow residents to submit questions, report non-emergency issues, and access the most up to date information on best practices to of COVID-19.

“During this unprecedented public health emergency, we want to provide every tool at our disposal to help New Haven residents stay connected to the information, services, and assistance they need to stay safe, well, and at home,” Mayor Elicker said. “I want to commend Health Director Maritza Bond and her department for taking the lead on this effort, which will give residents the a one-stop way to access vital information and resources, while providing real time reports on issues and concerns that will help City officials respond to the crisis.”

The new COVID-19 portal allows residents to report directly to the New Haven Health Department when local businesses and organizations are not complying with mandated closures or when gatherings violate social distancing guidelines. SeeClickFix is not an emergency tool, but does direct anyone with COVID-19 related emergencies to a New Haven Health Department Emergency Hotline (203) 946-4949.

Residents can also submit questions and concerns about COVID-19 and City policies and closures related to the epidemic.
These categories are in addition to the routine quality-of-life issue reporting and request capability already available through SeeClickFix. The mobile app and web tool allows residents to share pictures, videos, and specific descriptions of issues and locations to the appropriate City staff so they can be addressed more efficiently.

“During the COVID-19 public health epidemic the City of New Haven is working diligently to synthesize data, communicate critical guidance, and implement preventative measures to protect the community,” said Director Bond. “The urgency of this threat means that we cannot do this alone. We need residents to partner with us in this fight by staying informed, following our guidelines, and reporting problems and concerns. Along with our website, this tool provides the means to do that. We are in this together.”

Founded in 2008, SeeClickFix is a New Haven-based company. The tool empowers residents to publicly document quality-of-life issues in their neighborhoods. The platform has been widely adopted by local governments, resulting in one of the largest neighborhood networks in the world on which public agencies and residents can engage to improve communities.

“We are grateful to have a tool like SeeClickFix to help us provide essential information and services to residents in these challenging circumstances,” Mayor Elicker said. “We are also proud to have such a company here in New Haven contributing to our growing innovation economy,” he concluded.

The SeeClickFix mobile app is available for download on the App Store or on Google Play. In addition to the mobile apps, residents can make requests to the SeeClickFix link on the City of New Haven Website and on seeclickfix.com.

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