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SB 425: An Act Concerning Municipal Transparency, Efficiency, and Accountability

I write in support of SB 425: An Act Concerning Municipal Transparency, Efficiency, and Accountability.

Having lived in New Haven before the creation of SeeClickFix, I can attest to its value. Citizens who would refrain from reporting issues such as a deep pot-hole, a broken traffic light pedestrian "stop" button, or a burned-out street light because they did not have time to track down the right contact or even the right municipal agency can now report a problem easily. They can encourage neighbors to report the same problems, and they can follow response from the City online. What used to often be neighbors grouching has become responsible community action.

SeeClickFix builds community confidence, and it boosts morale and pride. Citizens can play an active role.

As a Massachusetts native with relatives and friends still there, I know a similar grant program called "Commonwealth Connect" has been highly successful. Nearly 80 Mass. towns are using the platform to connect with residents.

I encourage support and passage of SB 425.

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