

To my representatives:

I am writing to express my support for SB 425: An Act Concerning Municipal Transparency, Efficiency, and Accountability. My understanding is that this bill would support programs like SeeClickFix that facilitate local government responses to citizen concerns. I have been a registered voter and resident of New Haven for 21 years and a home owner in the Fair Haven neighborhood for 15 years. I am actively engaged in my neighborhood, and I can tell you that SCF has totally transformed my ability to communicate with city government and their ability to respond efficiently and effectively.

On my end, it enables me to quickly send my request to the correct department. Consider the issue of illegal dumping in the Park near my house. Back in the days before SCF, I didn't know whom to contact. I would call the Police and they would refer me to Public Works and then they would refer me to the Parks Department. Each time I'd get busy signals and have to try my calls multiple times. Just to report one incident might take me 30 minutes, which of course discouraged me from communicating with the city unless it was a dire emergency. By making it easy for me to communicate, SCF helps the city solve problems they would otherwise not be aware of. Plus it saves money by improving efficiency of their workers. Before SCF, my call would tie up the phone each time they referred me to another department, and then when I finally got the right one, the city representative had to write down information about the incident, the location, etc., which takes even more time. With SCF, my report is automatically directed to the right place. Plus there is a written record of my efforts to communicate with my government and their response to me.

As a resident who cares about my city, I have come to rely on SCF to help make this a better place to live. I whole heartedly support any bill that will help maintain and grow this program and others like it.

Sincerely,
Christel Manning