

To whom it may concern:

Please consider this email as my letter of testimony in support of SB 425: An Act Concerning Municipal Transparency, Efficiency, and Accountability.

SeeClickFix serves as the hub for a community, allowing for a mutually beneficial direct line of communication between citizens and government officials. Using the platform, officials are able to track issues and service requests in a tangible way to provide support to the community. This also allows for a virtual catalog of records, available at any time, to reference the number of issues that occur in an area. These statistics can help support the need for specific types of funding, encouraging the likelihood for community support of governmental spending.

Aside from tracking requests, SeeClickFix provides assurance to the community that elected officials are listening to the citizens. In many instances, a user's request is even addressed by the elected official. This gives the governing officials the chance to quickly communicate with the public without a formal press conference or issuing a written statement. Essentially, it can be considered the most innovative tool in perfecting the community's opinion of an official's term in office. There are several additional tools that help strengthen the connection between officials and citizens.

Lastly, the platform provides opportunities for citizens to pay-it-forward in a unique way. Unlike direct methods of communication to officials, such as email, all SeeClickFix users can see the open issues and take action if they are inclined. Moreover, other SeeClickFix users see these acts of kindness and share in the feel-good emotions that bring neighbors together and create strong, proud communities.

Thank you,

Julia Notar-Francesco