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SouthwestMinneapolisPatch

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Want a Pothole Fixed? There's an Official App for That

Minneapolis partners with tech startup SeeClickFix to help improve 311 response times.

Getting potholes and neighborhood problems in Minneapolis fixed just got a lot faster if you've got a smartphone, thanks to the city's new partnership with civic-minded tech company SeeClickFix.

Today, Mayor RT Rybak and City Councilmembers Robert Lilligren and Gary Schiff will announce the launch of a new, free iPhone app for the city's popular 311 service. Blackberry and Android users will be access the same service through [SeeClickFix's website](#).

SeeClickFix [started in 2008](#) as a way to bridge the gap between citizens and local governments that 311-type telephone services and cities' traditional ways of monitoring problems never really bridged. [Leveraging a host of technologies](#) like editable Google maps, the company aimed to give citizens a way to track individual problems like burnt-out streetlights or quality or life crimes, tell their governments about them, and maybe hold them accountable if nothing got fixed.

To get our own sneak-peek at the app, Patch took it for a spin Tuesday afternoon. Users of SeeClickFix's website will likely feel at home. To report a problem, users can use their phone's GPS coordinates, or maneuver a sniper scope-like crosshairs around a map of the city. After describing and categorizing the problem, and even uploading a photo, the report gets sent to both city officials.

Perhaps more importantly, though, the ticket is also pinned to a public map that users can search for "fixed" and "outstanding issues."

[According to the SeeClickFix website](#), the service has been used by New Haven, CT police to track crimes and make several "major arrests."

In an announcement emailed to reporters, a city spokesperson said the mayor would outline how the app will "streamline city services," but as of press time, Patch had not received a response to an email asking for specifics.

Rybak, Lilligren, and Schiff will be introducing the app at 10:15 a.m. on Wednesday, at the Minneapolis Police Department's 3rd Precinct headquarters.