



**FOR IMMEDIATE RELEASE**

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## **CITY OF MEMPHIS LAUNCHES NEW APP FOR REPORTING NON-EMERGENCY ISSUES**

**MEMPHIS, TN** – The City of Memphis is launching the SeeClickFix app to simplify processes and empower residents to report non-emergency issues with just a few clicks on their smart phone.

Anyone can now photograph, map and report via the Memphis 311 smart phone app things such as potholes, code violations and street lights out.

“This is a great example of how the city is becoming more responsive by making the process accessible and easy for citizens, so that we can work together to enhance our neighborhoods, raise our community standards and improve the overall quality of life for our residents,” said Mayor A C Wharton, Jr.

Also, the app gives city officials a powerful tool for reporting and managing issues from the field.

“When a person spots a problem, they can take a picture of it with their phone, add a description, and submit it. It’s that simple. And with a picture, staff can hone in on exactly what the issue is, saving time,” said Brent Nair, Chief Information Officer.

This platform allows Memphis citizens to play an integral role in public services -- by providing channels for citizens to deliver valuable information about the issues in their communities that they care about the most.

Memphis is joining other cities -- including Oakland, Detroit, and Richmond, VA -- with the launch of this tool to better connect with citizens. The Memphis 311 mobile app is available for download on Android and iPhone.

