

SeeClickFix



**Do you see an issue in the city that needs attention?
We're just a click away!**

Let me show you the way!

The City of Venice uses SeeClickFix platform, Venice Connect, which allows citizens to quickly report various issues to city officials like potholes, roadside junk, code violations, and traffic signal/sign problems' to name a few. SeeClickFix will assign your issue to the appropriate department. Registered SeeClickFix users will receive an email when there is an update and can also come back to check the status of a submitted ticket at any time. *It's as easy as that!*

With the free SeeClickFix mobile app and web tools, citizens are able to provide city staff with a picture of the area and enter specific descriptions about the issue which is valuable in getting the job done efficiently. In addition, the SeeClickFix platform provides city officials with a centralized issue management system to monitor progress of submitted issue from creation to resolution and also allows us to engage citizens throughout the process.

The City has been using SeeClickFix since 2016 and has processed over nearly 1,500 issues. During the past few years, your issues submitted on SeeClickFix have helped the city handle exposed wires that needed immediate attention, roadside junk needing to be picked up, code violations, awareness of speeders in residential areas' and having street lights fixed and/or replaced. You are our eyes and ears and we value your assistance with maintaining the safety and beauty of Venice.

Did you know?

- **When a ticket is submitted to SeeClickFix, it captures the location you are in at the time of submission.** As a result, please make sure that you are providing the specific location of the issue being reported by either submitting the issue at that exact location OR by entering the location address in the description of issue.
- **You can attach a photo when submitting your issue.** Photos are incredibly helpful to us here at the city. It allows us to quickly identify the problem area being reported and ensure that work crews are safely being sent to the right location.
- **The City works closely with the Sarasota County Contact Center, Florida Power & Light (FPL) and the Florida Department of Transportation (FDOT).** Many times the city receives issues that fall under the jurisdiction of one of these agencies. We can forward the issue submitted to us directly to Sarasota County using the SeeClickFix app OR we personally reach out to FDOT and/or FPL with matters that fall under their jurisdiction. Having effective communication with these agencies is key in making sure we continue to maintain the safety of our citizens and guests here in the City of Venice. In addition, we continue to monitor and do follow ups with our counterparts to ensure these issues are handled in a timely manner.

Important Side Note Information 😊

We do our best here at the city to ensure we handle all tickets promptly, however there are times that we may need sufficient time to complete certain requests. In addition, we do receive tickets that are "recommendations" rather than something that needs to be fixed. Although we do value your recommendations, we are unable to keep the ticket open

but have noted them and have forwarded them to the appropriate department for their review. City Hall is open from 8:00 a.m. to 4:00 p.m. Monday through Friday and we can be reached at 941-486-2626.

If you should have questions or need further assistance with the SeeClickFix website, please contact Shirley Gibson at 941-882-7439 or by email at sgibson@venicegov.com

Law enforcement issues are considered an emergency nature and need to be reported directly to the Venice Police Department by calling 911. The non-emergency number is 941-486-2444.

After- hours Utilities emergencies can be reported at 941-486-2770.

Animal concerns such as raccoons or coyotes should NOT be entered into SeeClickFix. For more information on these issues, call the Wildlife Center of Venice at 941-484-9657 or Sarasota County Sheriff's Animal Services at 941-861-9500.

Sign me up!!

SeeClickFix is available as an app for Android or iPhone. Select SeeClickFix from your app store on your device. There is also a link to the program at the top of the homepage on the city's website, www.venicegov.com (above the search bar), or go directly to SeeClickFix at <http://www.seeclickfix.com/venice>