



MEDIA RELEASE

OFFICE OF COUNTY MAYOR GLENN JACOBS

400 Main Street, Suite 615, Knoxville, TN 37902

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Contact: Mike Donila Abbey Harris
306-1177 cell 215-4579 office
705-1681 cell

New Knox County App Well-Received, Helps with Road Repairs

KNOXVILLE, Tenn.—Drivers are responding positively to Knox County’s free SeeClickFix mobile app and web application that helps improve local roadways.

Carol King, for example, hit a pothole along Thorn Grove Pike one morning. She found the new app while searching online for a phone number to report the problem.

“This (app) makes it very easy,” King said. “It simply asked me the location of (the pothole), brought up a little map and within 24 hours I got a response that they got it and had issued it out to someone. The process was very simple. It was quick and it works – it really works.”

The county’s Engineering and Public Works department launched the SeeClickFix app in November. It allows residents to report non-emergency road issues to local government in real time.

The app and web tools map user comments, which can be shared anonymously. It also has features that allow users to receive notification based on selected areas and keywords; share photo and/or video documentation and detailed descriptions of their reported issue(s); and request services such as general maintenance and the repair of downed road signs.

“One of the great things about SeeClickFix is that you can just get on your phone and put in a location and put in the issue and then you’re done. You don’t have to call somebody and sit on hold,” said Tiffany Gracy, who helps monitor the SeeClickFix requests. “You can report potholes, debris in the road, etc.”

Knox County Mayor Glenn Jacobs said: “Engaging Knox County citizens in the process from start to finish is one of the best ways ensure the county can complete work well and efficiently.”

Almost 60 percent of the roughly 90 calls so far have been tied to safety issues, including potholes, traffic calming and traffic sign maintenance.

Another 25 percent of the calls have been for issues related to the city. At that point, county officials turn the requests over to Knoxville’s 311 center.

The department tries to reply within 24 hours and have the issues fixed a short time later. Gracy noted that folks also can follow the progress of their requests online and when the issue is resolved.

SeeClickFix is used in more than 25,000 towns and 8,000 neighborhoods in the United States and internationally and the mobile app is available for download for Android and iPhone operating systems. For more information, contact Knox County Engineering and Public Works at 865-215-5800, or check out the video [here](#).

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