



Community Involvement

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Fort Collins, CO Leverages Mobile App to Combat Graffiti

The Challenge

For years, Fort Collins, Colorado has battled troublesome graffiti defacing public parks, private residences, and businesses. In 2010, the City Council decided to make graffiti abatement a priority. The City's goal was simple: empower citizens to combat graffiti and make their community a better place. The City of Fort Collins, CO chose to partner with Comcate to achieve its goals. The City implemented a mobile application that allows citizens to use their smart phones to point, click and submit, real-time pictures and locations of graffiti and other issues directly to the City.

The Solution

With Comcate's user friendly mobile app, citizens can submit any issues on the go, even acting as extra "eyes on the street" to report and reduce illegal activity in their communities. Additionally, Comcate's back-end citizen relationship management systems make it easy for the City to track and manage these requests and promptly address concerns. "This type of turnaround gets results and helps to improve a city's livability score," Richmond explains. "Comcate fully supports and facilitates these efforts; we will stand behind Fort Collins every step of the way."

The Results

The City of Fort Collins, CO has been able to leverage citizen participation to effectively curtail its growing graffiti problem. Since May of 2010, hundreds of residents have downloaded and submitted pictures and other requests — the City estimates that 50% of all the existing graffiti has been identified through the Comcate app; and they are utilizing Comcate's GIS location mapping to clean it up efficiently. "It's a great way to get citizens involved and empowered in running their government — graffiti may seem a small matter but having such direct access to control and improve your home environment has a huge impact on community peace of mind," says Comcate President David Richmond.

