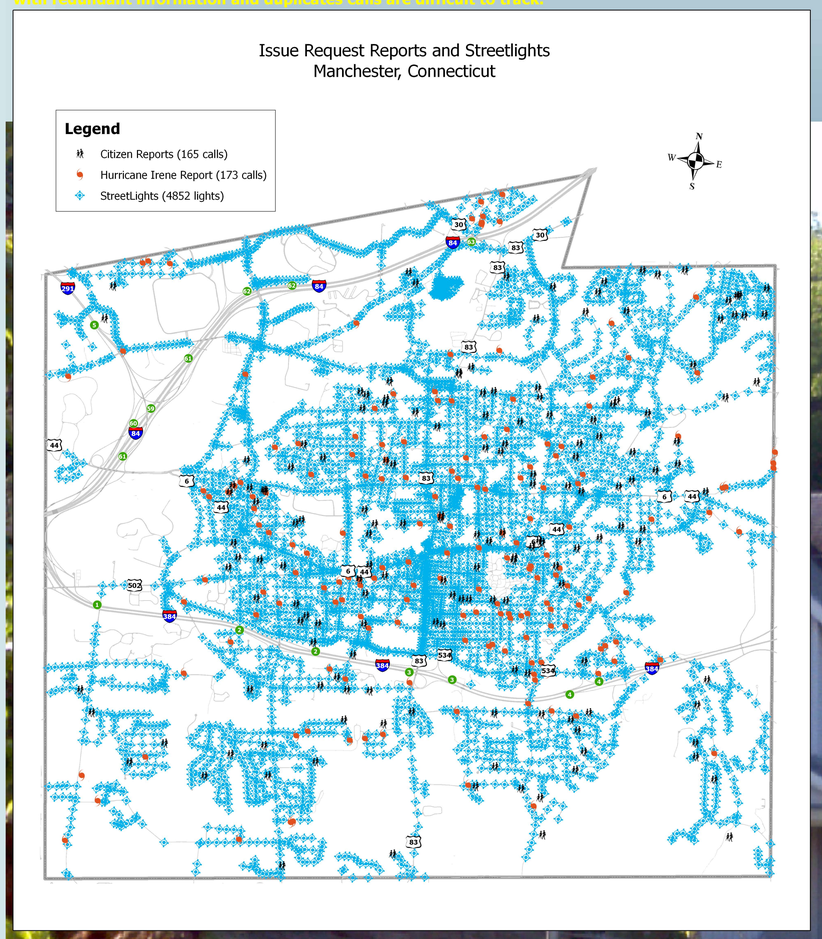
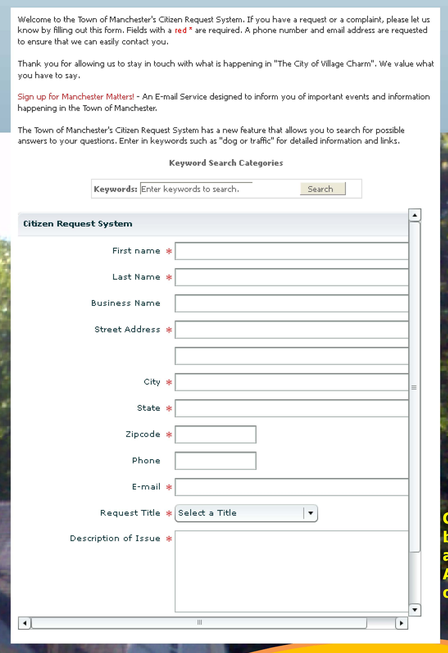
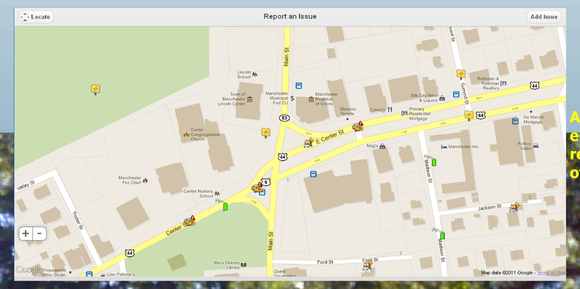
The Evolution of Manchester, Connecticut's Citizen Report Tool

Paper maps showing issue request calls and streetlight outages only show part of the picture of the problems on hand. Countless numbers of paper documents going around that describe the issue along with redundant information and duplicates calls are difficult to track.

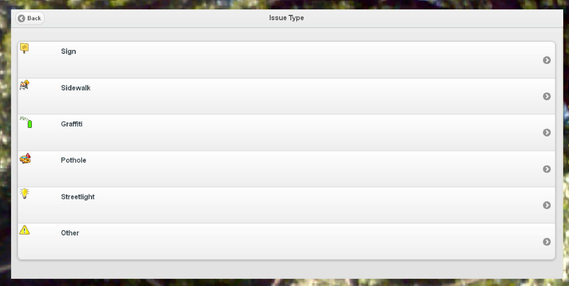




Current Citizen Request System works, but people enter their home/business address instead of location of the issue. Also, this entry form does not have the option to attach a photo to the request.

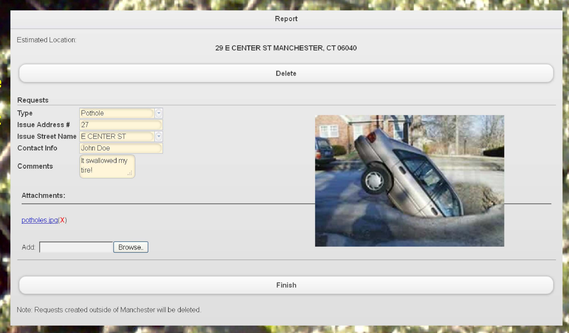


Application near deployment. It will enable both employees and citizens to report issues by actual geographic location of the issue.



Predetermined issue type and estimated geolocation eases input, while the ability to add comments and photos help to illustrate the degree of importance that should be placed on the issue.

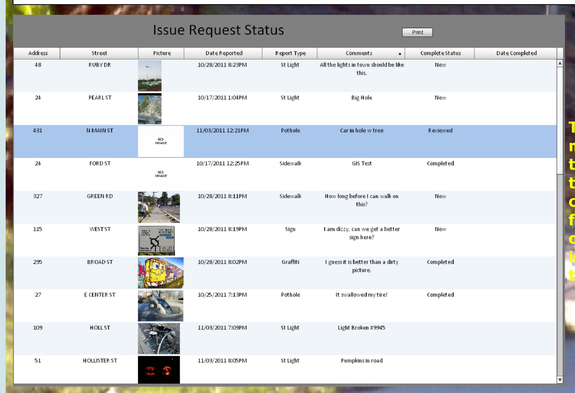
The application gives the user the ability to delete their issue request if there are any problems. Once submitted an email is sent to the correct division of public works to address the issue.



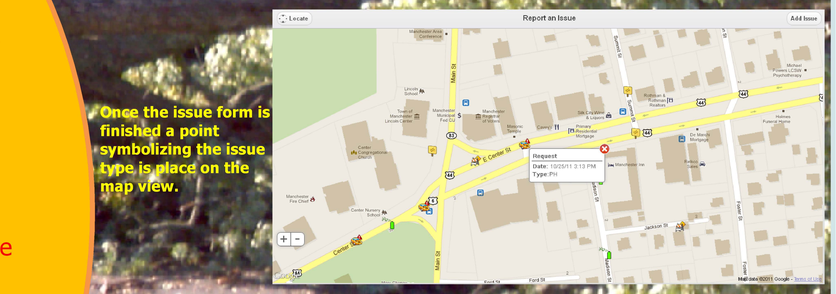
Nearly all requests made by citizens for issues relating to the Department of Public Works are associated with geographic attributes that can be mapped. Since the beginning of 2011 there has been 509 citizen requests, 206 of these concern Public Works and 165 had unique attributes that could be mapped. On top of these routine requests were an additional 173 requests that where made as a result of Hurricane Irene. There is a twofold goal for the Manchester Citizen Request tool.

- The first is to allow the public to report issues with the geographic accuracy of the issue location, not their home or work address. This is the case in the current citizen reporting tool.
- The second goal is to utilize the new Citizen Issue Request tool to maintain the more than 4,800 streetlights owned by the town ensuring quick response to outages.

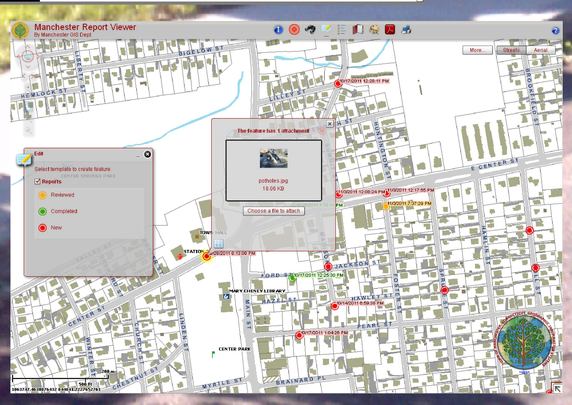
Knowing a more precise geographic location of issues will enable each division of Public Works to address problems more efficiently.



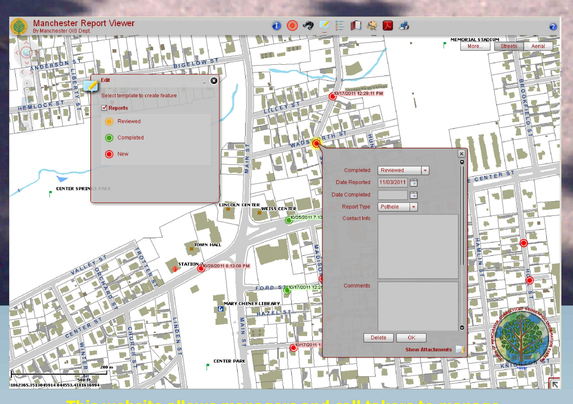
The final piece was to create a non-map sortable table website that lists all the information for the issue requests. This website can print the table to distribute to field crews to complete the work on the issue requests. This website is viewable on desktops, laptops, tablets and smartphones.



Once the issue form is finished a point symbolizing the issue type is place on the map view.

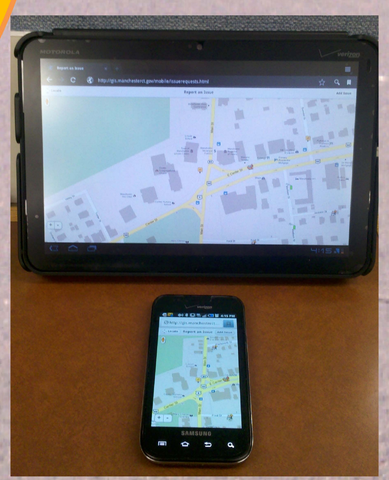


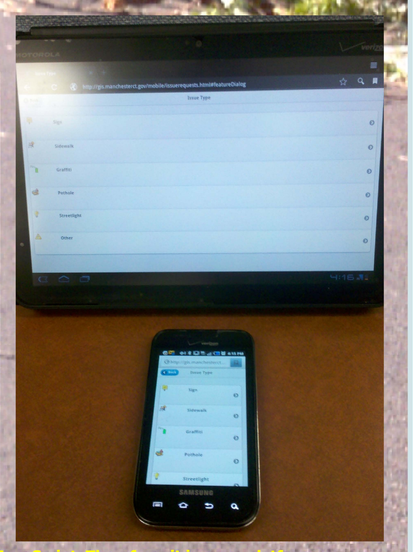
The internal website allows for the issue status to be updated. The website also allows town employees to edit, delete, and add issues.



This website allows managers and call takers to manage all the incoming calls.

To manage the issues reported an internal use only website was created with Flex.





The application is a webpage written in JavaScript. Therefore, it is cross platform. It will work on desktops, laptops, tablets, smartphones and that other category the I---(fill in the blank). All that is needed is access to the internet.

Submitted by the Town of Manchester, CT GIS Dept.

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