



# MEMORANDUM

Date: June 13, 2019

To: Board of Public Works  
From: Raymond A Rogozinski, P.E.  
Director of Public Works

Re: "See it Click it" – Really Simple Reporting Service Request System  
DPW Implementation

The DPW is implementing the use of a phone app that reports service requests/concerns. The app is compatible with both iPhone and Android and consists of residents documenting a concern via a photograph that will be forwarded to DPW. Once the "See It Click It" service request is received, it will be recorded into DPW's current service request system and assigned a supervisor to address the issue. Non DPW issues will be forwarded to the appropriate City department for resolution.

The DPW has utilized the application feature to modify the "See it Click it" system by establishing pre-set buttons for common complaints such as pothole, shopping cart, illegal bulk/dumping, and street light outage. The cost of pre-set buttons (total cost) is \$500. The DPW has also modified the default email (mayor's office) to direct emails to the DPW.

The phone app is available in the phone app store for no-charge as "Really Simple Reporting". Direction on how to download the phone app are attached. This will be distributed to City Council, BPW members along with employees prior to residents as a pilot program.

Please feel free to contact me with any questions or concerns at 860-584-6113.

City of Bristol Public Works  
Email: [www.bristolct.gov/publicworks](http://www.bristolct.gov/publicworks)  
860-584-6125 or 860-584-7791

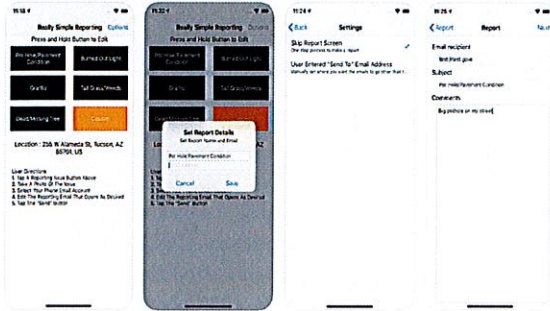
"The City of Bristol is an Equal Opportunity Provider"

Download and give it a try on your [Android](#) or [iPhone](#) for free:



**Really Simple Reporting** 📱  
 Really Simple Reporting  
 Really Simple Reporting, LLC  
 ★★★★★ 4.6, 20 Ratings  
 Free

Screenshots iPhone iPad



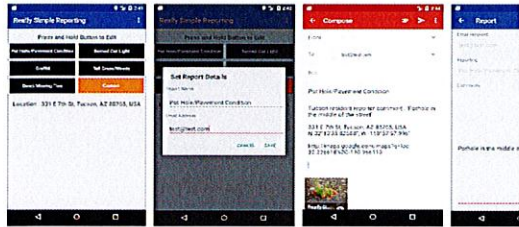
**Really Simple Reporting - City Edition**

Really Simple Reporting, LLC Tools ★★★★★ 1.0

Everyone

Add to Wishlist

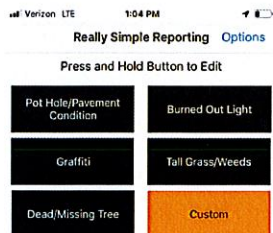
Install



Free one tap city reporting of graffiti, pot holes, burned out street lights and more. Simply open the app and press one button. The app automatically (1) takes a photo, (2) pulls your GPS location, (3) pre-fills the request, and (4) emails all the information to your city mayor.

Never struggle with complex app reporting drop-downs again. One tap reporting allows you to simply tap and go!

When you open the App on your phone you will see this screen:



Location : 111 N Main St, Bristol, CT, 06010, US

**User Directions**

1. Tap A Reporting Issue Button Above
2. Wait 3-5 seconds For GPS Location
3. Take A Photo Of The Issue
4. Select Your Phone Email Account
5. Edit The Reporting Email That Opens As Desired
6. Tap The "Send" Button

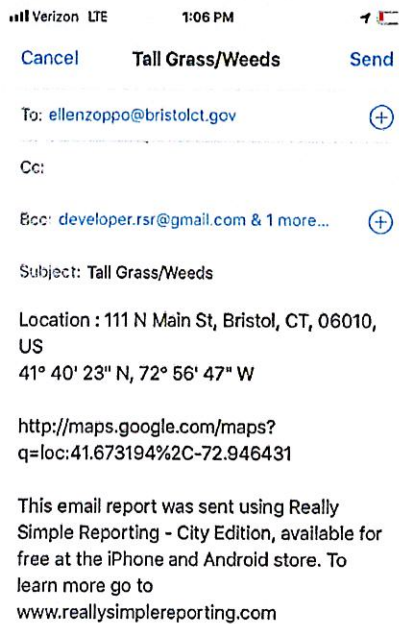
111 North Main Street – Ground Floor  
 (860) 584-6125

Web Site: [www.bristolct.gov/publicworks](http://www.bristolct.gov/publicworks) Email: [publicworks@bristolct.gov](mailto:publicworks@bristolct.gov)

I selected Tall Grass/Weeds I take a photo of the issue and select Use Photo



An email will pop up with all the info location and photo you then select send and the person and public works will receive the complaint.



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