

We at the City of Utica are always searching for ways to better serve our residents. In an effort to carry out this goal we have developed a mobile app to allow residents to report a variety of issues right from their mobile device. The Utica311 app is free and available for Android and iOS devices.

In developing Utica311, we tried to address the many concerns of our citizens with regard to potholes, green waste, traffic signal outages, and street light issues to name a few. Our goal is to address **“Quality of Life”** issues we all face each day by providing a quick, easy, and reliable way to report these issues using a mobile device or smartphone (Android or Apple iOS).

When the Utica311 is used to report an issue, the submission is automatically routed to the correct department or departments in some cases. Photographs are geotagged so our crews can easily find the location of the problem. No longer will anyone have to struggle with vague descriptions such as “in front of the Blue house near the corner”, or trying to guess what department they should call to report the issue.

UTICA311 **IS NOT** AN EMERGENCY RESPONSE TOOL. **YOU WILL NOT BE CONNECTED TO 911** OR OTHER EMERGENCY SERVICES USING THIS APP. ANY RELIANCE ON THIS APP TO SUPPLY EMERGENCY RESPONSES WILL BE DEEMED UNREASONABLE. DO NOT USE THIS APP TO REPORT CRIMINAL ACTIVITY.

AVAILABLE NOW ON



Google play



Available on the
App Store

SCAN THE QR CODE TO DOWNLOAD THE APP



WELCOME TO



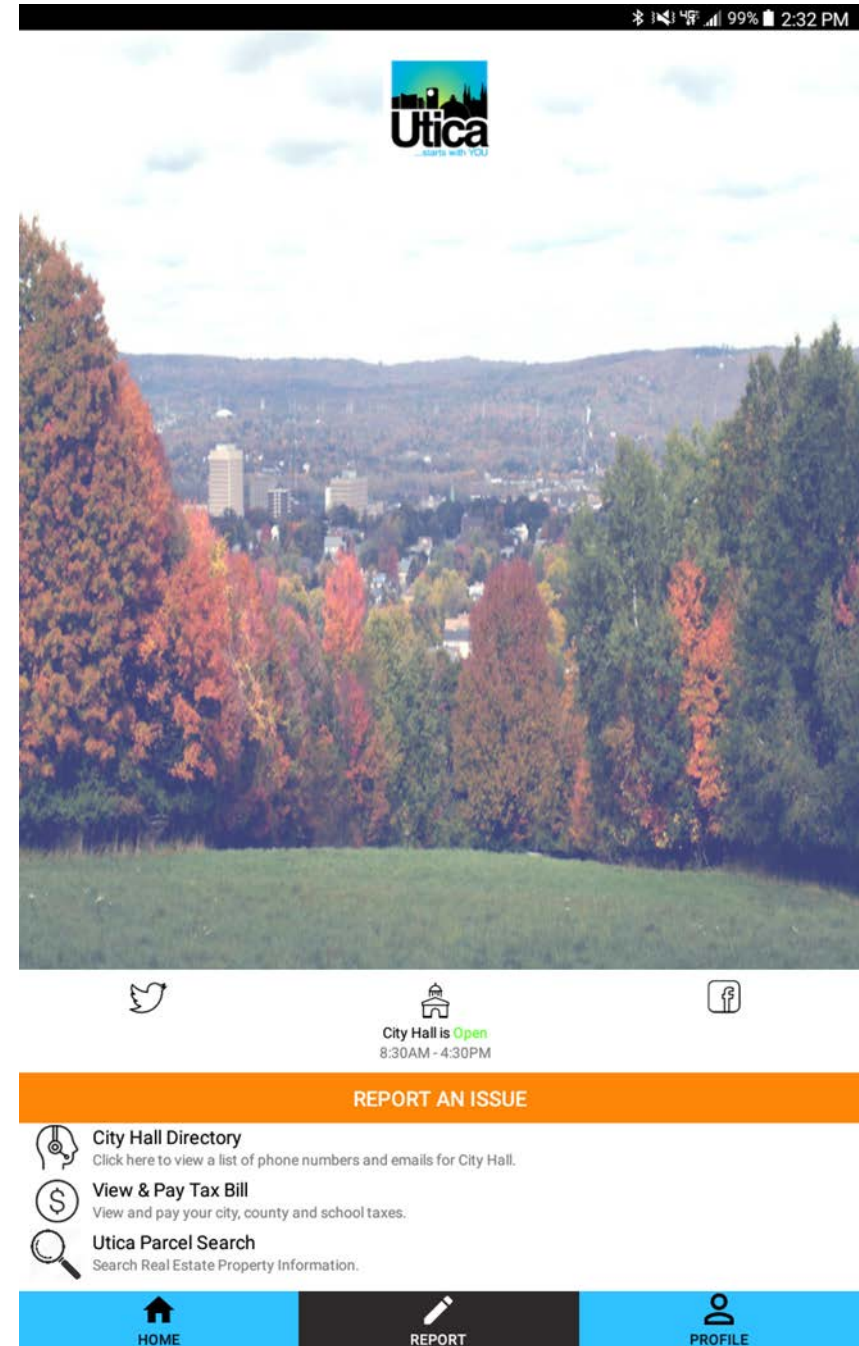
Mobile APP

TO GET STARTED

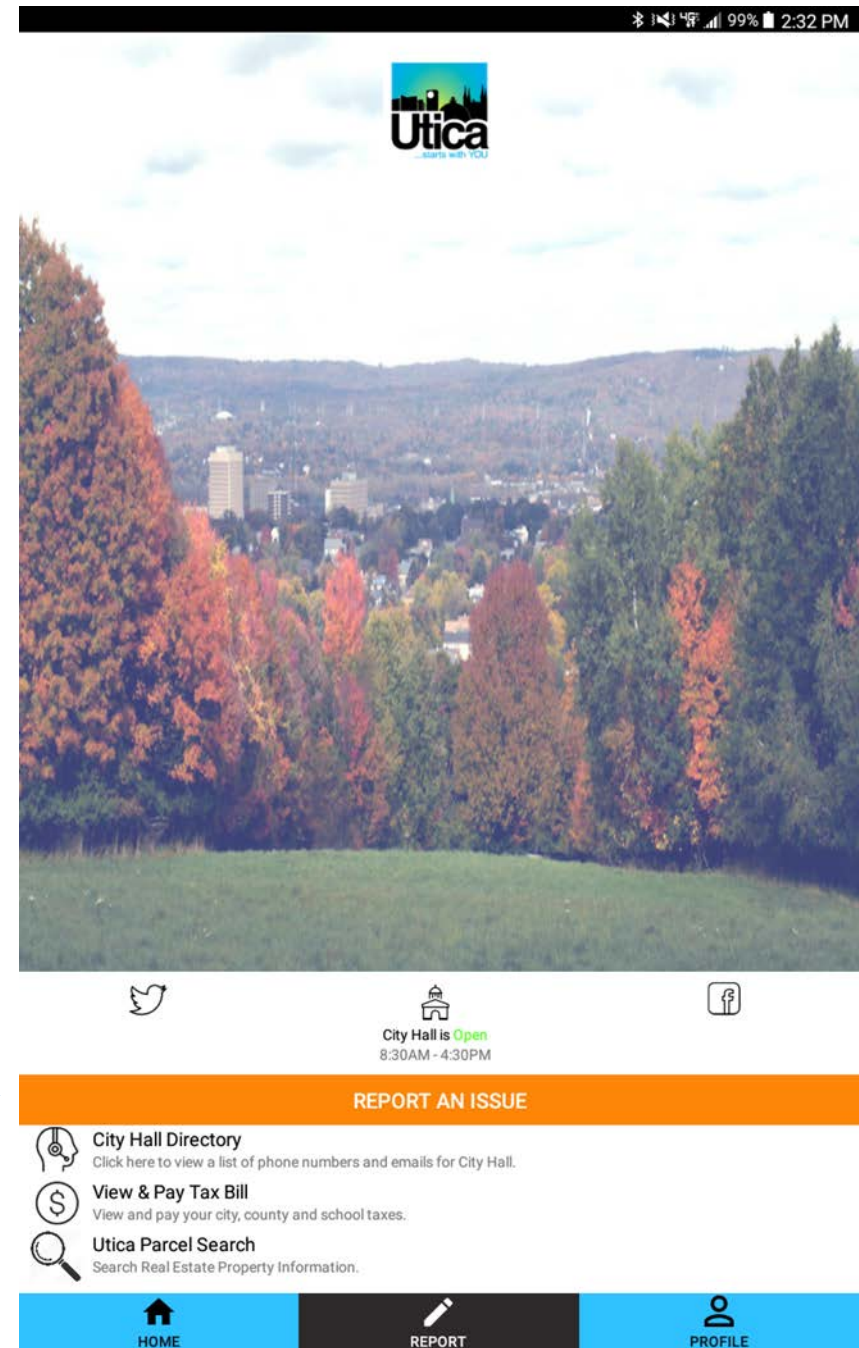
- Download Utica 311 from the Play Store for Android Devices or the App Store for iOS Products.
- Be sure to turn on **Location** from your device settings menu. High Accuracy is best if available on your device.
- Read and accept the Disclaimer and User Agreement.
- Enter a valid email address (this will be used to send updates on your reported issue).
- Fill out the required information.
- Launch the App and sign in.

From the Utica311 Home Screen you can:

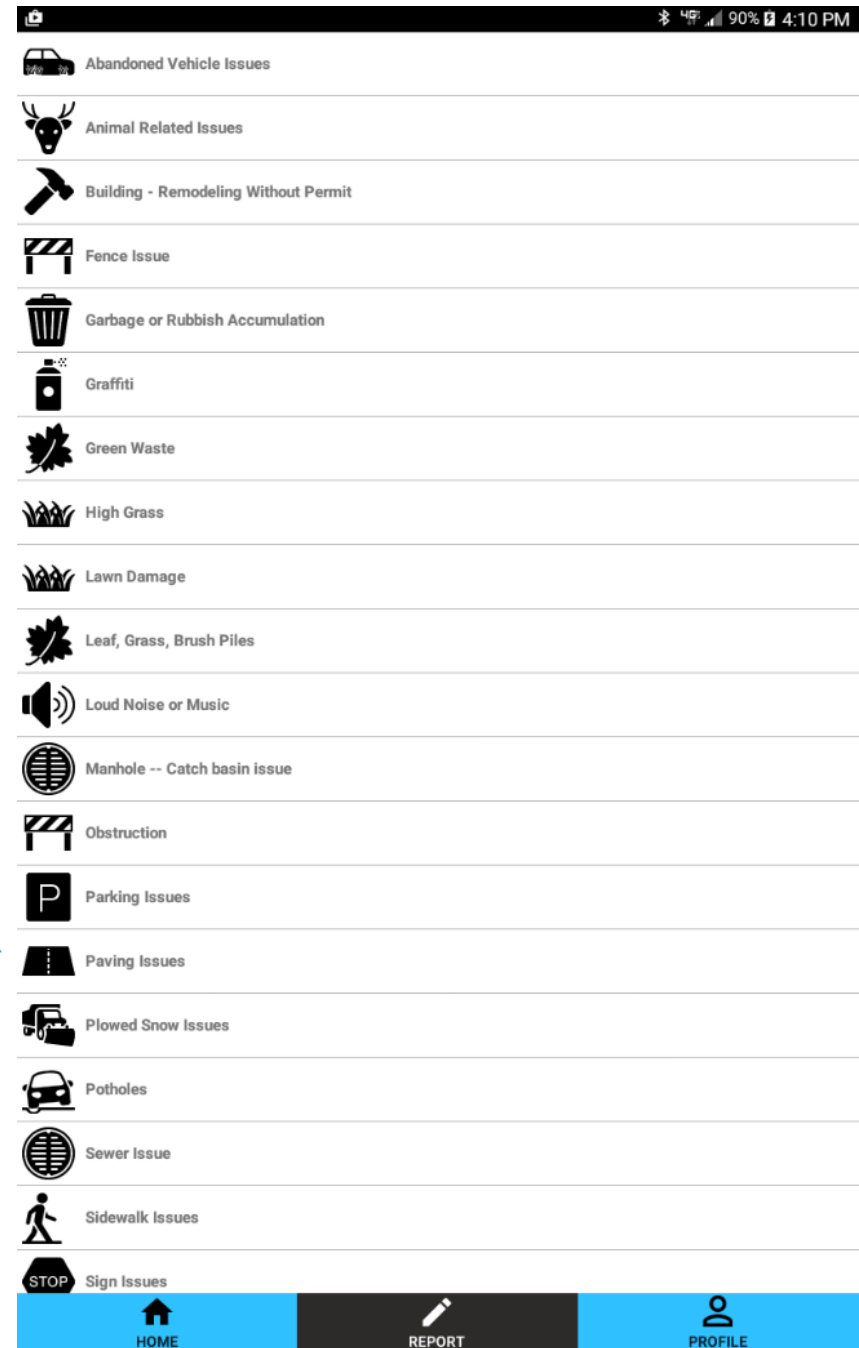
1. Report an Issue
2. Access the City of Utica Directory
3. View and Pay Tax Bill
4. Utica Parcel Search (Search Real Property Information)



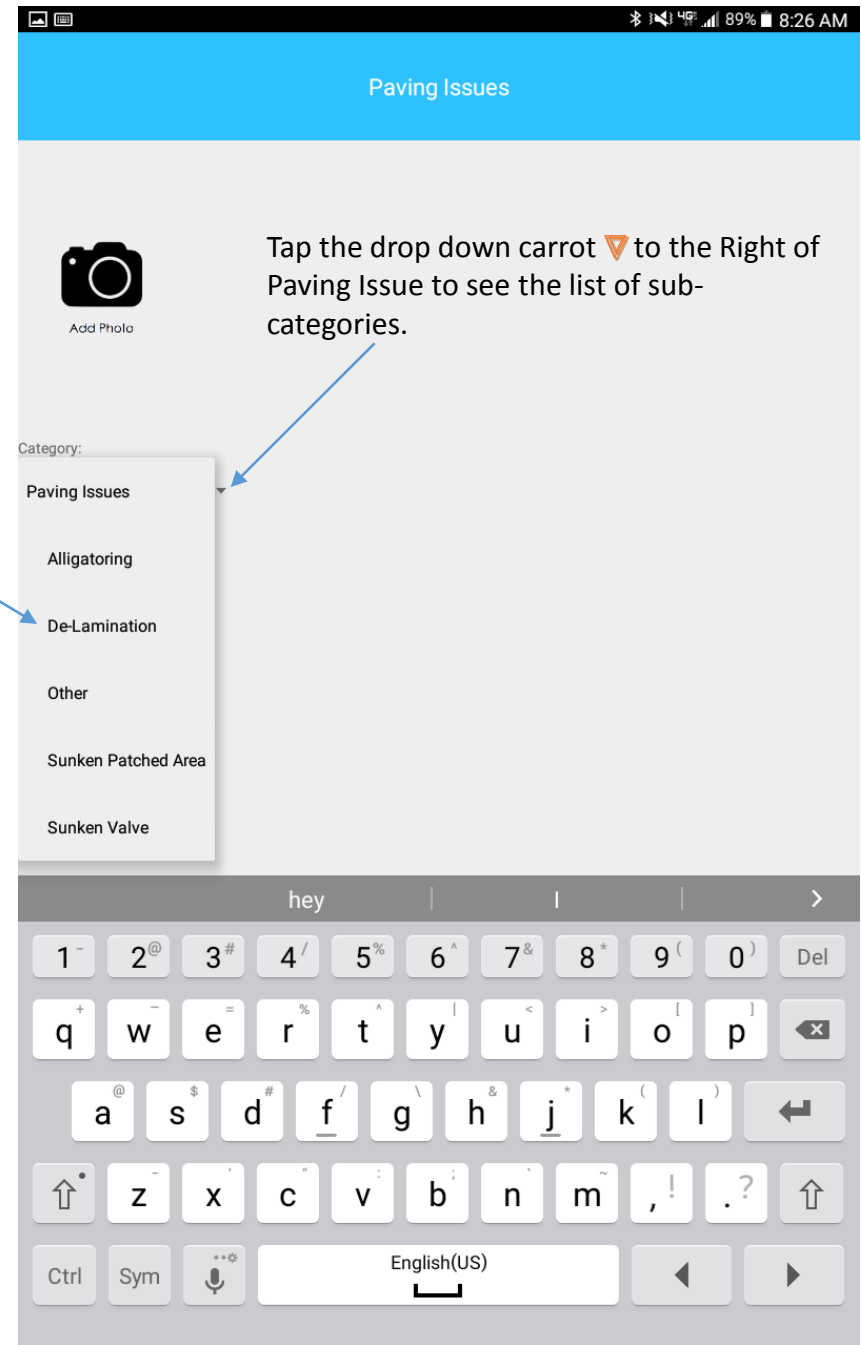
To begin tap “REPORT AN ISSUE”



From the list select the icon representing the type of issue you wish to report. In this example we will choose ***Paving Issues***.



We will select the sub-category **“Delamination”**



Next enter a description of the issue you are reporting.

For this example we will enter.

“Large area in front of my house is separating.”

- Use the **“Add Photo”** icon to take a photo of the exact area. You can take up to **3** photos to submit with your report. Tap **Save** on your mobile device after taking a photograph.
- If you wish to add another photo repeat the process above.
- Your photo(s) will automatically attach to the reported issue when you tap **“Submit Request”**

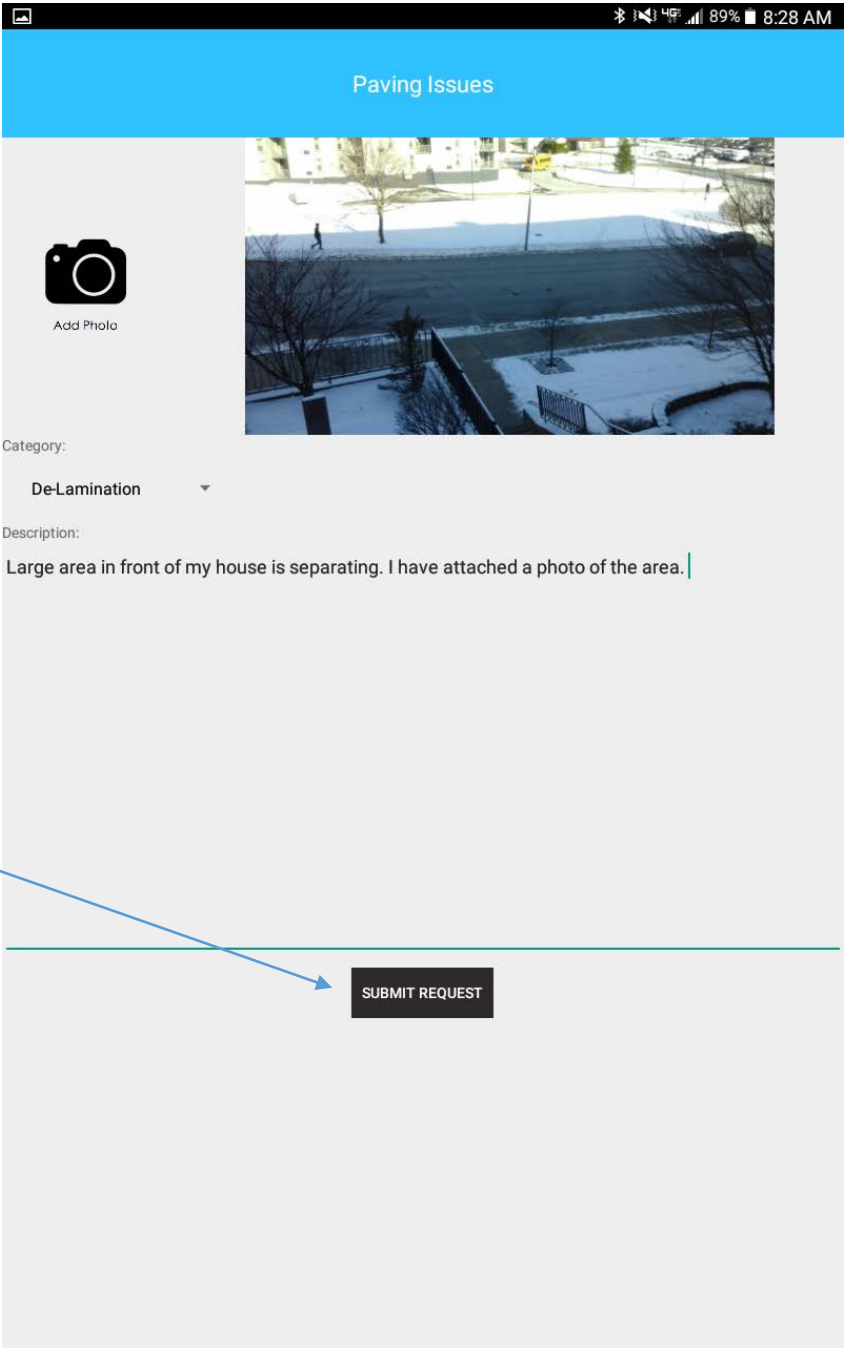
Paving Issues

Add Photo

Category:
De-Lamination

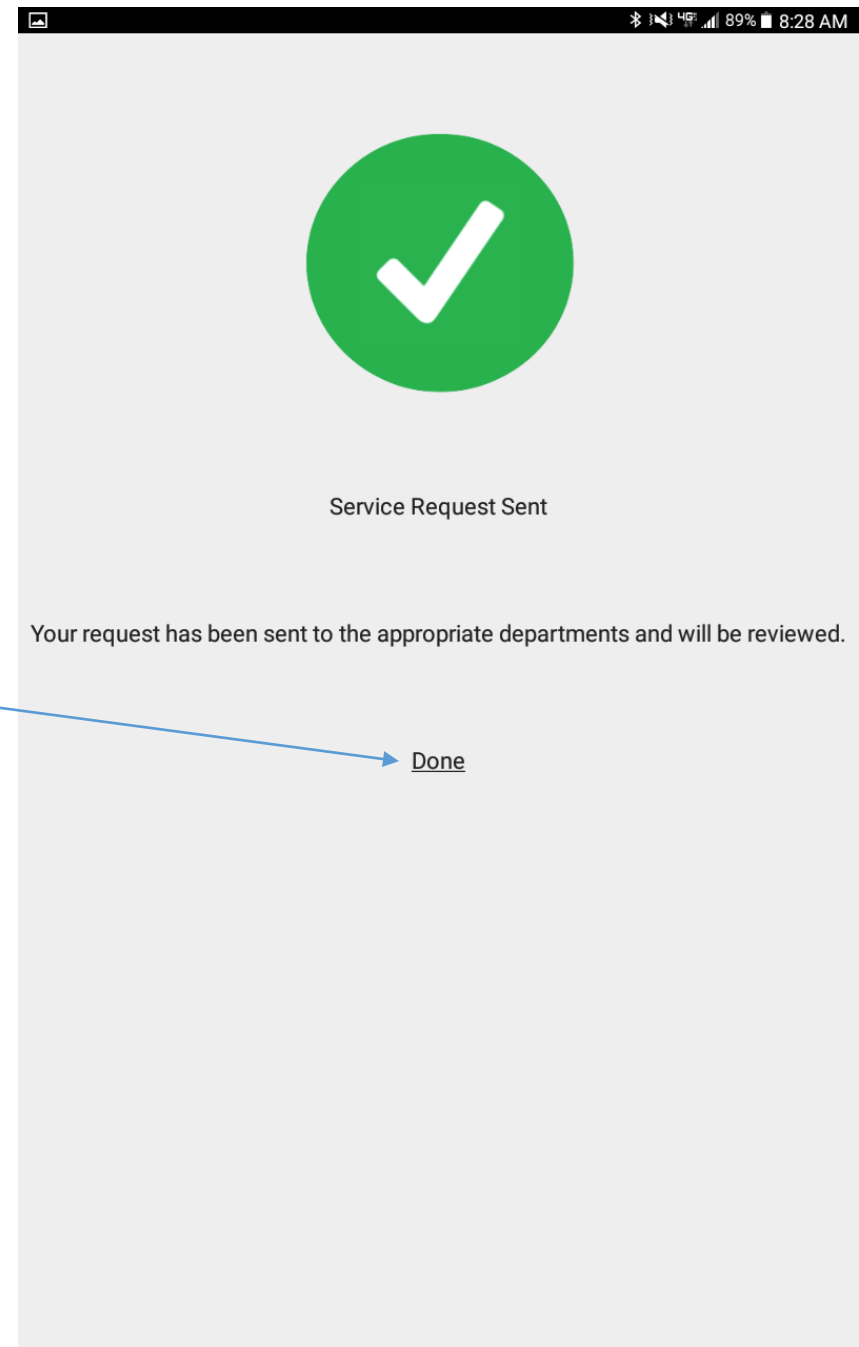
Description:
Large area in front of my house is separating. I have attached a photo of the area.

SUBMIT REQUEST



Tap on **“Submit Request”** and you are all done. A success message will confirm that your submission was successful.

Tap on “**Done**” and you will be returned to the Main Page of the Utica311 App. Use your other smartphone or tablet buttons to exit the program



Once you have submitted your request you will receive a conformation email such as this.

You are the first to report this issue! Your request has been sent to the appropriate departments and will be reviewed.

TicketID: 600

Category: De-Lamination

Description: "There is a large section if front of my house. "

Address: 2-198 Kennedy Plaza, Utica, New York, 13502

FAQ:

What happens behind the scenes when a “Report” is submitted?

- The Utica311 App’s provides automated routing of the reported issue to the proper department to minimize delays in addressing the issue.

Why is it important to attach a photograph?

- Photographs serve two main purposes. First, they provide the person receiving the report the ability to see the specific issue. Also, they allow us to craft an action plan to remedy the problem. This action plan will then be converted into a “Work Order” for the crew to reference when making the repair(s).
- Secondly, the photograph “Geotags” the location of the issue on a map. This is extremely important for us to look at the “Big Picture” of similar problems in surrounding areas over time. This is very beneficial in developing long range paving programs, street light repairs, etc.,

How do I know if the issue has already been reported?

- The Utica311 app will automatically provide you with a message letting you know if you are the first to report this issue or if it has already been reported.

Will I be notified when the issue has been resolved?

- Yes, all those reporting the issue will receive a notification when the issue has been resolved.

Why does my tablet screen lock into a different rotation when I use Utica311?

- The reason for this is based on what some tablets consider “Portrait” and “Landscape” as opposed to what we think when printing a document in one or the other. There are also issues with how some devices display the virtual keyboard when in “Landscape” orientation, therefore, we have adjusted the way these tablets handle the application.

Should I rotate the tablet when taking a picture?

- Any device you are using to capture an image of the problem you are reporting should always be oriented so the camera lens is at the top. For example, on a Samsung Galaxy Tab 4 the lens is centered on the rear of the tablet.

Thank you and enjoy the convenience.

Remember:

It is of utmost importance that smart phones and mobile devices are used in a manner that does not endanger the safety of you or others. For that reason users are expected to refrain from operating the mobile device while driving.