

Using the Citizen Problem Reporter

Welcome to the instructions page for Urbana's Citizen Problem Reporter ("Reporter"). The Reporter is intended to provide residents with a way to submitting problems to Urbana staff & tracking the resolutions. This was created as an extension of the Contact Us page on the City's website. The advantage of the Reporter is that it's integrated into the work ticket system of the Public Works Department, which allows for more up to date monitoring and faster response times.

The Reporter currently only includes options for City infrastructure problems, such as potholes or blocked storm drains, but there are plans to continue expanding it to include other options such as code enforcement issues. For more information on the Reporter itself, please email GISHelpDesk@urbanaininois.us.

To Report a New Problem

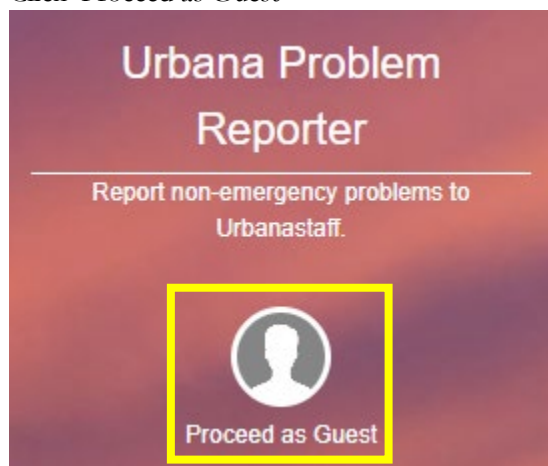
1. Open your internet browser (Chrome, Safari, Firefox, Edge, etc.) and navigate to maps.urbanaininois.us
2. Scroll down to the Urbana Citizen Problem Reporter header.
3. Click on the Citizen Problem Reporter icon.

Urbana Citizen Problem Reporter

Report infrastructure problems to City staff using our new interactive page! The Problem Reporter tool will be updated with additional reporting options as staff time allows.

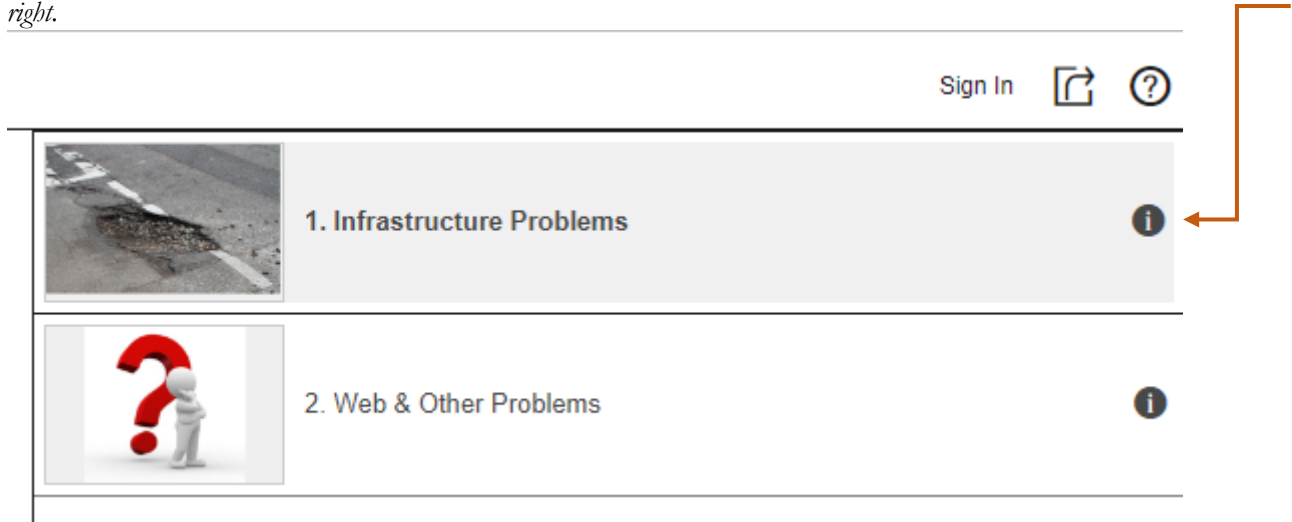


4. Click 'Proceed as Guest'



5. Read the info pop-up and close the pop-up box.

6. At the right, click on the class of problem that you want to report.
This will also change the visible map to only display that class of problem. For information on each map, click the gray info icon at the right.



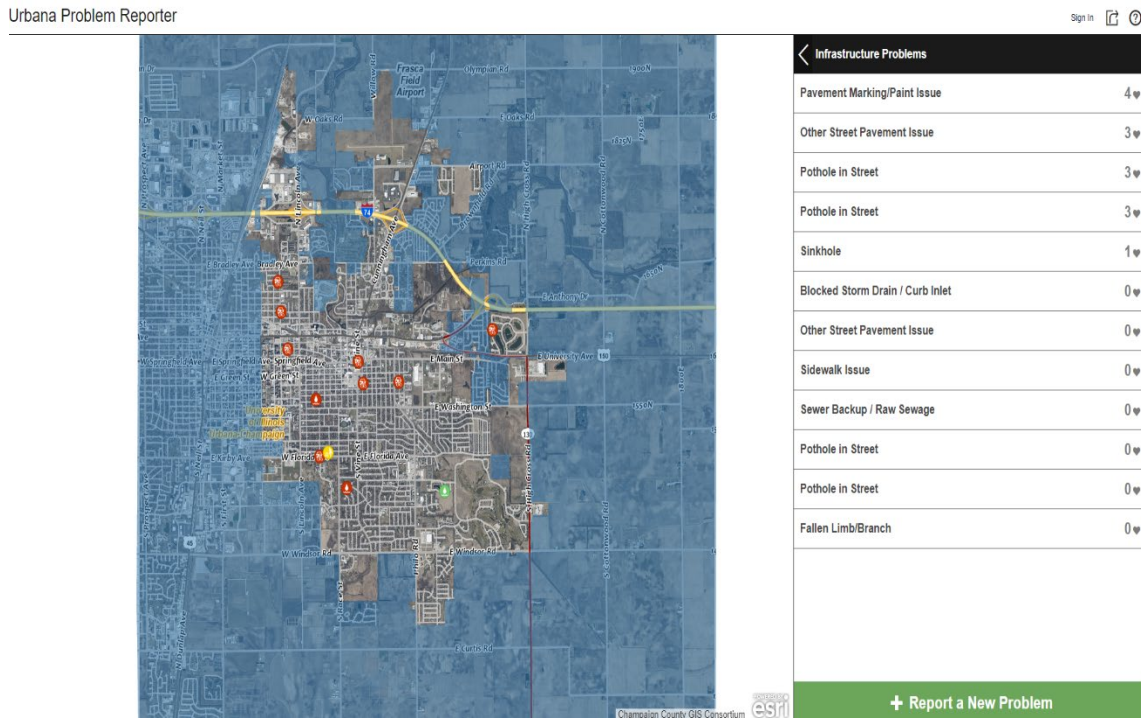
7. At the bottom right, click “+Report a New Problem” (green button)



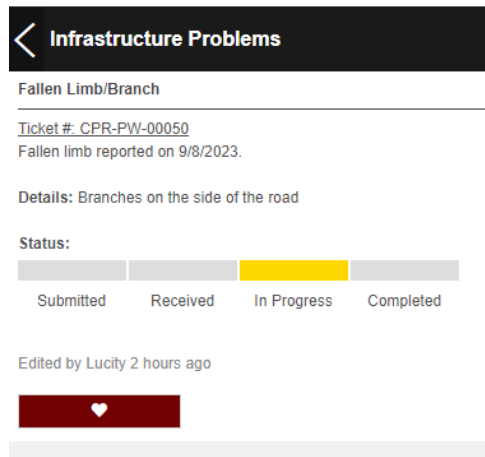
8. Use the dropdown to select a problem category & type, then fill out the other fields as indicated.
9. Attach a photo if needed
10. Either type in an address or click on the map to enter the problem’s location.
11. Hit ‘Submit’. You should see a green thank you message pop up at the top.

To View an Existing Problem:

1. Complete steps 1-6 of “To Report a New Problem” above. You should find yourself on the following screen:



2. Either click on an item in the list on the right, or click an icon on the map. You will see a pop-up at right.



3. If you agree that this issue is important to fix, click on the red heart/”I agree” button.