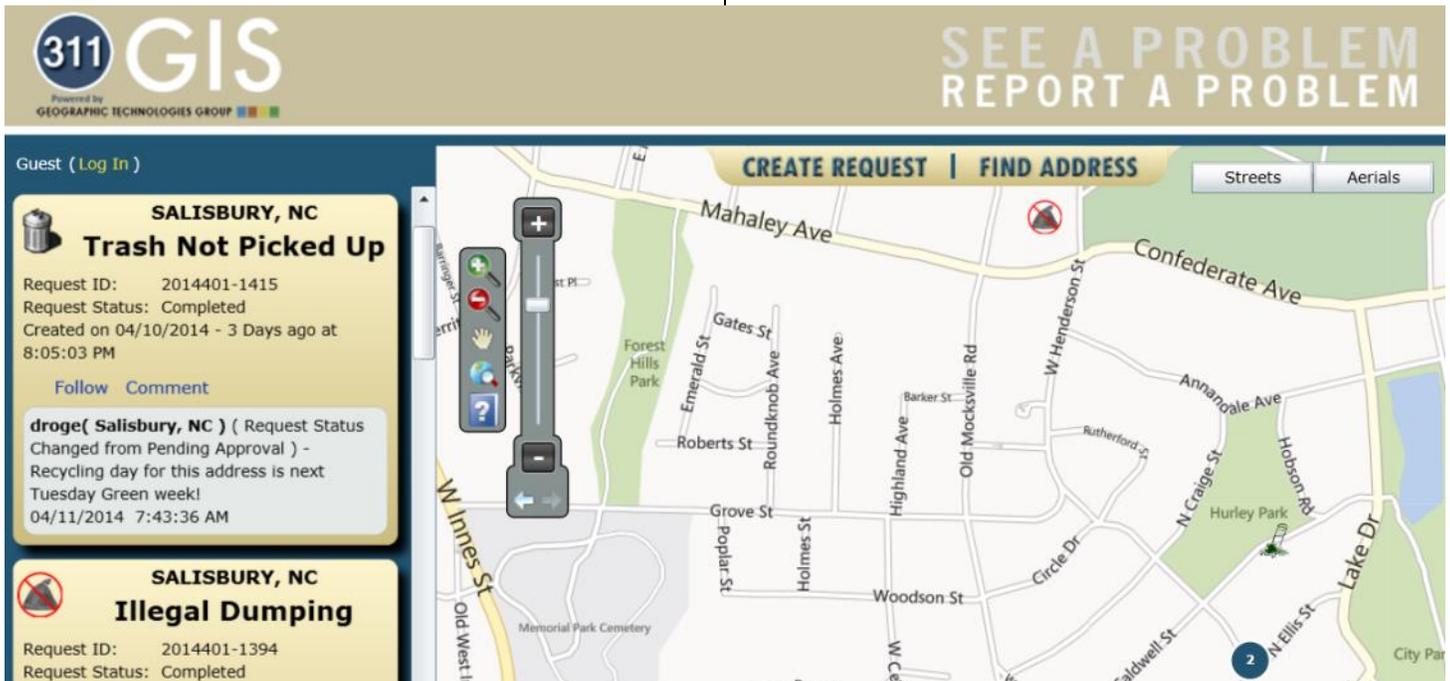


Turning **Good Ideas** into **Solutions!**



311GIS enables residents, business owners, and visitors to submit non-emergency requests about problems, issues, or concerns in the community. 311GIS is supported in a desktop environment, as well as on Apple and Android devices.

311GIS Usage Key to Quick Response

311GIS is a public mapping application that promotes interaction between local government agencies and their citizens.

The application was developed by Geographic Technologies Group of Goldsboro, NC to provide local government agencies with a way to allow the public to submit requests and complaints regarding such issues as missing road signs, pot holes, abandoned vehicles, illegal dumping, and abandoned housing / poor housing conditions, etc.

Have you ever tried to contact a department or division to report a problem, only to be told that “someone else takes care of that....just a moment, and I’ll transfer you....”? All too often, that person is not there, and you get their voicemail (if you are lucky). Frustration may ensue. 311GIS takes this completely out of the equation!

Users of 311GIS can access 311GIS.com through their smart phone, tablet, or personal computer. Submitting an item to the correct department has never been easier!



**24 hours a day,
7 days a week**

Responding Departments

- ⇒ Code Enforcement
- ⇒ Customer Service Design Team
- ⇒ Community Planning Services
- ⇒ Development Services
- ⇒ Engineering
- ⇒ Infrastructure Services
- ⇒ Parks & Recreation
- ⇒ Sanitation
- ⇒ Streets
- ⇒ Transit
- ⇒ Water/Sewer Maintenance

The breadth of use of GIS within the City continues to grow!



Using 311GIS is simple.

If you are using a smartphone or tablet, simply download the application from the Google Play Store or Apple iTunes.

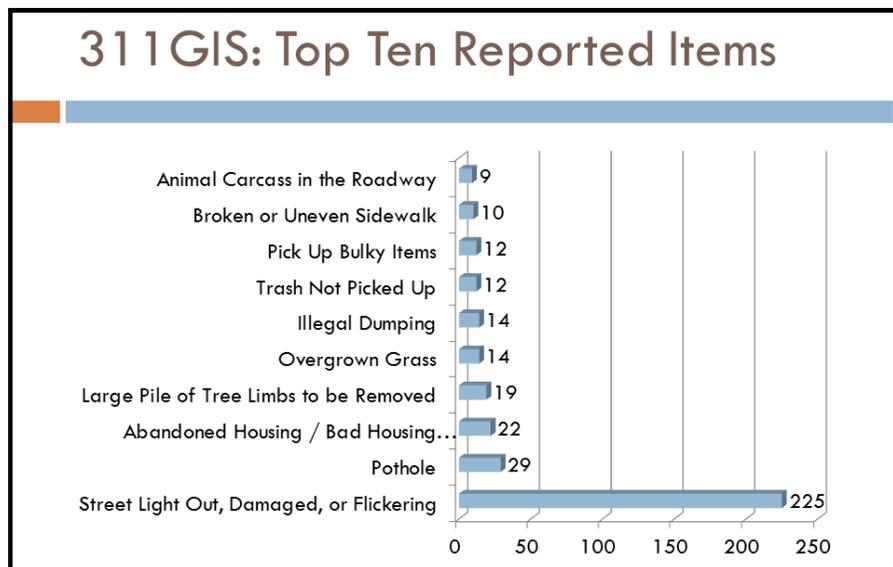
- 1 Register to use 311GIS
- 2 Create request
- 3 Submit request
- 4 Track status

Then, enter a username, password, and email address to register to use

311GIS. A phone number is optional. Choose your request type from a pre-defined list and submit it. The application is configured to direct your request to the correct person or persons who will take care of the item promptly. As a registered user, you will receive updates as notes are added or as the status is updated to your request.

Neighborhood leaders use 311GIS to improve their community.

Leaders in neighborhoods across the City have recognized the value of 311GIS as a key ingredient to improve their community. When they encounter a problem, day or night, they can quickly and easily submit it online, and know that it will be taken care of by the appropriate City department(s). Since its implementation, 311GIS has been used to report over 450 different issues across the City.



For more details on this or any GIS Division project, please feel free to contact GIS Coordinator Kathryn Clifton, GISP at 704-638-5246 or katclif@salisburync.gov.