

# CITY OF CHINO HILLS

## PRESS RELEASE



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### **CITIZEN REQUEST TRACKER OFFERS NEW TOOL FOR RESIDENTS TO REPORT SERVICE REQUESTS**

There's an iPhone app for that! The City is launching a testing period for a new app for iPhone / iPad users. Citizen Request Tracker (CRT) is a reporting and tracking tool that people can use to report non-urgent water, street, landscape, tree or graffiti related issues including street potholes, broken park sprinklers or irrigation water leaks, leaking water meters, a downed tree or branches, broken trail fencing, trash cans left out for a long period of time, an abandoned vehicle, or the need for public tree or landscape trimming, etc.

Critical or urgent concerns like a broken water line or a traffic signal outage should be reported to the Public Works Department at (909) 364-2800 during weekday work hours, or to the After Hours Emergency hotline at (909) 364-2860.

The new app can even help the City meet the State-mandated water conservation goal of reducing water usage by 20% by the year 2020. In some cases, a power outage or lack of monitoring irrigation systems can result in residential irrigation water running down the street. If reported, the City's water conservation specialist can follow up with a friendly visit to the property to notify the resident who may be unaware of the issue.

Street light outages should be reported directly to Southern California Edison (SCE). Report a street light outage by calling 1 (800) 655-4555 or by visiting the Southern California Edison website at [www.sce.com](http://www.sce.com) and clicking on the "Outage Center" link at the top of the website and then clicking on the green "Report an Outage" icon. When reporting the outage online, SCE will send an email confirmation that the request has been received.

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The service request will be routed via email during business hours to the right department to get the problem fixed. iPhone / iPad users may go to the App Store and search for the FREE Citizen Request Tracker app. Simply install the app, select Chino Hills, and create a profile. Users can quickly submit a photo and description of the problem and note the address, or the iPhone's GPS technology can pinpoint the exact location of the concern. Citizen Request Tracker provides residents with an easy and efficient new way to report community concerns. If you have any questions about the new app, please call (909) 364-2610.

