

New Sheboygan Mobile App Now Available!

The City of Sheboygan has launched a mobile app where citizens can report issues that are non-emergency in nature. The new product is called Click2Report by Tyler Technologies. The new mobile app is available for Apple and Android devices. These features will give citizens even more methods to request services and interact with City staff members. Citizens may also view existing incidents on a map to see what issues are being reported by other residents.

The service requests are grouped by the City departments that are responsible for their resolution and include: Building Inspection, City Clerk, City Development, Public Works and Police Department. Some of the expected popular items that can be reported are potholes, code enforcement, nuisance complaints, missed garbage collection, snow removal complaint, street light, street signs, tall grass complaint, garbage, graffiti or a dog issue.

The Click2Report program is the mobile app for submitting service requests. Versions are available for both Android and I-Phone devices. The free versions can be downloaded from each of the respective mobile device's App Store or Google Play store. Simply search for Click2Report and install the app.

The mobile app also allows for a citizen to enter their contact information in a single place for ease of data entry. Citizens will also be able to add additional comments, share, follow tweets from the City, and access the City website.

The Click2 Report App provides functionality that was not previously possible, including: attaching pictures, set favorites for requests reported, review all submitted requests, and review status of submitted requests.

With the winter freeze/thaw cycles opening up more potholes in our city streets, the residents who use the Click2Report app on their smartphone can now take a photo of a pothole that they noticed and submit it to the Department of Public Works. The Click2Report app will automatically geo-locate the address of the pothole and include it with the photo and the description that the user provides. The DPW Street Department does not know where all of the potholes are on the City Streets. With citizens reporting what they see, the Streets Department can do a more efficient job of planning pothole repairs. After the proper repairs are made, the incident will be closed out by staff and an email will be sent to the citizen that initiated the report.

The City is excited about these new programs as it will provide better incident tracking and routing, provide a consistent way for citizens to submit their issues, provide better communication and feedback to citizens, and allow citizens the ability to utilize their mobile devices for reporting issues to the City.