



ReportIt

MUNICIPAL COMPLAINT TRACKER

WHAT? ReportIt

is an innovative and scalable cloud-based application for municipalities/cities to:

- › create an online complaint ingestion platform that is easy to use, customizable, and mobile-ready
- › allow residents to submit complaints for review and track progress
- › empower city employees to manage and prioritize requests

Why? ReportIt

evaluated different city and municipal websites and noticed:

- › some municipalities have no method to capture complaints, leading to decreased visibility into severe issues that cause significant problems to residents
- › the lack of visibility in government action breeds distrust in institutions
- › residents felt more comfortable submitting the complaints in their own words and in real-time
- › underserved municipalities need a simple and affordable option to serve the public that works within budget by reducing operating costs
- › the statistics derived from the complaint capture and resolution can be used to measure the effectiveness of the municipal response and help inform on future budget measures



ReportIt How?

- › provides software-as-a-service, using dedicated software engineers, to help reduce staff overhead and budget
- › uses agile development to enhance the platform and features, increasing the delivery speed and return on investment
- › is fully customizable and mobile-ready to support capture of complaints in real-time

Most Frequent 311 Complaints in Major US Cities



Source: STORAGECafé analysis of 311 data for 2020.

STORAGECafé®

We can throw stones, complain about them, stumble on them, climb over them, or build with them.
- William Arthur Ward

ReportIt is here to help.