

News from St. Charles Parish Government

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PARISH GIS OFFICE CREATES INTERACTIVE SYSTEM FOR STREETLIGHTS, TRASH BINS

St. Charles Parish, LA -The Geographic Information Systems (GIS) Office has launched an interactive system online today at www.scpreportit.com that will allow residents to better report streetlight outages, garbage can/recycling bin concerns and debris removal.

“The features of this system will make the parish more accountable to our residents and will better organize the way we communicate their concerns to our contractors,” said GIS Coordinator Luis Martinez “We hope this system will help alleviate the amount of calls that our councilmembers and Contract Monitor’s Office receive.”

To access the map, residents can go to www.scpreportit.com and create a username. After confirming the account via email, users can report a concern by filling out a short form and typing their address into the interactive map. Once the address has been acquired, the map will automatically pull up the residence with all nearby streetlights visible. A user can hover over a streetlight and attach a request and choose a method by which to be notified. To report a trash/recycle bin concern or to request debris removal, a user will simply hover over their residence and click. At any time a user can log back into the system and check the status of a concern. The system also allows users to see all the requests in progress by clicking on the “Search and Browse Feedback” tab on the homepage.

In addition to residential concerns, the system allows residents to provide feedback on major parish projects by clicking on the “Projects” tab and following a similar format as the other concerns.

On the back end, parish employees in the Contract Monitor's Office will be able to update and notify the resident of the status of a request as soon as they receive it. The system is also set to send email reminders of any unresolved requests.

The mission of St. Charles Parish government is to provide high quality, efficient services to sustain and enhance the quality of life for all residents of St. Charles Parish. For more information on parish activities, visit www.stcharlesparish-la.gov, www.facebook.com/stcharlesgov or www.twitter.com/stcharlesgov.

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