

Norfolk Insider

City of Norfolk, NE

www.ci.norfolk.ne.us

February 1, 2012

“Online Citizen Requests”

Welcome to the City of Norfolk, NE, Citizen Request
Today is Friday, January 27, 2012.

Check the Status of a Citizen Request

Tracking Number:

Create a New Citizen Request

Search for Request Type(s)

Request Type:

Repairs and Requests for Service

- Park Problem Report Form
- Park Suggestion or Request for Information
- Street Problem Report Form

Nuisance/Code Violations

- Grass, Weeds or Trees Complaint
- Property Maintenance/Trash Complaint

Police Department

- Abandoned/Junked Vehicles

Storm Water Pollution

- Clogged Storm Drain
- Construction Site, sediment and mud complaint
- Illegal Dumping and Suspicious Discharges

Kate was unhappy about the pothole that was in the street she took every morning to work. She had heard that the City of Norfolk website make it possible for citizens to submit concerns to city staff so she went to <http://ci.norfolk.ne.us> on her computer, clicked on the “Citizen Request” button under “Quick Links” and found where she could type in information about the pothole. Two days later the city street workers had taken care of the problem.

Many other citizens have found the Citizen Request link to be helpful to report concerns such as junk cars left in driveways for a long period of time and tree branches that block street signs. The citizen report site allows people to submit problems on a range of issues. One of the categories listed is “Repairs and Requests for Service.”

Under that category are listed “Park Problem Report Form”, “Park Suggestion or Request for Information”, and “Street Problem Report Form.”

On the report form, citizens are first asked to give their name. Contact information is optional but beneficial if city officials need to ask more about the problem that

is being reported. The date and time that the problem was noted is also required information. There is a text box in which a short description of the problem is typed in.

When the request is sent, a tracking number will be sent to the citizen so that they are able to follow up on the problem. Information sent to the city through the request form is considered public information and is subject to the Nebraska Public Records Law.

Concerns with streets, alleys, storm sewers, traffic signals, crossing lights, street signs or road obstructions can be sent on the Citizen Request site in the Street Problem Report Form. To report a problem with streetlights, citizens are encouraged to call the Nebraska Public Power District at 1-877-ASK-NPPD (1-877-275-6773).

People can also report problems concerning overgrown grass, weeds and diseased trees, and tree limbs that are obstructing the street, alley or sidewalk under the category of “Nuisance Code Violations”. Property maintenance and trash complaints can also be entered here.

Citizens can report abandoned or junk vehicles under the “Police Department” category. The address where the vehicle is located and a description of the vehicle is entered on the site. Any emergency requests or criminal activity should be addressed by calling 911 and not on this site.

In the “Storm Water Pollution” category, citizens can submit the location of clogged storm drains, reports about sediment or mud washing into a storm drain, and illegal dumping of chemicals and other harmful substances into a storm drain.

Citizens are able to enter requests into the online forms 24 hours a day, 7 days a week. Requests entered after normal business hours will be addressed by city staff the following business day.

If a citizen is not quite sure what their concern would be categorized as, there is a search box where they can enter keywords and be directed to the most appropriate report form.

To go to the online report forms go to <http://www.egovlink.com/norfolk/action.asp> or go to <http://ci.norfolk.ne.us> and click on “Citizen Request” under Quick Links.