



## Legislation Text

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**File #:** 130641, **Version:** 1

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### 130641 SUBSTITUTE 1

#### ALDS. ZIELINSKI AND BOHL

Substitute resolution directing the Information Technology and Management Division's Unified Call Center to prepare a report relating to the development and implementation of mobile device applications for the photographing and reporting of potholes, graffiti, illegal dumping and other service issues to the City.

This resolution directs the Information Technology and Management Division's Unified Call Center to prepare a report relating to the feasibility of the developing and implementing mobile device applications that provide for the reporting by users of potholes, graffiti, illegal dumping and other service issues to the City, and which provide functionality relating to the inclusion of geotagged photographs.

Whereas, In recent years, mobile device applications ("apps") have been developed that provide for users to report potholes, graffiti, illegal dumping and other service issues to municipalities, and which provide functionality relating to the inclusion of geotagged photographs; and

Whereas, The use of apps that provide the functionality for users to submit geotagged photographs as part of municipal service requests provide users the ability to conveniently report service issues in real time at the location of the issue; and

Whereas, The submission of service requests with geotagged photographs benefits municipalities by providing a clearer understanding of the nature of service requests, identifying the exact locations of the requests and assisting municipalities in determining the appropriate deployment of resources required to address the requests; and

Whereas, Many cities, including Chicago, Honolulu and Seattle, have already developed or implemented apps to allow users to include geotagged photographs with the submission of municipal service requests; and

Whereas, The development and implementation of apps that provide for the reporting by users of potholes, graffiti, illegal dumping and other service issues to the City, and which provide functionality relating to the inclusion of geotagged photographs, would benefit the City and its citizens; now, therefore, be it

Resolved, By the Common Council of the City of Milwaukee, that the Information Technology and Management Division's Unified Call Center is directed to prepare within 30 days of adoption of this resolution a report relating to the feasibility of developing and implementing mobile device applications that provide for the reporting by users of potholes, graffiti, illegal dumping and other service issues to the City, and which provide functionality relating to the inclusion of geotagged photographs.

LRB149155-2  
Jim Carroll  
September 5, 2013