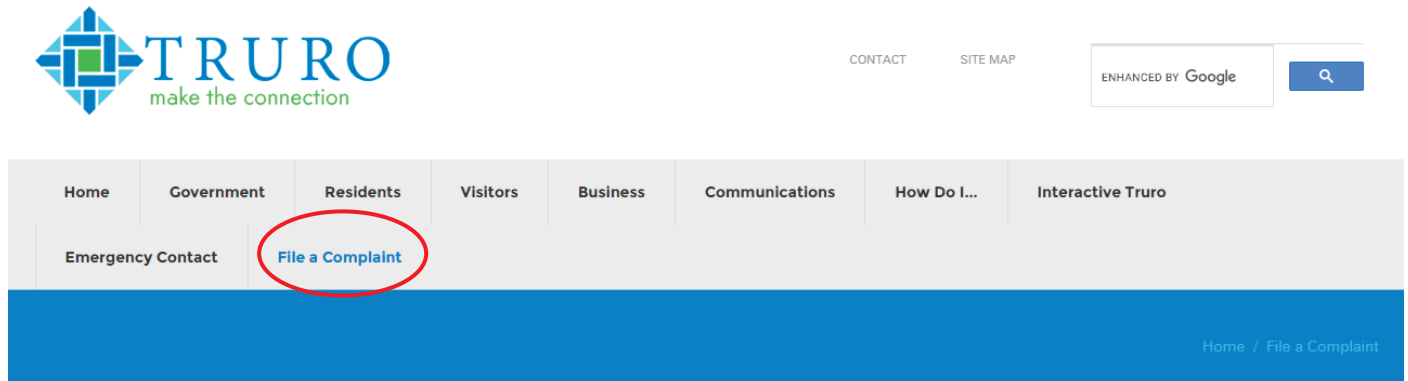
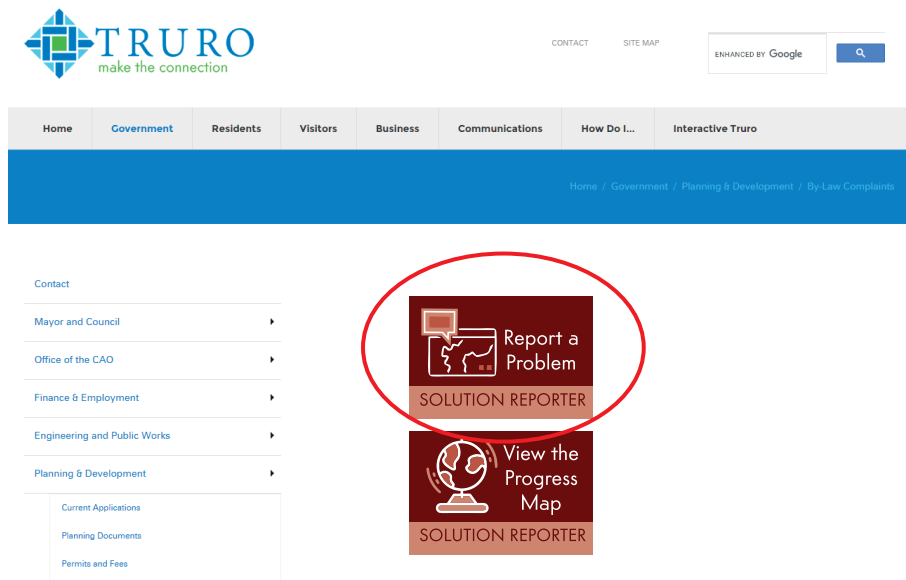


SOLUTIONS REPORTER

Step #1. Go to: www.truro.ca and click on “File a complaint”



Step #2. Click the “Report a Problem” button:



Step #3. The Solution Reporter Form launches. Click "Next" to proceed to the next screen:

The screenshot shows the 'Solution Reporter Form' introduction page. At the top, the title 'Solution Reporter Form' is displayed in white on a dark red background. Below the title, a white box contains the text: 'The Town of Truro is determined to ensure that all citizens of Truro enjoy a high quality of life. By working with our residents and businesses in a professional and unbiased approach, we are committed to raising awareness about our Town's By-Laws and community standards.' At the bottom left, a 'Next' button is highlighted with a red circle. To the right of the button is a progress indicator consisting of a dark red bar followed by a grey bar, with the text 'Page 1 of 3' to its right. At the bottom center, the text 'Powered by ArcGIS Survey123' is displayed in a smaller font.

Step #4. Select the "Type of Problem" from the first drop down. For this demo, "Parks and Recreation" was selected.

The screenshot shows the 'Solution Reporter Form' 'How to Make a Complaint' section. The title 'Solution Reporter Form' is at the top in white on a dark red background. Below the title, the text 'How to Make a Complaint:' is followed by a paragraph: 'Complaints must be submitted in writing. The most efficient way to do this is by completing this online complaint submission form.' Below this text, the label 'Type of Problem:*' is highlighted with a red circle. Underneath the label is a dropdown menu with a red border and a red circle around it. The dropdown menu is open, showing a list of options: '-Please Select-', 'Trash', 'Noise & Pollution', 'Parks & Recreation', and 'Transportation Services'. The 'Parks & Recreation' option is highlighted with a red circle. To the right of the dropdown menu is a text input field.

Step #5. A second drop down will appear with a more detailed category. Please select the best fit option:

Solution Reporter Form

How to Make a Complaint:
Complaints must be submitted in writing. The most efficient way to do this is by completing this online complaint submission form.

Type of Problem:*

Parks & Recreation

Parks & Recreation Problem Details:

- Please Select-
- Graffiti
- Vandalism
- Playground Damage
- Garbage/Litter
- Trail Maintenance

The dropdown menu for 'Parks & Recreation Problem Details' is circled in red. The options listed are: -Please Select-, Graffiti, Vandalism, Playground Damage, Garbage/Litter, and Trail Maintenance.

Step #6. Continue filling out the rest of the form. Please note that "Full Name", "Your Address" and "Your Phone Number" are all required fields.

Full Name:*
(First and last name)

Your Address:*
Where do you live?

Your Phone Number:*

Problem Details:
Please provide us details of the problem you are reporting.

1000

The form shows four input fields: a text box for 'Full Name', a text box for 'Your Address', a text box for 'Your Phone Number', and a larger text area for 'Problem Details'. The 'Problem Details' field has a character count of 1000.

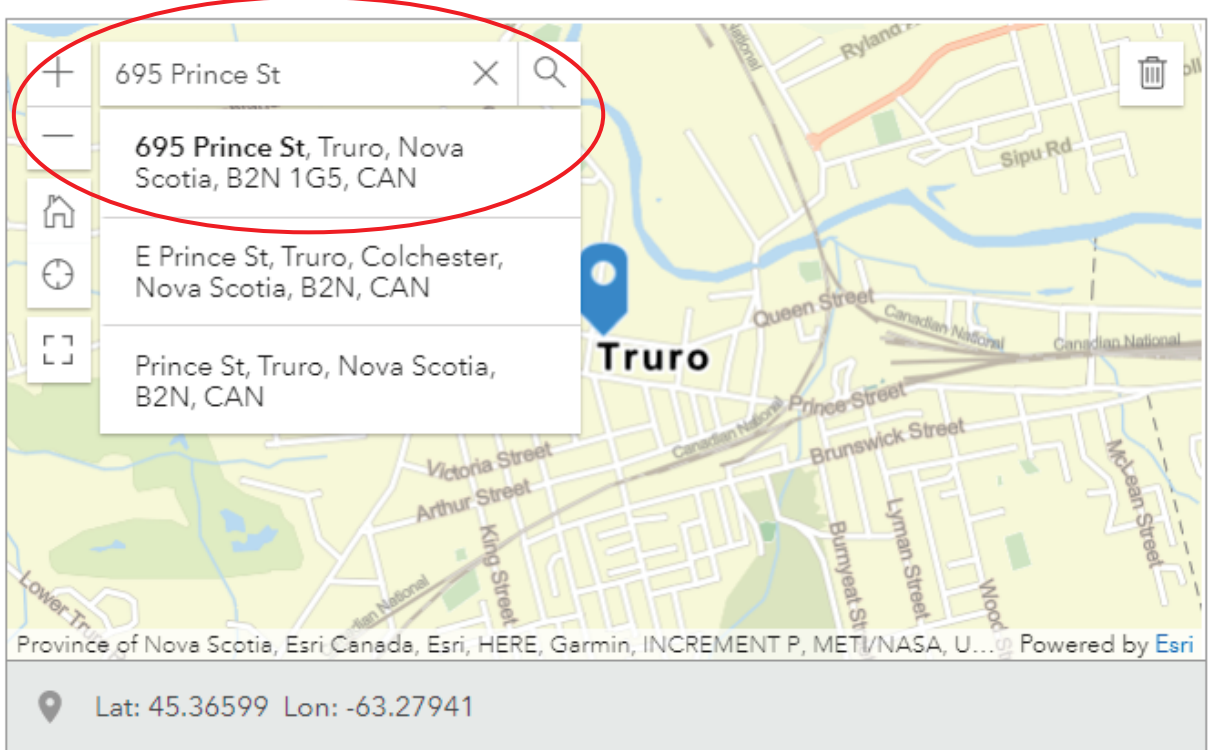
NOTE: Please fill out as much detail here as possible to help us manage your complaint in a timely manner.

Step #7. To locate the complaint, either start typing the civic address in the search bar, or use the pan, zoom in and zoom out tools and then click directly on the map.

Please note that the search bar format is detailed below. The street suffix needs to be abbreviated... If you spell out "Street" instead of using "St" then your search will not work.

Location of the Problem

Please let us know where the issue is location by clicking on the map, or typing the address in the search bar.



Step #8. Fill out an optional Email Address and click "Next":

Your Email:

NOTE:

Anonymity will be maintained between the complainant and the alleged offender, EXCEPT where necessary in a court of law. Should this complaint proceed to court, you may be required to give evidence as a witness, and your name, address and filed complaint will become a matter of public record. The personal information requested on this form is being collected for the purpose of conducting a By-law Enforcement investigation and may be shared with applicable departments and agencies for the purpose of initiating appropriate action. This information will not otherwise be disclosed unless this complaint proceeds to court as set out above, or unless the Town is required by law to disclose it.

Back

Next



Page 2 of 3

Step #9. Please make sure the "Submitted" option is selected and then click the red "Submit" button:

Solution Reporter Form

For Office Use Only:
This page is for office use, please proceed to the bottom of the page and click "Submit"

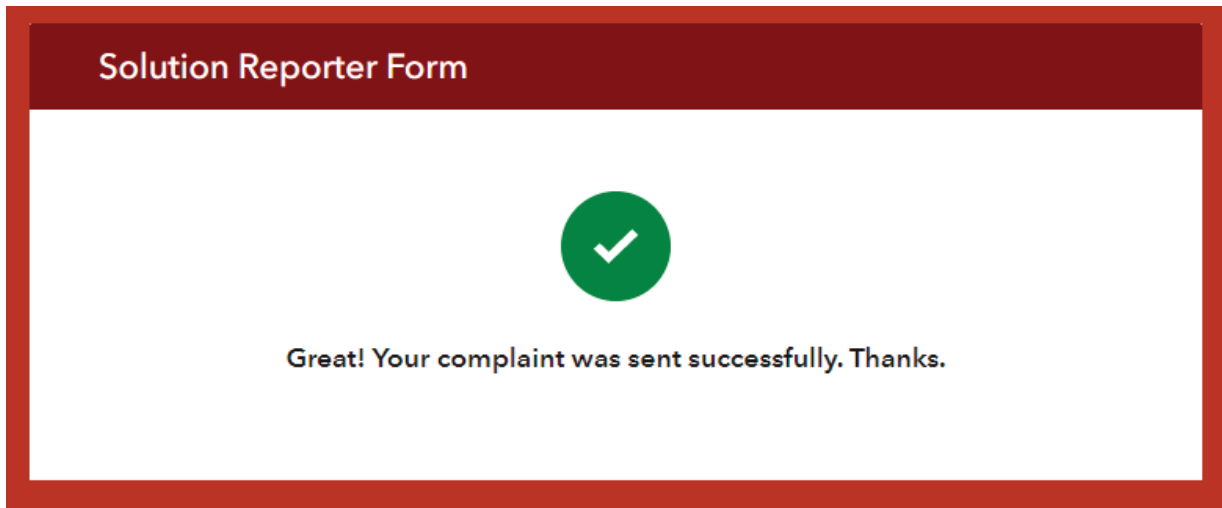
Progress:
(For Office Use Only)

Submitted In Progress Complete

Back **Submit**

Page 3 of 3

That's it! Your complaint has been entered into our system and someone will contact you if we need more information.



If you want to see real time progress on all complaints in Truro, then feel free to use our Progress Map located on our website:

www.truro.ca/by-law-complaints

