

## FAQs



### What is Make It Here—FR ?

Online services that connects residents, businesses and visitors with a representative who is ready to help you with requests with **non-emergency** City services, information and report problems.

### How does Make It Here—FR work?

A courteous staff member will assist you in finding the appropriate government service you need. If you need information, we will either provide it directly or connect you to the appropriate department for your answer. If you need a service, we will automatically route a work request to the proper department for a City crew to respond.

### When do I use Make It Here—FR, and when do I use 911?

The 911 service is for emergencies, such as house fires and crimes in progress that require an immediate response by police, fire crews, or an ambulance. For all other city services, use Make It Here—FR.

### What services are provided through Make It Here—FR?

Make It Here—FR is a single, one-stop point of contact program designed to assist customers with nearly all City services. These services include:

- Pay As You Throw (PAYT) refuse accounts
- Voter registration
- Property tax payments
- City electrical permit and inspections
- City job opportunities
- Potholes
- Graffiti
- Clogged catch basins
- Broken street or traffic lights
- Abandoned vehicles
- Missed refuse or recycling pick up
- Illegal Dumping

### Will more requests be added to this website?

In the near future more services will be offered.

### How can I track my request?

Once you have successfully submitted your request, you will receive an email with a tracking number that you can use to monitor your request.

### Can I report multiple issues on one request?

No, at this time you will have to fill out separate request for each issue that you are reporting. We do suggest that you are detailed in the description.

### Can I submit a service request anonymously?

All service request can be entered anonymously. After providing the service request details, just leave the Contact Info fields blank prior to submitting your request. You can also use the Skip and Submit button to ignore the Contact Info contents and submit anonymously.

### Can I have a copy of my service request sent to my email address?

Yes. When submitting a service request if you provide your email address on the Contact Info screen you will receive an email notification for that service.

### When I submit a service request who will fulfill the request and how long will it take?

Your request will be assigned to the corresponding City Department depending on the type of service request entered. The time to fulfill the request varies depending on the service request type, priority, and the volume of requests being handled by the assigned City Departments.

### Is there a limit to the number of service requests that I can enter?

There is not a limit on the number of service request entered. However, requests may only be entered one at a time.

### Do I need to include a photo when submitting a service request?

Adding a photo is optional.



## Make It Here— FR

Make It Here – Fall River mobile app will allow our residents to report **NON-EMERGENCY** city-wide issues directly to City staff, from the convenience of your mobile device.

The Submit Service Request feature allows citizens to easily inform Government Center of important issues such as bulky item pickup, pothole repair, property maintenance issues, and street light issues. The service provides citizens with an easy way to report a service request to Government Center staff for action and resolution. The app allows you to pinpoint the issue location with GPS, attach photos from your mobile device, and receive automatic notifications of status up-dates as your requests are handled.

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## Core Values (C.A.R.E.)

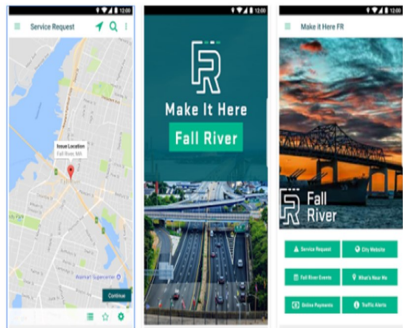
- Consistency
- Answerability
- Responsiveness
- Ease of Access

## Benefits

- Provides one-stop access to Government Center
- Improves customer service and departmental accountability
- Assists citizens with nonpublic-safety emergencies

## Get help online

You can directly request a municipal service from the City of Fall River by using our site online. Whether it's to report graffiti, get a burned out streetlight fixed, or have a pothole filled, the online request form is at your fingertips. When you make a service request online, you'll get a tracking number that lets you track the progress of your request.



## Self Service Portal

### Citizens

- Self-register, submit requests, view the status of open cases, read announcements, follow social media feeds, and search a knowledge base repository for information used to resolve issues quickly – all without the need for agent assistance
- Upload photo attachments and provide precise locations via integrated mobile device services to help validate requests and drive service improvement

## How to use Citizens Portal

### Request for Service

1. Type in <http://fallriverma.qscend.com/311/>
2. Sign in. If this is the first time you have logged in you will need to create an account. This will allow you to receive updates on your request.
3. Click on Request for Service icon
4. Enter Issue Location information, click next
5. Select Type of Issue, enter Comments and add Photos or Files, click Create Request

### My Requests

1. Allows you to check the status of your service request

## Services we can help with

### Sidewalks & Streets

Streets Blocking or obstruction violations, snow or ice removal, graffiti reports, traffic signs & signals, debris in street, street cleaning and potholes.

### Residential

Homestead information, campaign sign complaints, overgrown grass reporting, zoning information, garbage and recycling pickup, and mortgage foreclosure prevention information.

### City Administration

Council member and ward information, elections and municipal employment opportunities.

### Vehicles & Commuting

Abandoned vehicle reporting, biking information, parking, meter issues and traffic control & enforcement.

### Permits & Licensing

Commercial or business license issues, street use permits, construction plan review and inspector requests.

### Water & Sewer

Hydrant use, sewer & storm drain issues, tap water service and utility billing information.

### Parks & Recreation

Park locations, Leagues, Facilities, Playing Fields, and associated fees.

## How to Connect

### Download the App “Make It Here FR”



To download the app to your mobile devices via the Apple Store or the Google Play Store by searching “Make It Here – Fall River,” or by submitting their reports via its new website: <http://fallriverma.qscend.com/311>

### Mobile App

You can quickly and accurately submit a service request using the Make it Here FR mobile App via your smartphone and tablet devices. Whether it is to report a pothole, a streetlight issue or a pathway concern, Make it Here FR is your on-the-go connection to City services. Using your smartphone's GPS, the App identifies the location of the issue on an interactive map. You can also search and select the appropriate service request, provide an accurate description of the issue, attach a photo and include your contact information for follow up.

### Online

You can directly request a City of Fall River service online by visiting our website, <http://fallriverma.qscend.com/311>

Whether you want to report a missed waste pickup, request a pothole repair, or other services available at your convenience.

With Make it Here FR , you can do a basic keyword search for many City services, or browse services by type from the pull-down menu.

### Does the Make It Here FR Citizen Self-Service application cost anything to use?

The City applications are free. Please note that in the absence of a Wi-Fi connection, the application uses your cellular network connection to submit requests. Please check with your carrier to see if you will be charged for usage.