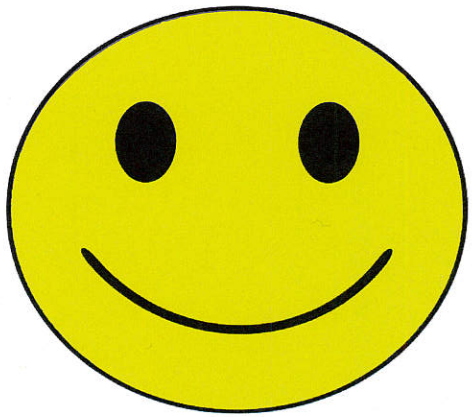
Access Princeton-One Call Does it All

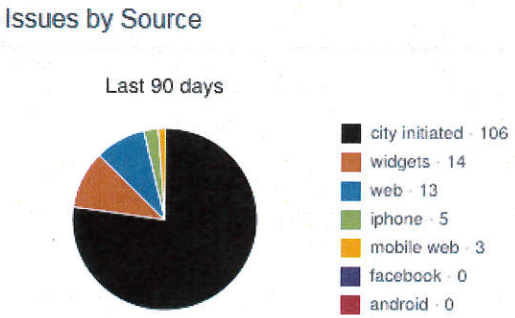
What do we offer?

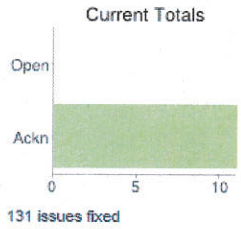
- Free Notary Service for residents
- Information about Municipal services and events
- Forms/applications from various Municipal Departments
- Updates on construction and traffic issues in Town
- A friendly face

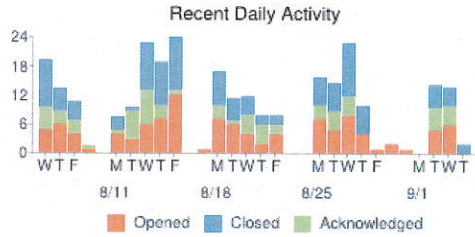


SeeClickFix stats:

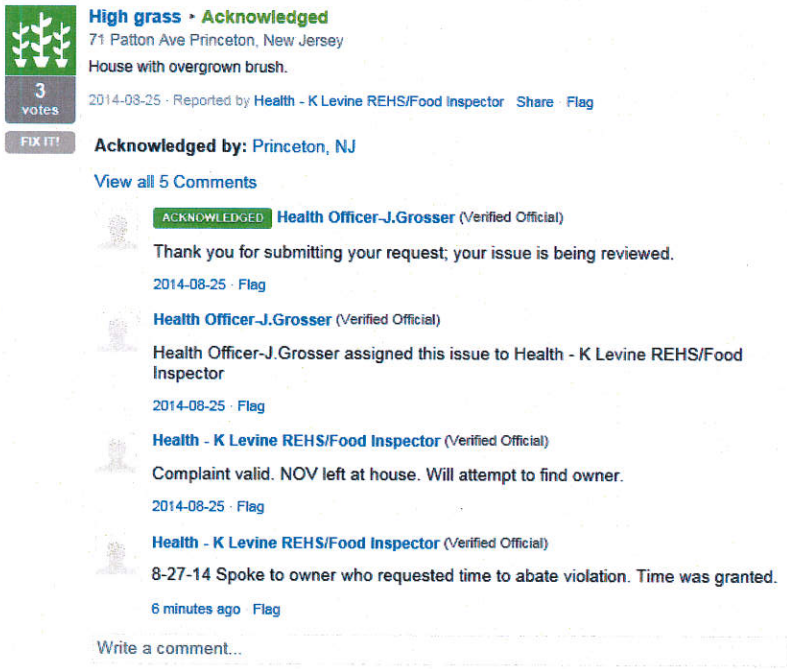
Since August 5th there have been over 118 issues reported through SeeClickFix.
The average time for Departments to Acknowledge the issue is less than 24 hours.
The average time to close/resolve an issues is about 2 days.







The Departments have been keeping up with acknowledging and resolving issues.



High grass • **Acknowledged**
71 Patton Ave Princeton, New Jersey
House with overgrown brush.
3 votes
2014-08-25 · Reported by Health - K Levine REHS/Food Inspector Share · Flag
FIX IT!
Acknowledged by: Princeton, NJ
View all 5 Comments

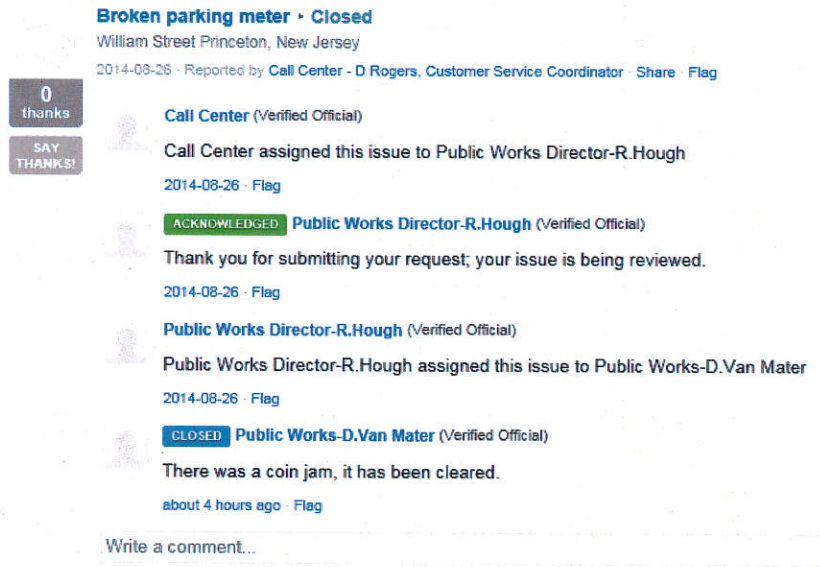
ACKNOWLEDGED **Health Officer-J.Grosser** (Verified Official)
Thank you for submitting your request; your issue is being reviewed.
2014-08-25 · Flag

Health Officer-J.Grosser (Verified Official)
Health Officer-J.Grosser assigned this issue to Health - K Levine REHS/Food Inspector
2014-08-25 · Flag

Health - K Levine REHS/Food Inspector (Verified Official)
Complaint valid. NOV left at house. Will attempt to find owner.
2014-08-25 · Flag

Health - K Levine REHS/Food Inspector (Verified Official)
8-27-14 Spoke to owner who requested time to abate violation. Time was granted.
6 minutes ago Flag

Write a comment...



Broken parking meter • **Closed**
William Street Princeton, New Jersey
2014-08-26 · Reported by Call Center - D Rogers, Customer Service Coordinator Share · Flag
0 thanks
SAY THANKS!

Call Center (Verified Official)
Call Center assigned this issue to Public Works Director-R.Hough
2014-08-26 · Flag

ACKNOWLEDGED **Public Works Director-R.Hough** (Verified Official)
Thank you for submitting your request; your issue is being reviewed.
2014-08-26 · Flag

Public Works Director-R.Hough (Verified Official)
Public Works Director-R.Hough assigned this issue to Public Works-D.Van Mater
2014-08-26 · Flag

CLOSED **Public Works-D.Van Mater** (Verified Official)
There was a coin jam, it has been cleared.
about 4 hours ago · Flag

Write a comment...

Issue ID: 1269077
Viewed: 5 times
Neighborhood: Princeton
Reported via: http://www.princetonnj.gov
Reported: on 2014-09-03

REPORTER
AGeonnotti
Civic Points: 75

DESCRIPTION
water fountain at entrance of park is constantly running

also asked...
Q. Which park?
A. Erdman
Q. What is the specific problem?
A. Water fountain is continuously running

Share Tweet 0 Share 0 +1 0

NEARBY ISSUES

High grass
Overgrown trees or brush
Walking Pathway needs repair
Sign is missing

3 COMMENTS

Call Center (Verified Official)
Call Center assigned this issue to Recreation Executive Director-B.Stentz
2014-09-03 Flag

ACKNOWLEDGED **Recreation Executive Director-B.Stentz** (Verified Official)
Recreation Maintenance Staff will inspect the fountain on Thursday 9/4/14.
2014-09-03 Flag

Recreation Executive Director-B.Stentz (Verified Official)
Recreation Executive Director-B.Stentz assigned this issue to Recreation Assistant Director-E. Moorhead
2014-09-03 Flag

DESCRIPTION
Street Light at Corner of Gallup Road (South Entrance) and Mercer Road is out.

also asked...
Q. Is it a decorative light along Nassau St or the Central Business District?
A. no
Q. What is the pole number if there is one?
A. No Answer Given

Share Tweet 0 Share 0 +1 0

NEARBY ISSUES

Sinkhole in roadway
Streetlight out
Streetlight pit

5 COMMENTS

Call Center (Verified Official)
Call Center assigned this issue to Call Center
2014-09-03 Flag

Call Center - D Rogers, Customer Service Coordinator (Verified Official)
Call Center - D Rogers, Customer Service Coordinator assigned this issue to Call Center - D Rogers, Customer Service Coordinator
2014-09-03 Flag

ACKNOWLEDGED **Call Center - D Rogers, Customer Service Coordinator** (Verified Official)
Thank you for submitting your request; your issue is being reviewed.
2014-09-03 Flag

Call Center - D Rogers, Customer Service Coordinator (Verified Official)
PSE&G has been notified. They will be out within 1-10 business days. The confirmation# 252984268.
2014-09-03 Flag

CLOSED **Call Center - D Rogers, Customer Service Coordinator** (Verified Official)
The issue has been addressed and resolved; therefore this ticket has been closed.
2014-09-03 Flag

The Community response has been great!!

Barking Dog ▸ **Closed**

14 Oakland St Princeton, New Jersey

1 thanks

SAY THANKS!

I live next door to 14 Oakland where there are anywhere from 2 to 5 small dogs which bark every single time anyone goes past this house. And when one starts barking they all join. They do not bark continuously, but very, very often all @#$% breaks loose. This happens 20+ times every single day... read more

2014-08-18 · Reported by An anonymous SeeClickFix user · Share · Flag

View all 5 Comments

ACKNOWLEDGED **Police-R.Currier** (Verified Official)

Thank you for submitting your request; your issue is being reviewed and forwarded to the Princeton Animal Control Officer.

2014-08-18 · Flag

Police-R.Currier (Verified Official)

The animal control officer has received your complaint and he is investigating this issue.

2014-08-21 · Flag

CLOSED **Police-R.Currier** (Verified Official)

The dog owner was issued a written warning by the ACO. The issue will continue to be monitored and any subsequent complaints may result in the issuance of a summons.

2014-08-25 · Flag

R Rosolino (Registered User)

Thanks for fixing this issue!

2014-08-25 · Flag

Write a comment...

5 COMMENTS

Post a New Comment

Call Center (Verified Official)

Call Center assigned this issue to Police-N.Sutter

2014-08-06 · Flag

ACKNOWLEDGED **Police-R.Currier** (Verified Official)

Patrol and parking enforcement officers will be giving this situation extra attention.

2014-08-06 · Flag

CLOSED **Police-R.Currier** (Verified Official)

Parking enforcement officers were advised and are closely monitoring the situation. So far several parking summonses and warnings have been issued throughout town to tour buses that are disregarding parking ordinances.

2014-08-07 · Flag

Henry Singer (Registered User)

Thanks for fixing this issue!

2014-08-07 · Flag

Lorenzo Moreno (Guest)

Thanks for fixing this issue!

2014-08-08 · Flag

DESCRIPTION

Some of the American Flags on the street lights along Nassau St are shredded and or falling down down. In front of Jay's Cycle and the Sunoco station for instance.

also asked...

Q. What type of sign is it?
A. American flag

Q. What is the problem?
A. Damaged Flags

Share Tweet 0 Share 0 +1 0

NEARBY ISSUES

5 COMMENTS

Call Center (Verified Official)

Call Center assigned this issue to Public Works Director-R.Hough

2014-08-30 Flag

ACKNOWLEDGED **Public Works-D.Van Mater** (Verified Official)

We will replace and repair the flags

2014-09-02 Flag

CLOSED **Public Works-D.Van Mater** (Verified Official)

The flags have been replaced and repaired.

about 2 hours ago Flag

Peter Thompson (Guest)

Thanks for fixing this issue!

8 minutes ago Flag

pct (Guest)

Thanks for replacing not only the shredded flags but also the fading flags. The look much nicer now!

6 minutes ago Flag

DESCRIPTION

The crosswalk markings have worn down so not visible. The Crosswalk signs are missing or blocked by a tree and are non-standard signs. Cars are parked too close to intersection from North blocking view of intersection as approaching.

Share Tweet 0 Share 0 +1 0

NEARBY ISSUES

Overgrown trees or brush

High grass

Overgrown trees or brush

Sign is missing

4 COMMENTS

Call Center (Verified Official)

Call Center assigned this issue to Public Works Director-R.Hough

2014-08-31 Flag

ACKNOWLEDGED **Public Works-D.Van Mater** (Verified Official)

We will look at the signs and crosswalk.

2014-09-02 Flag

CLOSED **Public Works-D.Van Mater** (Verified Official)

New signs have been installed and old signs replaced. The branches were cut back.

2014-09-02 Flag

RobDodge (Registered User)

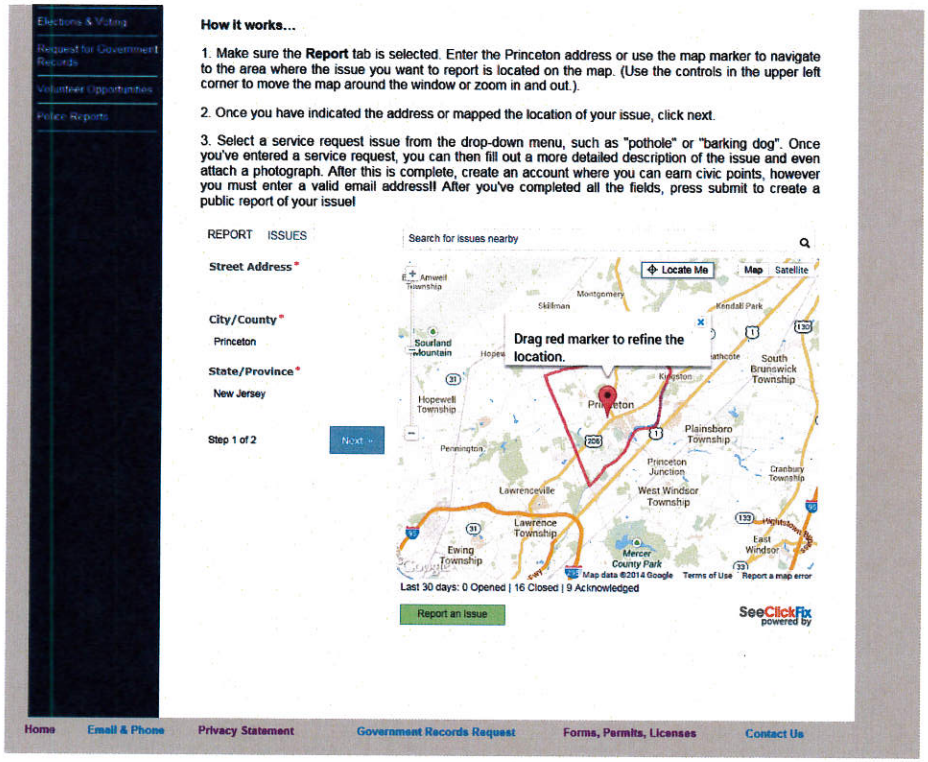
Thanks for fixing this issue!

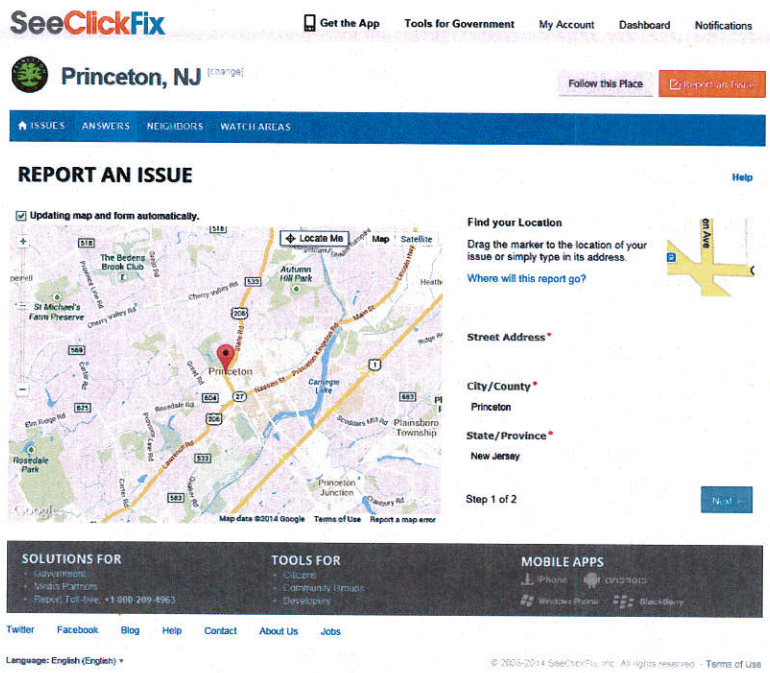
2014-09-02 Flag

There are many ways Citizens can report through SeeClickFix:

AccessPrincetonnj.gov

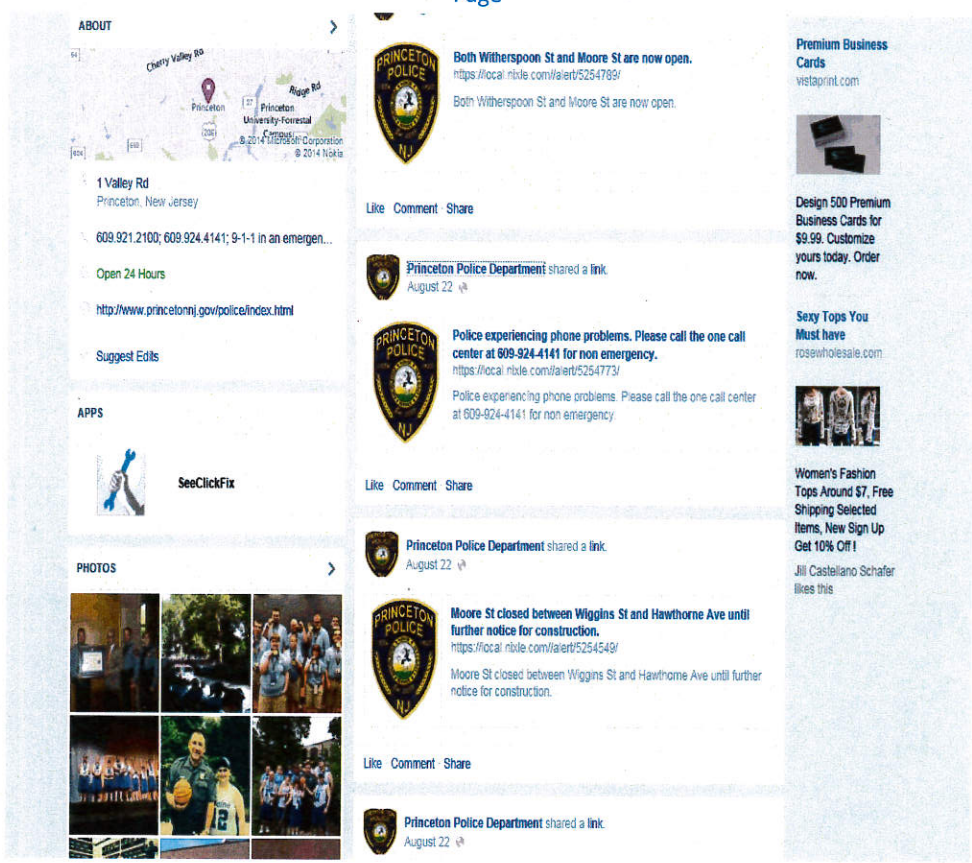
SeeClickFix.com/Princeton_nj





Princeton Recreation Departments Facebook Page

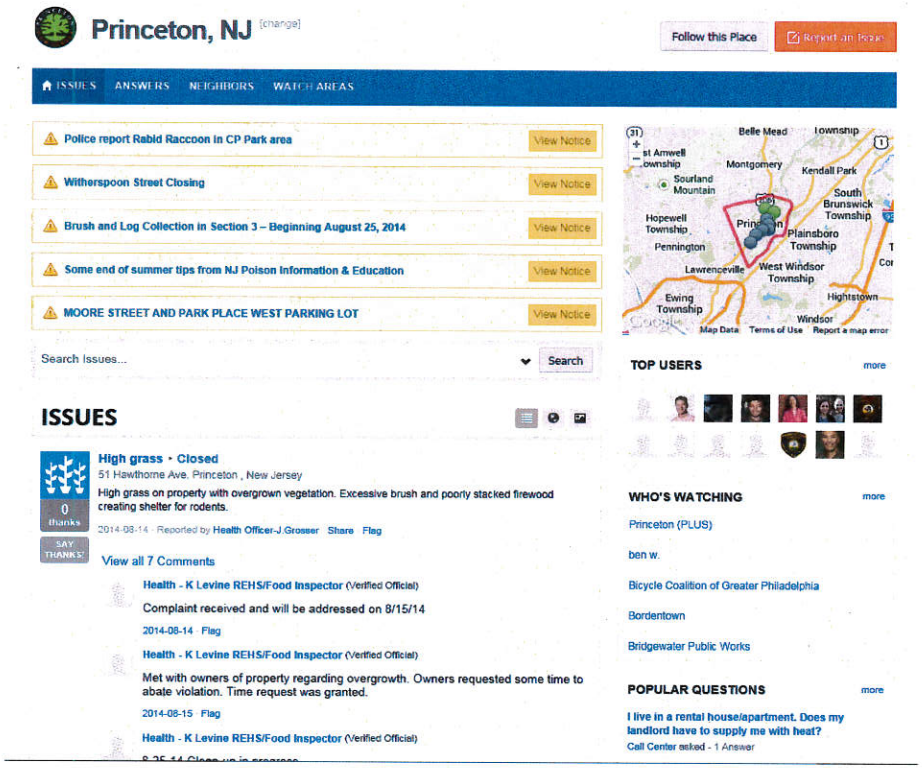
Princeton Police Departments Facebook Page



Or by calling Access Princeton!!

Reverse notification

SeeClickFix also has an alerting feature



- Pay Taxes Online
- Code Book
- Email/Phone Directory
- Princeton Maps
- Master Plan
- Elections & Voting
- Request for Government Records
- Volunteer Opportunities
- Police Reports

ONE CALL DOES IT ALL

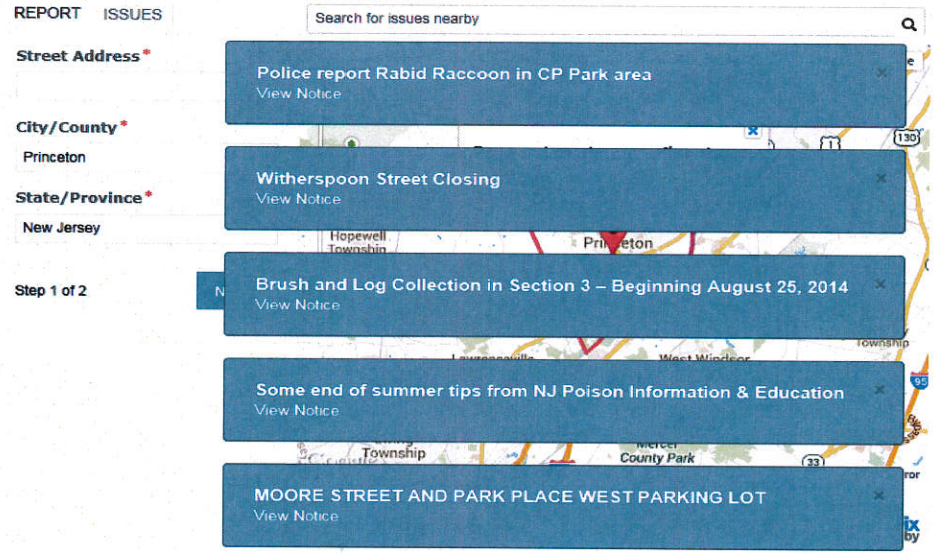
emergency issues. The town tracks these issues and will provide updates as they are acknowledged and resolved. To report issues in town you can call Access Princeton at 609-924-4141 between 8a-5p or follow the instructions below using the web. Keep in mind your issues will be addressed during normal business hours. If this report comes in on a holiday, weekend or afterhours, it will be addressed the next business day. Also in the near future, one will be able to download the ***Access Princeton*** app from the Apple App Store for your IPhone or the Google Play Store for Android devices. For questions about this application please call 609-924-4141 or email onecall@princetonnj.gov. ***To report an emergency, please call 9-1-1.***

How it works...

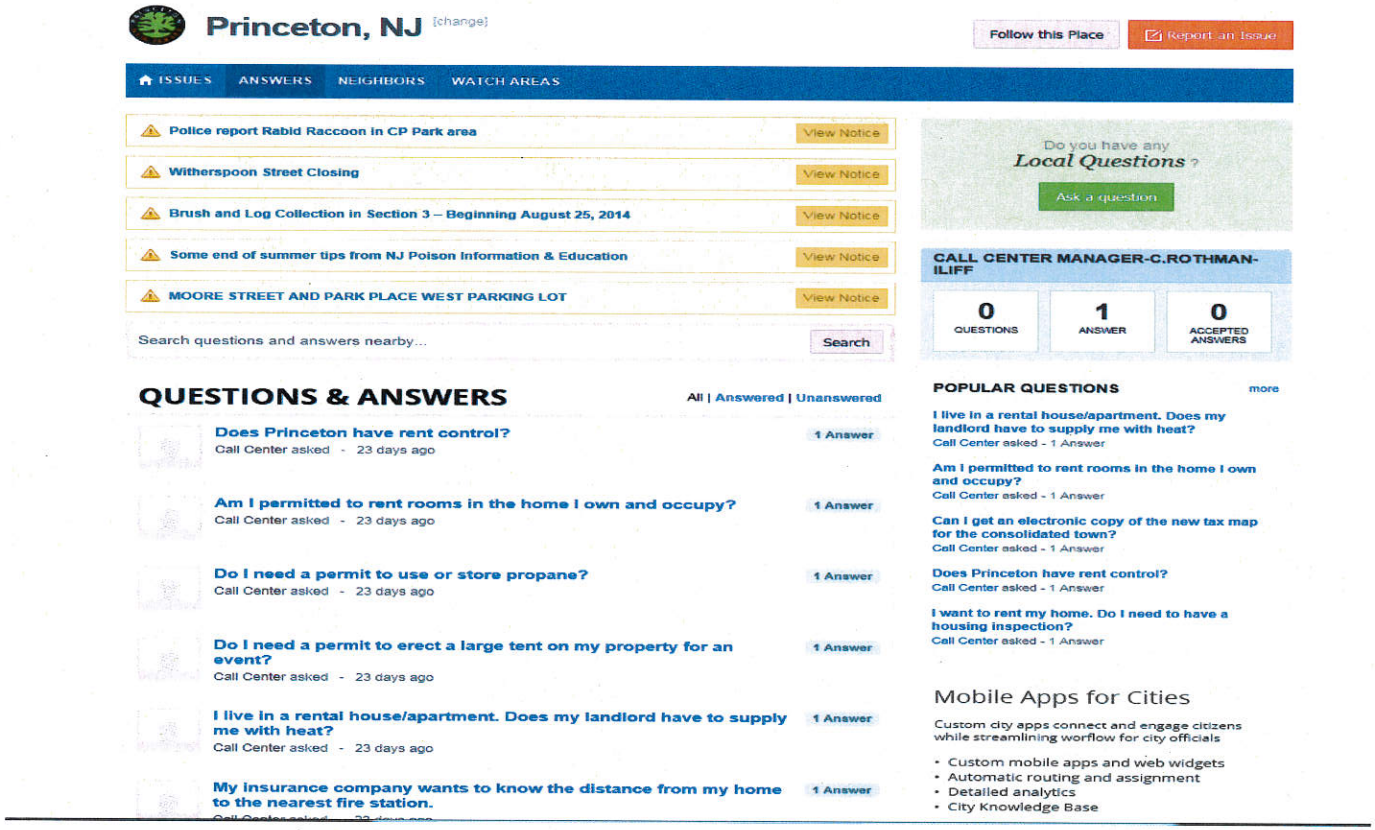
1. Make sure the **Report** tab is selected. Enter the Princeton address or use the map marker to navigate to the area where the issue you want to report is located on the map. (Use the controls in the upper left corner to move the map around the window or zoom in and out.).

2. Once you have indicated the address or mapped the location of your issue, click next.

3. Select a service request issue from the drop-down menu, such as "pothole" or "barking dog". Once you've entered a service request, you can then fill out a more detailed description of the issue and even attach a photograph. After this is complete, create an account where you can earn civic points, however you must enter a valid email address!! After you've completed all the fields, press submit to create a public report of your issue!



There is also an extensive data base of questions and answers about Municipal services. If citizens cannot find the answer they are looking for they can post a question right on the website.



And we can track how often these are being viewed.

DASHBOARD | ISSUES | MAP | REPORTS | KNOWLEDGE BASE | INSIGHT BETA | SETTINGS — PRINCETON, NJ

ALL QUESTIONS | INBOX | NEEDS ATTENTION — EDIT WIDGET

ID	QUESTION	ASKED	VIEWS	CITY ANSWER?
2847	Does Princeton have rent control?	2014-08-04	43	
2846	Am I permitted to rent rooms in the home I own and occupy?	2014-08-04	44	
2845	Do I need a permit to use or store propane?	2014-08-04	31	
2844	Do I need a permit to erect a large tent on my property for an event?	2014-08-04	34	
2843	I live in a rental house/apartment. Does my landlord have to supply me with heat?	2014-08-04	44	
2842	My insurance company wants to know the distance from my home to the nearest fire station.	2014-08-04	31	
2841	My insurance company wants to know the distance from my home to the nearest fire hydrant.	2014-08-04	32	
2840	I own a business in Princeton and I received an invoice for a fire inspection fee.	2014-08-04	32	
2839	I own a business in Princeton. Am I required to have a fire inspection?	2014-08-04	31	
2838	I had a fire in my property. My insurance company is requesting a 'Fire Report'. How do I get a copy of the fire report?	2014-08-04	30	
2837	I own a multiple family dwelling (apartment house). Do I have to be inspected?	2014-08-04	31	
2836	I own a multiple family dwelling (apartment house). Am I required to be registered with the Bureau of Fire Safety & Housing Inspection?	2014-08-04	30	
2835	I want to rent my home. Do I need to have a housing inspection?	2014-08-04	44	
2834	Does my home have to have a fire inspection?	2014-08-04	30	
2833	I live in a condominium or townhouse-do I need a smoke detector, carbon monoxide alarm and fire extinguisher inspection?	2014-08-04	31	
2832	I am selling my home and I need a smoke detector, carbon monoxide alarm and fire extinguisher inspection. How do I obtain a certificate?	2014-08-04	31	
2831	I am selling my home, do I need a smoke detector, carbon monoxide alarm and fire extinguisher inspection?	2014-08-04	31	
2830	What do I do if Corner House is not open when I am in need of services?	2014-08-04	31	
2829	How can I get information on events Corner House is holding?	2014-08-04	31	
2828	Where is Corner House located?	2014-08-04	32	

Access Princeton/SeeClickFix Mobile App is expected to be released very soon.

"Access Princeton"

SeeClickFix Dedicated App – Branding Proof #2 for Approval

UPDATED August 14, 2014

App Title:

Access Princeton

App Description:

For those potholes, damaged street signs, and other local problems that need attention, the Access Princeton app makes reporting a problem easier than ever. This app uses GPS to recognize your location and gives you a menu of common quality-of-life conditions to select from. The app allows you to upload pictures or videos to accompany your request. The mobile app can also be used for a variety of other issues such as street maintenance, street light issues, damaged trees, parking meters, and others. Residents can track the status of reports they or other members of the community have submitted. Residents can also call Access Princeton (609-924-4141) for information on any municipal service and to report a problem in town or visit us at Monument Hall, 1 Monument Dr., Princeton, NJ for free notary service or general town information.

App Keywords:

AccessPrinceton; Princeton Access; Community Connection; pothole; SeeClickFix; streetlights; AccessPrincetonNJ; Princeton

iPhone #2

Android #2

Official Launch
September 18th at noon
Monument Hall

Press Conference

Light refreshments

Stop by and meet the staff

Princeton, NJ

Between Aug 05, 2014 and Sep 04, 2014

118 issues were opened

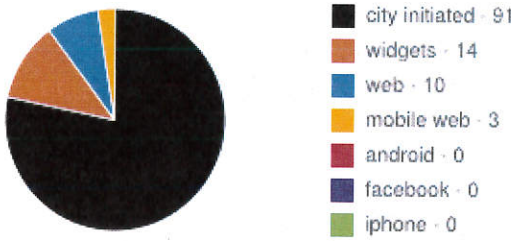
69 issues were acknowledged

116 issues were closed

The average time to acknowledge was 0.6 days.

The average time to close was 2.0 days.

Issues by Source



SERVICE REQUEST	OPENED	ACKNOWLEDGED	CLOSED	DAYS TO ACK.	DAYS TO CLOSE
GENERAL INQUIRY	29	3	28	0.1	0.0
Overgrown trees or brush	10	9	8	1.3	3.2
Misc. Request	8	7	7	0.7	1.3
High grass	7	7	5	0.1	3.9
NOTARY SERVICE	7	0	7	0.0	0.0
Clogged storm drain	4	4	4	0.1	0.7
Excessive trash or debris outside of home or building	4	4	4	0.1	1.2
Sign is missing	4	4	4	0.7	3.4
Broken parking meter	4	1	6	0.0	2.5
Street light needs repair	4	3	4	0.2	1.6
Crosswalk signal not functioning properly	3	2	4	0.0	3.9
Barking Dog	3	2	3	0.2	2.5
PHONE MESSAGE	4	0	4	0.0	0.0
Pothole	3	3	2	1.6	2.0
Sign needs repair	2	3	3	1.6	2.6
Missed brush pick up	2	2	2	0.5	0.7
Sidewalk or curbing maintenance	1	2	3	2.7	24.0
Speeding vehicles/Traffic complaint	2	2	2	0.0	0.5
Computer Drop Off Appointment	2	1	2	0.0	0.1
Limbs leaning on wires	2	1	2	3.8	2.5
Maintenance of parks	2	2	1	0.0	0.1

MARRIAGE LICENSE REQUEST	2	0	2	0.0	0.0
Car Seat Installation	1	1	1	0.0	7.5
Community Alert Network Notification Request	1	1	1	0.3	0.3
Home is abandoned and falling apart	1	1	1	0.2	0.8
Overgrown poison ivy	1	1	1	0.0	3.1
Rodent infestation problem	1	1	1	0.0	2.2
Stagnant/Standing Water	1	1	1	0.0	0.1
Unsanitary public restrooms	1	1	1	0.0	0.7
INTERNAL ONLY	1	0	1	0.0	3.9
Live wildlife on private property	1	0	1	0.0	0.0
Abandoned vehicle	0	0	0	0.0	0.0
BIRTH CERTIFICATE REQUEST	0	0	0	0.0	0.0
Broken gates in the parking garage	0	0	0	0.0	0.0
Commercial/Places of Assembly Overcrowding issues	0	0	0	0.0	0.0
DEATH CERTIFICATE REQUEST	0	0	0	0.0	0.0
Dead animals on the roadway	0	0	0	0.0	0.0
Dead bird on property	0	0	0	0.0	0.0
Dogs off the leash	0	0	0	0.0	0.0
Exit doors are blocked/locked	0	0	0	0.0	0.0
Fireworks issues	0	0	0	0.0	0.0
Improper storage of gasoline/fuel equipment	0	0	0	0.0	0.0
Missed compost pick up	0	0	0	0.0	0.0
Missed garbage pick up	0	0	0	0.0	0.0
Missed recycling pick up	0	0	0	0.0	0.0
Open Burning Issues	0	0	0	0.0	0.0
Parking garage payment machine not working	0	0	0	0.0	0.0

Pooper scooper violations	0	0	0	0.0	0.0
Problem with the town website	0	0	0	0.0	0.0
Recycling or garbage issues at the town parks	0	0	0	0.0	0.0
Rental House has no heat/hot water	0	0	0	0.0	0.0
Rental House has no water or has water/sewer issues	0	0	0	0.0	0.0
Rental House is not properly registered - illegal	0	0	0	0.0	0.0
Restaurant Complaints	0	0	0	0.0	0.0
Sewer back up	0	0	0	0.0	0.0
Sick or injured animal	0	0	0	0.0	0.0
Signs in the right of way	0	0	0	0.0	0.0
Snow removal violations	0	0	0	0.0	0.0
Too many people living in a house or apartment	0	0	0	0.0	0.0
Traffic light problem	0	0	0	0.0	0.0
Tree down	0	0	0	0.0	0.0
WiFi in public building is not working	0	0	0	0.0	0.0

GEOGRAPHY	OPENED	ACKNOWLEDGED	CLOSED	DAYS TO ACK.	DAYS TO CLOSE
Town of Princeton 6 27 14	118	69	116	0.6	2.0