Chino Valley Connected

Frequently Asked Questions

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How do I access Chino Valley Connected on a desktop computer or mobile device?

- Desktop:
    - Go to https://www.chinoaz.net/639/Chino-Valley-Connected
    - Click the "+ New Request" button.
- Mobile:
    - Use the mobile app links to download "Chino Valley Connected" from the Google Play or Apple App Store.

How do I report an issue using Chino Valley Connected mobile app?

- Pull up the app
- Press "New Request"
- Use camera icon to take a picture – when safe to do so

Public Works Department
1982 Voss Dr #201
Chino Valley, AZ 86323

928-636-7140
928-636-0894
www.chinoaz.net

- App uses geolocation to pinpoint your exact location **OR**
- Drag and drop a pin on the map to where the issue is located
- Press "Report"
- Select the title that best describes your concern
- Answer any questions necessary to detail your concern and/or write in the description box more detail.
- Submit and watch the Town work!

Can I receive updates on my requests?

You will automatically receive updates on your request if you create a free Chino Valley Connected account. If you submit a request anonymously, you will be able to check the Chino Valley Connected map for updates.

What kind of issues can I report?

Some examples of issues that can be reported include:

- Code violation investigation

- Dog parks or animal concerns in parks

- Flooding and drainage issues

- Graffiti

- Litter and illegal dumping, such as garbage in parks or furniture left on sidewalks

- Missing or damaged sign

- Park facility issues (playgrounds, restrooms, sports courts, etc.)

- Potholes and street repair needs

- Snow and ice removal needed

- Vegetation issues in parks and rights of way

- Water utility leak

Please call 911 to report issues threatening public safety or requiring immediate attention.

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How does Chino Valley Connected differ from other options already available to report issues?

- Requests are placed on a map and easy to view
- Public requests will remain on the map for anyone to review and share
- Town work orders will automatically be created with each submission
- There is a mobile app that may be downloaded for convenience
- Photos can be taken directly from mobile devices and uploaded when submitting an issue

What problems or issues does Chino Valley Connected solve and how does it benefit citizens?

Chino Valley Connected is an additional resource for community members to report non-emergency infrastructure, park, and code enforcement issues. Using the app is an efficient way to report issues to the City while remaining anonymous and without having to make a phone call. The app streamlines the process of submitting a photo, description of the issue and location; also, Chino Valley Connected allows you to track the status of reported issues.

Is there a cost for users?

There is no cost for the user to use Chino Valley Connected. The app is free for download, and the browser version is also free.

What should I NOT use the system for?

For emergencies, please call 911. For issues threatening public safety or things needing immediate attention (like downed wires, tree limbs, or needles), please call 911. Things that require long-term planning, a larger discussion, a community process, or involve multiple departments or non-Town entities should be directed to the appropriate department by phone call or email as these issues are not easily "fixable" in the same way a pothole, streetlight, etc. are.