

Presentation



# REQUEST FOR SERVICE (RFS)



MARTIN COUNTY  
*Community Redevelopment Agency*

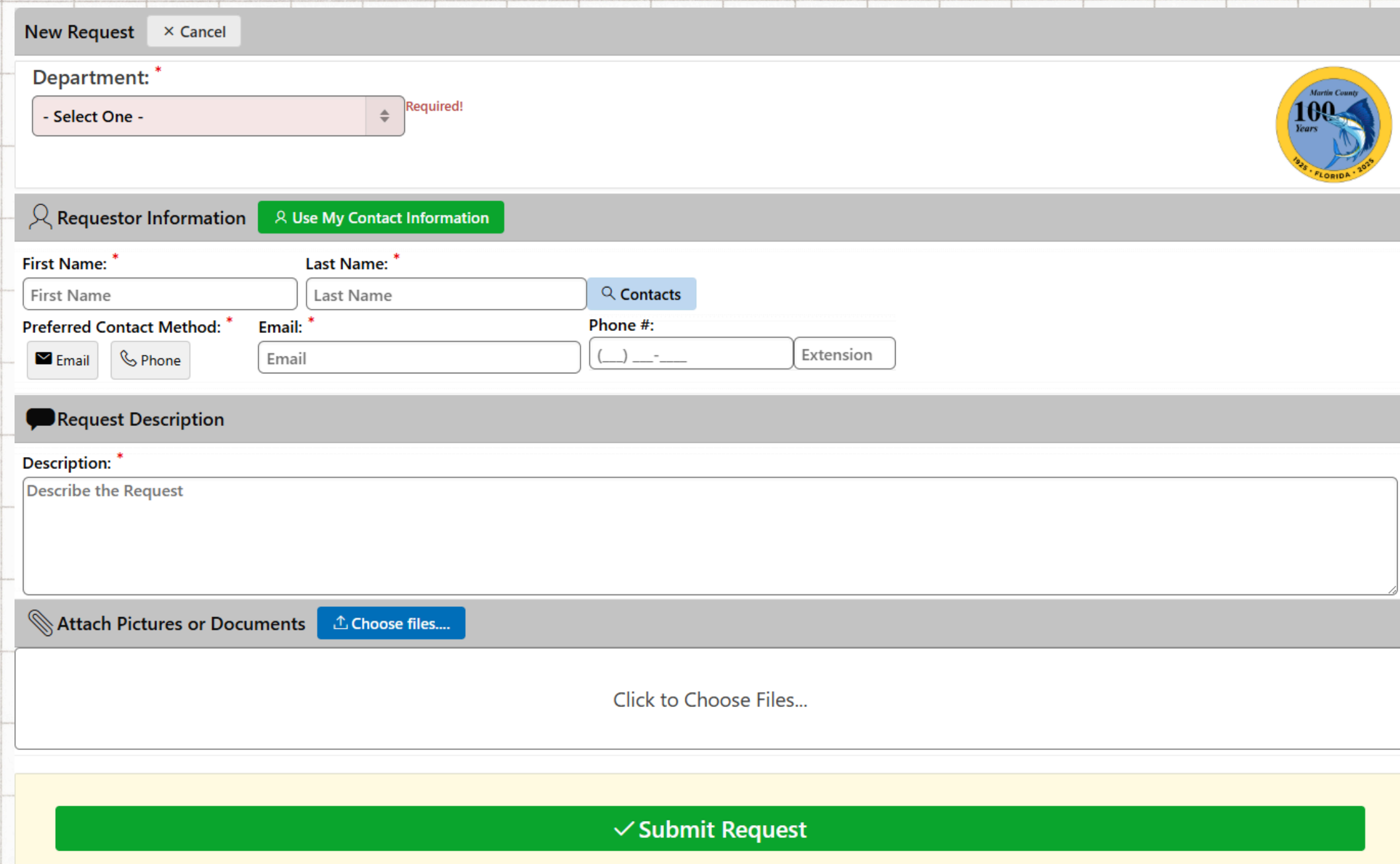




# INTRODUCTION


## What is a RFS?


Request for Service is a tool to submit a request for non-emergency county services, information, or report a concern, 24/7.



New Request × Cancel

Department: \*  
- Select One - Required!



 Requestor Information Use My Contact Information


First Name: \*  
First Name

Last Name: \*  
Last Name Contacts


Preferred Contact Method: \*  
☐ Email ☐ Phone

Email: \*  
Email

Phone #: \*  
( ) - - Extension

 Request Description

Description: \*  
Describe the Request

 Attach Pictures or Documents Choose files....

Click to Choose Files...

✓ Submit Request



# WHERE TO GO

<https://www.martin.fl.us>

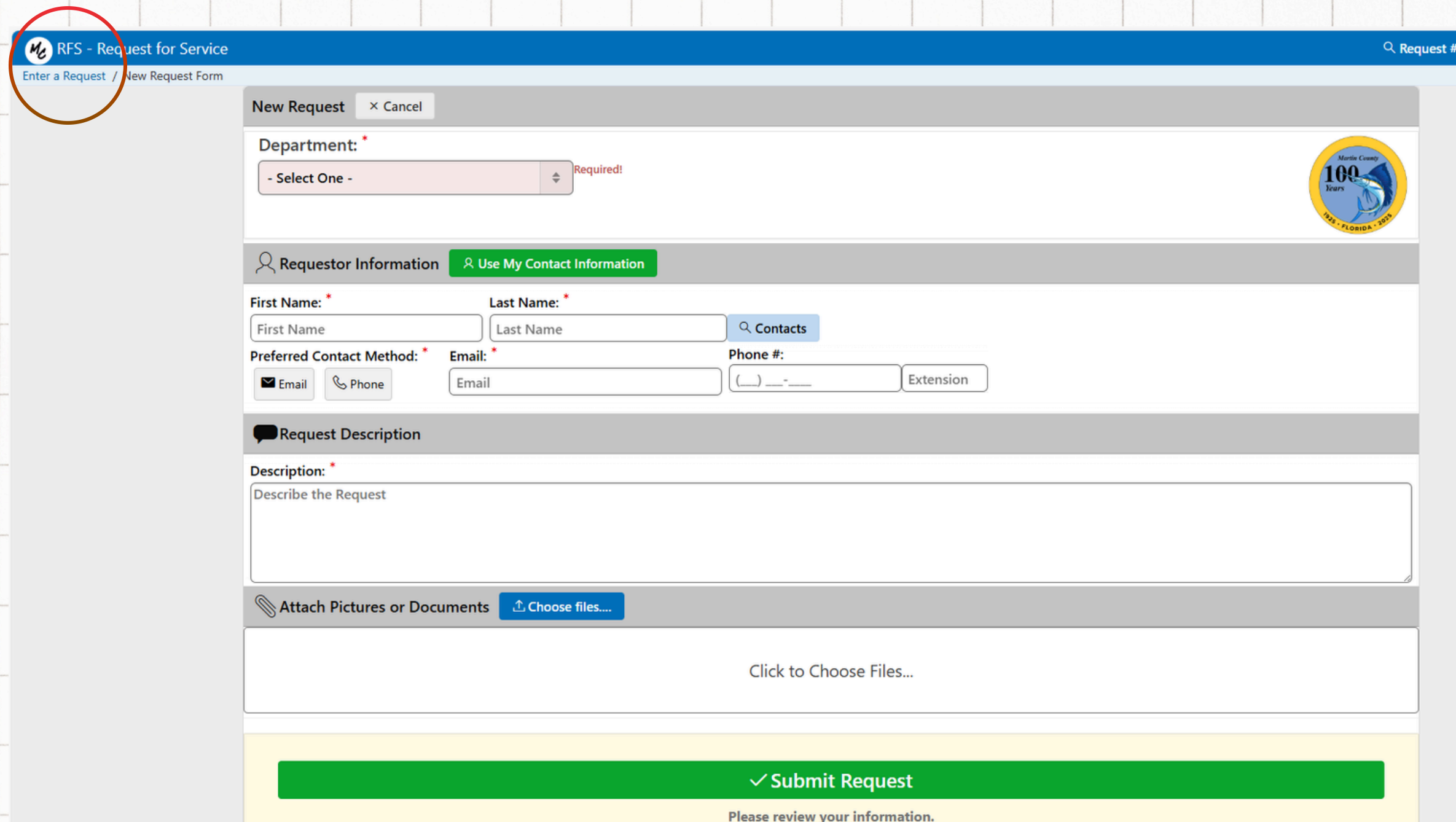
After going to the County's website  
<https://www.martin.fl.us> click on the  
Request for Service link.





# REQUEST FOR SERVICE

- Select Department
- Include your contact info
- Include a description
- Attach a picture if you want



The screenshot shows the 'RFS - Request for Service' web form. The top navigation bar includes a logo and the text 'RFS - Request for Service' with a link 'Enter a Request / New Request Form'. The main form area is titled 'New Request' and includes a 'Cancel' button. The form is divided into several sections: 'Department' with a dropdown menu and a 'Required!' label; 'Requestor Information' with a 'Use My Contact Information' button; 'First Name' and 'Last Name' fields; 'Preferred Contact Method' with radio buttons for 'Email' and 'Phone'; 'Email' and 'Phone #' fields; 'Request Description' with a text area; 'Attach Pictures or Documents' with a 'Choose files....' button; and a large green 'Submit Request' button at the bottom. A 'Click to Choose Files...' link is also present. A '100 Years' logo is visible in the top right corner of the form area.

If you do not know what department to contact, click on the **Enter a Request** located in the left hand corner.



## What does this allow?

- Provides a Keyword search
- Provides a detailed list of suggested topics
- For example let's select Blocked Roadways from the list

The screenshot shows the 'RFS - Request for Service' web application. At the top, there's a navigation bar with 'New Request', 'Request Tracking', 'Request Maintenance', and 'Reports'. Below this, a prompt says 'Enter a Request To begin your request, use the search or select the type of request from the list.' On the left side, there's a search section with a 'Search' button, a 'Clear' button, a 'Keyword' input field, and a dropdown menu currently showing 'PWD - Public Works'. Below the search section is a 'Used By:' section with four options: '-All-', 'My Dept', 'BOCC Staff', and 'Public'. In the center, there's a circular logo for 'Martin County 100 Years 1925 - FLORIDA - 2025'. On the right side, there's a list of request categories, each with a right-pointing arrow: 'Acquisition and Buying of Land' (Acquisition of Land, PWD - Public Works (BOCC Staff)), 'Artificial Reef Program' (Artificial Reef Program fish environment save the fish, PWD - Public Works (Public)), 'Assessable Paving Projects' (Paving privately owned roads and bringing them into the County maintenance inventory. Owners of the road may be assessed the cost to pave the road. PWD - Public Works (Public)), 'Beach Cam' (Report questions or concerns about our beach cameras. PWD - Public Works (Public)), 'Beach Renourishment' (PWD - Public Works (Public)), 'Bee Removal' (PWD - Public Works (Public)), 'Blocked Roadway' (PWD - Public Works (BOCC Staff)), 'Bridge Repairs and Replacement Projects' (PWD - Public Works (Public)), 'Bridges - Minor Repairs and Maintenance' (PWD - Public Works (Public)), 'Capital Improvement Plan (CIP)' (PWD - Public Works (Public)), and 'Checklist Request' (PWD - Public Works (Public)).



# Blocked Roadways

- Include your contact info
- Include a description
- Provide a picture
- Include a location
- Location can be entered by either default location, GIS map, using your current location or entering your parcel id number
- Don't forget to click **submit request**

The screenshot shows a web form titled 'New Request' with a 'Cancel' button. The 'Request Type' is set to 'Blocked Roadway'. The 'Requestor Information' section includes fields for 'First Name', 'Last Name', 'Preferred Contact Method' (Email or Phone), 'Email', and 'Phone #'. There is a 'Use My Contact Information' button and a 'Contacts' search button. The 'Request Description' section has a 'Description' field with the placeholder 'Describe the Request'. Below this is an 'Attach Pictures or Documents' section with a 'Choose files....' button. The 'Location of the Request' section has three options: 'Use My Default Location', 'Use Map', and 'Use My Current Location'. It includes fields for 'Location Area', 'Location Address' (with a search button), 'City State Zip', 'Location Parcel #' (with a search button), 'X-Coordinate', and 'Y-Coordinate'. There is also a 'Location Description' field with the placeholder 'Describe the Location'. At the bottom, there is a large green 'Submit Request' button and a note 'Please review your information.'

New Request ✕ Cancel

Request Type:  
Blocked Roadway

Requestor Information Use My Contact Information

First Name: \* Last Name: \*  
First Name Last Name Contacts

Preferred Contact Method: \* Email: \* Phone #: \*  
Email Phone Email ( ) - - Extension

Request Description

Description: \*  
Describe the Request

Attach Pictures or Documents Choose files....

Click to Choose Files...

Location of the Request Use My Default Location Use Map Use My Current Location

Location Area: \*  
Enter a Location Area Area

Location Address: \*  
e.g. 2401 SE MONTEREY RD Address  
City State Zip

Location Parcel #: \*  
18 digit Parcel # Parcel  
X-Coordinate Y-Coordinate

Location Description: \*  
Describe the Location

✓ Submit Request

Please review your information.





# THANK YOU

The RFS process is a valuable tool. Please use it!!



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