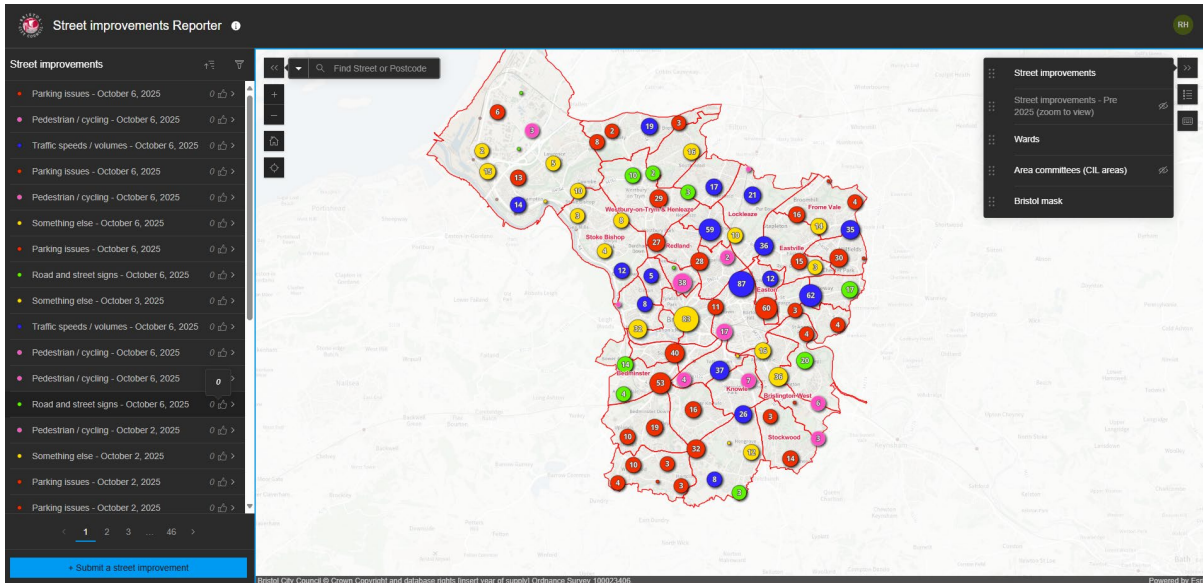


## How to use “Improve My Street”

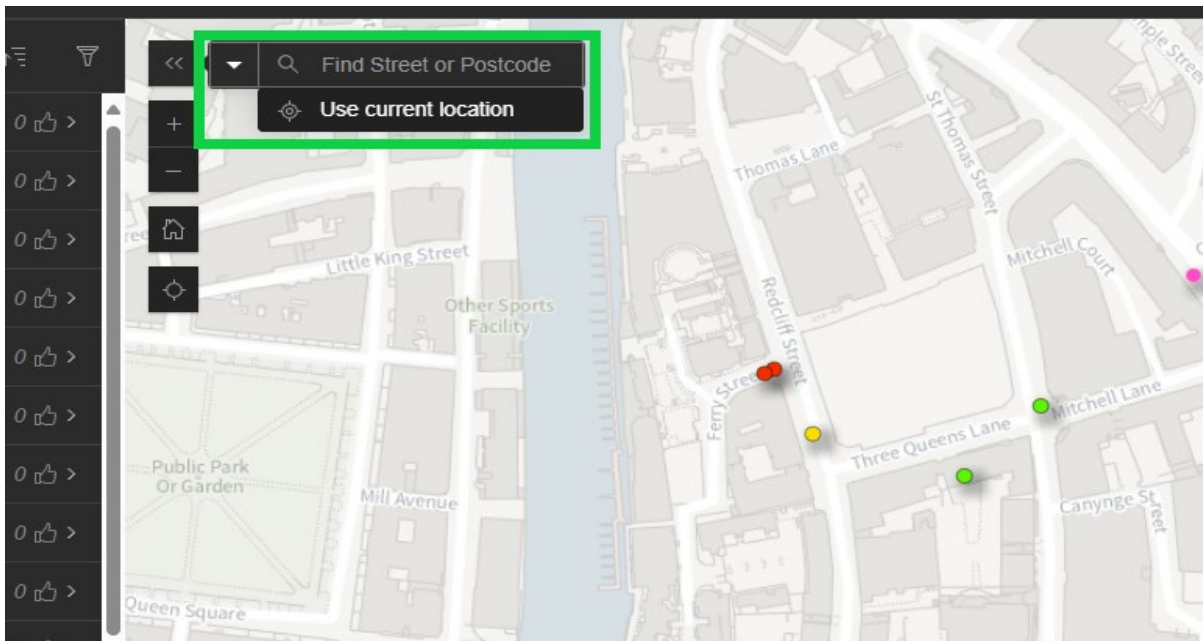
Members of the public, Councillors and internal staff can log reports online at [Tell us about a road safety concern or street improvement](#)

We use this online tool to record road safety concerns, and requests for the street improvements, such as pedestrian crossings, signs, parking restrictions or traffic calming.

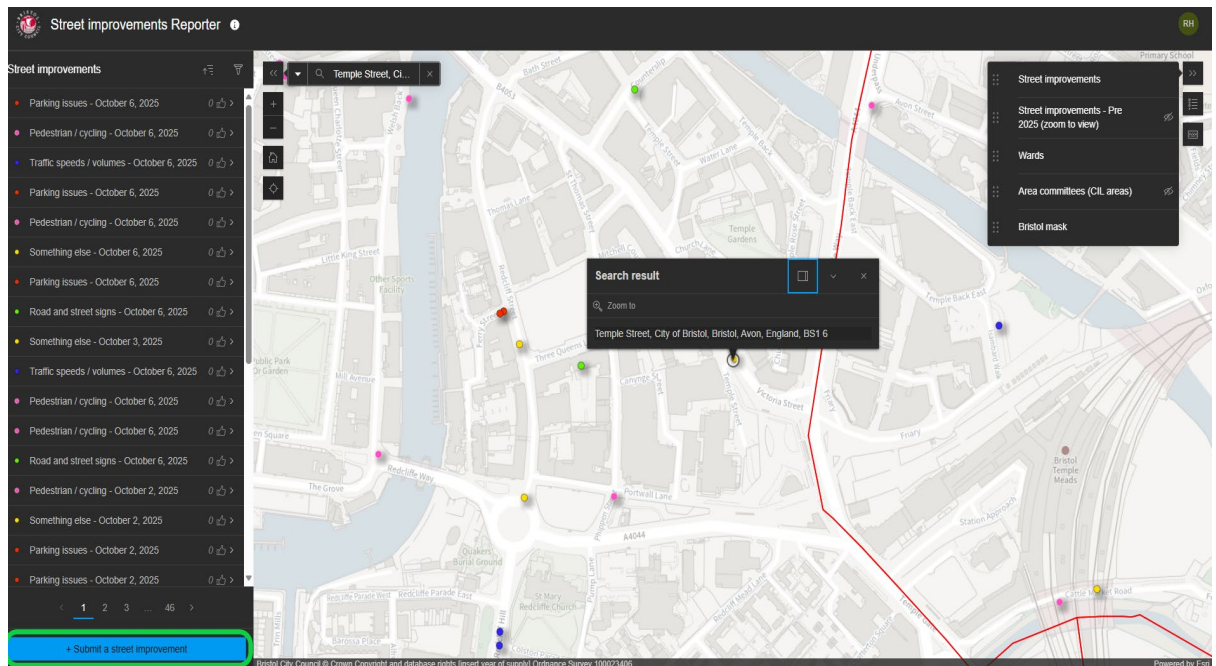
1. Once through to the IMS home page there is a map of Bristol showing report locations received with further details of the reports received shown in the left-hand column.



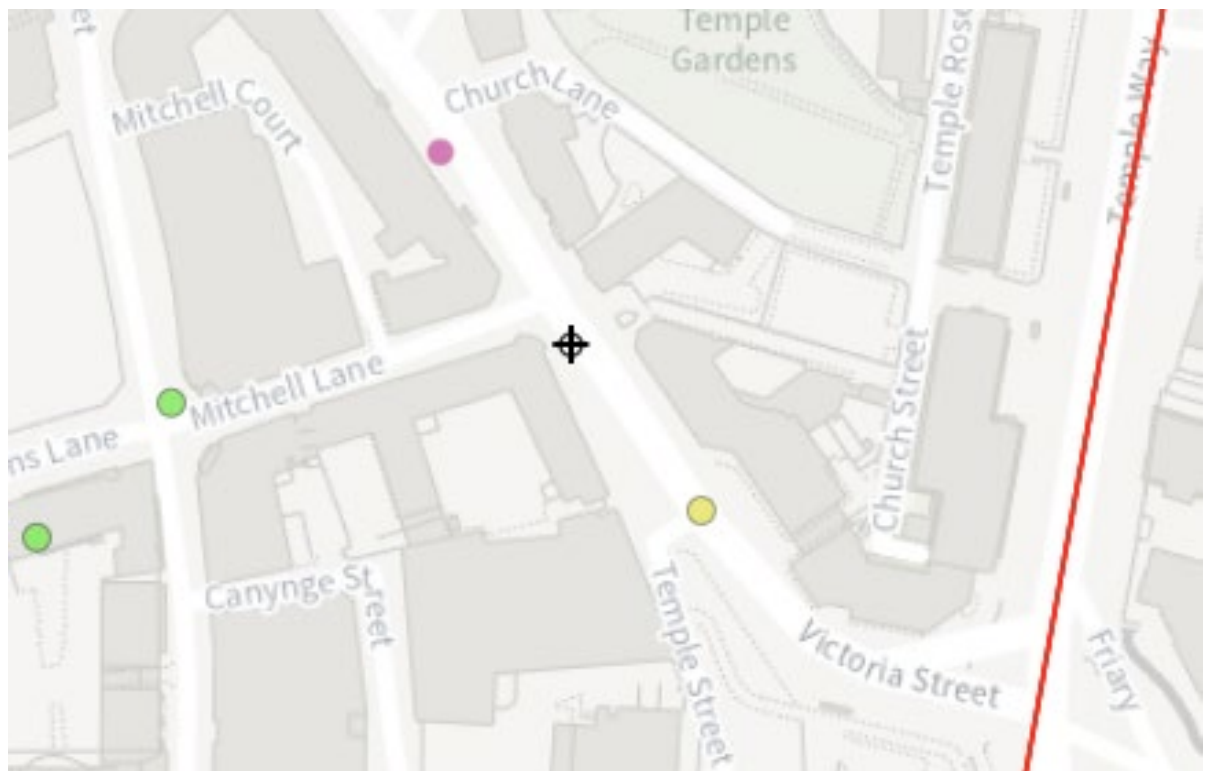
2. To start the report click within the map area of the screen where there is the option to find street or postcode. Please use this search box to find the location area that relates to the report you want to submit. This will zoom the map to the location selected.



- Once zoomed to the street the location area select the 'submit a street improvement' (blue icon) in the bottom left of the page.



- The location pin can then be placed and moved into the exact location on the map. This can be set by hovering the mouse over the map and selecting the location. When finding the exact location on the map, zoom feature can be used to assist, either by using the mouse wheel or selecting the + and – icons in the top left of the map.



- The form on left hand side of the screen can then be completed. Issue type can be selected from the drop-down menu, and concern summary, detailed description, additional information, and potential solutions fields are all free text options to complete with the relevant information.

The screenshot shows a mobile application interface for reporting street improvements. At the top, there is a header with the Bristol City Council logo and the title "Street improvements Reporter". Below this is a navigation bar with a back arrow and the text "Street improvements". A lightbulb icon and the text "Please provide the details." are displayed. The form consists of several sections: "Issue type\*" with a dropdown menu currently set to "Parking issues"; "Concern summary\*" with a text input field and a placeholder text "Please enter a brief summary of the concern, e.g. 'Too much traffic at intersection of Wells Road and West Town Lane'"; "Detailed description" with a text input field and a placeholder "Describe the concern"; "Information" with a text input field and a placeholder "Additional information e.g. the time of day, direction of travel or who this affects"; and "Potential solutions" with a text input field and a placeholder "Potential solutions - please suggest anything you think would resolve the issue". At the bottom, there are two buttons: a blue "Submit" button and a grey "Cancel" button.

- Once all information has been completed use the blue submit button to send the report.
- The report will be submitted to BCC for comment and to determine the nature of the report is relevant to Improve My Street. Any reports submitted incorrectly such as maintenance request will be redirected to the correct team.
- This report will normally be assessed by BCC staff within 1-2 days

- To view the report once it has been processed by BCC please use the location search bar within the map to find the location area (please refer to point 2 above for instructions). Once zoomed to the location the coloured icon of the report can then be selected, which will show details of the submitted report, and any officer comments / further information.

