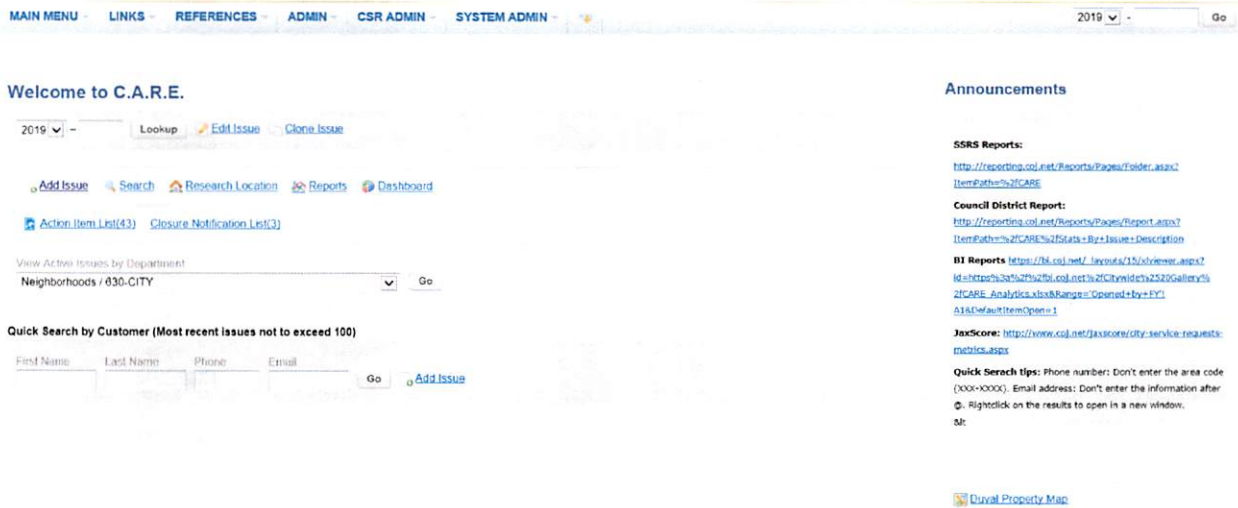


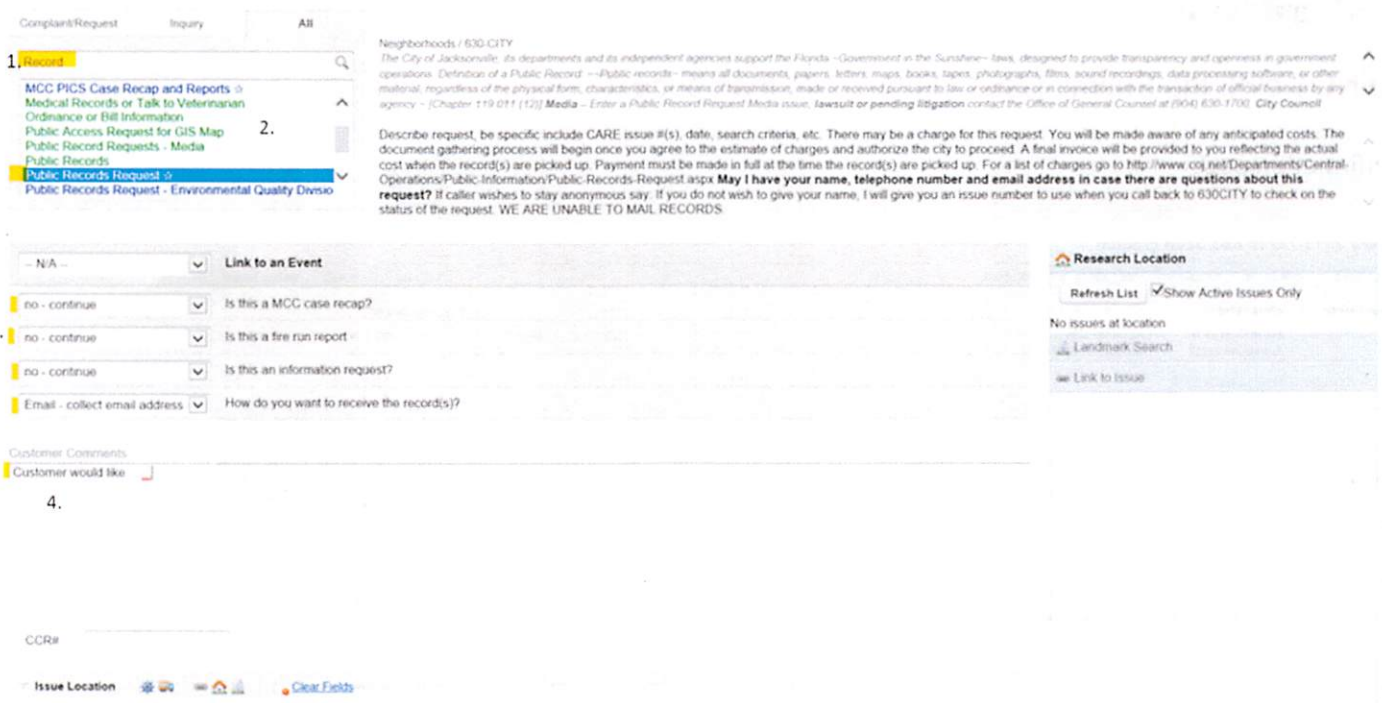
How to add an issue:

From the CARE home page care.coj.net – select **Add issue**



The add issue page will appear:

1. Enter keyword to locate best issue description
2. Select the most appropriate issue description
3. Answer the flex questions if there are flex questions for the selected issue description
4. Type a description of what the customer is seeking in the comments. This is the information departments use to investigate and resolve customers requests.



5. Type the location of the issue – either at a specific address or cross street or block – All fields are not required. Select validate to ensure you've enter a valid City of Jacksonville address.
6. Review the Research location section – check for duplicate issues – issues with the same or similar request type



How to add actions from the Action Item List:

From the CARE home page [care.coj.net](http://care.coj.net) select the "Action Item list"

The screenshot shows the CARE home page with a navigation bar containing 'MAIN MENU', 'LINKS', 'REFERENCES', 'ADMIN', 'CSR ADMIN', and 'SYSTEM ADMIN'. A '2019' dropdown menu is visible. The main content area includes a 'Welcome to C.A.R.E.' section with 'Add Issue', 'Search', 'Research Location', 'Reports', and 'Dashboard' links. The 'Action Item List(43)' link is highlighted in yellow. Other sections include 'Announcements' with various reports and a 'Quick Search by Customer' form.

The list of CARE request assigned to your area will appear in the list.

Filter

Status: All Open | Issue Type: All | Priority: All | Division: 630-CITY | Section: | Waste Hauler: | Issue Number: | Apply Filter

**Action Item List (43)**

Priority	Last Action	Act. Date	Issue #	Section	Issue Description	Issue Address	Est. Completion
Assigned		2/25/2019	<a href="#">2019-5014616</a>		Public Records Request	7528 ARLINGTON XY	7/2/2019
Assigned		2/22/2019	<a href="#">2019-5014359</a>		Public Records Request	1561 LANE AV S	7/1/2019
Assigned		2/22/2019	<a href="#">2019-5014348</a>		Public Records Request	LAURA ST N / ADAMS ST W	7/1/2019
Investigating		2/21/2019	<a href="#">2019-5013968</a>		Public Records Request	3100 UNIVERSITY BV S	6/28/2019
Investigating		2/20/2019	<a href="#">2019-5013832</a>		Public Records Request	15255 MAX LEGGETT PY	6/25/2019
Investigating		2/15/2019	<a href="#">2019-5013281</a>		Public Records Request	6565 PRITCHARD RD	6/20/2019
Investigating		2/15/2019	<a href="#">2019-5012709</a>		Public Records Request	7816 SOUTHSIDE BV	6/17/2019
Open		2/26/2019	<a href="#">2019-79551</a>		Public Records Request - Copy of CARE Issue	5703 LUELLE ST	3/12/2019
Open		2/26/2019	<a href="#">2019-79549</a>		City Employee Compliment	8168 KILKELLY LA S	5/21/2019
Open		2/25/2019	<a href="#">2019-79401</a>		Public Records Request	2354 POST ST	7/2/2019
Open		2/25/2019	<a href="#">2019-79394</a>		City Employee Compliment	BLOCK 1500 OF GIRVIN RD	5/20/2019
Assigned		2/25/2019	<a href="#">2019-79352</a>		Public Records Request	DUVAL ST W / JULIA ST N	7/2/2019
Assigned		2/25/2019	<a href="#">2019-79283</a>		Public Records Request	ORTEGA HILLS DR / CUMMINGS LA	7/2/2019
Open		2/25/2019	<a href="#">2019-79264</a>		Public Records Request	117 DUVAL ST W	7/2/2019
Open		2/25/2019	<a href="#">2019-79242</a>		City Employee Compliment	1025 23RD ST W	5/20/2019
Open		2/25/2019	<a href="#">2019-78968</a>		City Employee Compliment	500 WONDERWOOD DR	5/20/2019
Open		2/25/2019	<a href="#">2019-78966</a>		City Employee Compliment	214 HOGAN ST N	5/20/2019
Work In Progress		2/22/2019	<a href="#">2019-78422</a>		City Employee Compliment	745 CAMP MILTON LA	5/17/2019
Assigned		2/25/2019	<a href="#">2019-78404</a>		Public Records Request	1031 SUPERIOR ST	7/1/2019
Investigating		2/22/2019	<a href="#">2019-78263</a>		Public Records Request	HOGAN ST N / FORSYTH ST W	7/1/2019

Click on the **issue number** of the request you want to work

Review the issue details. Once ready to take action select the **add action** button.

**Issue # 2019-5014616** IN PROGRESS

[Issue Activities](#) [Add Action](#) [Add Incoming](#) [Add Outgoing](#) [Add Attachment](#) [Edit Issue](#) [Clone Issue](#) [Add New Issue](#) [Print](#)

**Issue Details** **#2019-5014616**

Location: 7528 ARLINGTON XY, Jacksonville 32211 Latitude: 30.326110963 Longitude: -81.581285905 [Research Location](#)

Issue Description: [Public Records Request](#)

Assigned To: Neighborhoods / 630-CITY

Comments: Please provide copies of the Approved Site Plan and Conditions of Approval as well as copies of any Variances, Special Permits or Conditions for the following property:  
City Ridge Apartments, 7528 Arlington Expressway, Jacksonville 32211  
Thank you.

**Timeline**

Est. Start Action: 02/27/2019

Est. Completion: 7/2/2019 2:11:22 PM

**Other**

City Contact: E-Mail

Entered: 2/25/2019 2:11:22 PM by ecare@coj.net Neighborhoods / 630-CITY

Source: General Citizenry

How Reached: Citizen - Internet

How Reached: Internet

Linked Issue: -

Linked Email: -

Custom Reference: -

**Customer Details**

Name: Pat Horton

Address: 55 Beattie Place Suite 1510 Greenville, SC29601

Phone: Home (864) 751-6086 Work Call Pager Fax

Email: [Click to email to](#)

From the **Action** drop down box select the appropriate status and enter action **comments**. Then **submit** to the add the action and comments.

**Issue #2019-5014616** IN PROGRESS

[Add Action](#) [Add Incoming](#) [Add Outgoing](#) [Add Attachment](#) [Edit Issue](#) [Clone Issue](#) [Add New Issue](#) [Print](#)

**Add Action**

Action: Investigating

Action Date: 2/26/2019 9:05:58 AM

Est. Completion Date: 7/2/2019 2:11:22 PM

Comments: Forwarded to Planning and Development to obtain requested documents.

Save Action:  [Cancel Save](#)

**Issue 2019-5014616**

Entered: 2/25/2019 2:11:22 PM

By: ecare@coj.net

Dep/Div: Neighborhoods / 630-CITY

**Issue Details**

Description: Public Records Request

Dep/Div: Neighborhoods / 630-CITY

Address: 7528 ARLINGTON XY, Jacksonville 32211

Comments: Please provide copies of the Approved Site Plan and Conditions of Approval as well as copies of any Variances, Special Permits or Conditions for the following property: City Ridge Apartments, 7528 Arlington Expressway, Jacksonville 32211 Thank you.

Closure Notify: E-Mail