

Local Governance:



TownCrier

Introduction

- ▶ Limited Involvement in Local Governments by Citizenry
 - ▶ Lack of knowledge about the processes and issues handled through local government
 - ▶ Lack of visibility of citizen input opportunities in their local government
 - ▶ Lack of platforms maximizing community collaboration and discussion

Competitor Systems

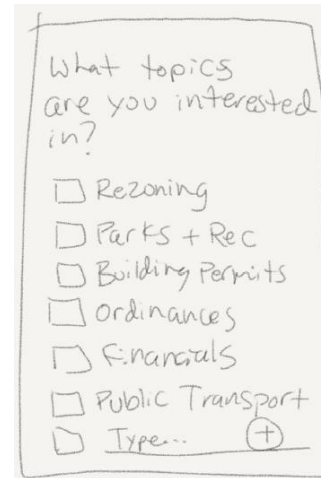
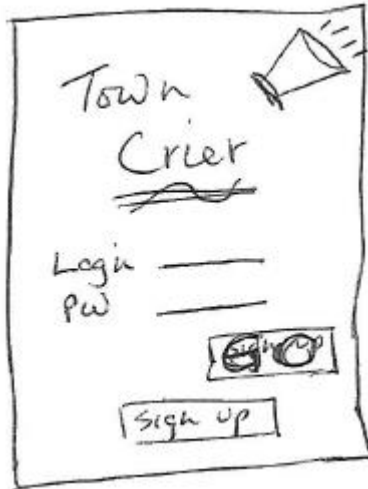
- ▶ No Apps with a Consolidated View of Public Information Beyond a Single Local Government Entity
- ▶ Councilmatic
 - ▶ Specific to City Councils
 - ▶ No social integration functionality
- ▶ Meetup
 - ▶ Great at event handling
- ▶ Facebook
 - ▶ Good at event handling
 - ▶ Great at social integration but non-issue specific informational capabilities

Town Crier App

- ▶ Increase visibility of local government events and activities in the issues at stake in them
- ▶ Use social design patterns to increase community cohesion and awareness around citizen input opportunities
- ▶ Better local government accountability through aggregation of post-meeting media

How We Got Here

- ▶ Creation of low fidelity prototype



- ▶ Consolidating design recommendations

How We Got Here

► Heuristics assessment by peers and Prof

Heuristics Review - Leo, Luke, Straton, Skip

Scoring scale	
0 This is okay	
1 Cosmetic only; may fix if time permits	
2 Minor issue: fixing or adding this should be given low priority	
3 Major issue: important to fix/add, should be given high priority	
4 Catastrophic issue: imperative to fix/add this before product can be released	

TEAM	
Score	Comments
1.5	<p>Leo: Many pages appear to be missing page labels that will make users not know where they are. Some pages are missing call to action buttons not giving users opportunities to go back to the previous page.</p> <p>Luke: Difficult to gauge from early prototypes, but looks fairly consistent so far. Follows traditional design patterns in sign-up, news feed, etc.</p> <p>Straton: Looks great, wireframes generally follow convention. You might consider repositioning the sign up process buttons to help it flow better.</p> <p>Skip: Wireframe layouts seem to be fairly straightforward. Make they are consistent throughout the app.</p>
2	<p>Leo: Signup or Login pages do not integrate social networking information. Recommend that networking (Facebook, Google+, Twitter, etc.) integration be made.</p> <p>Luke: I like the idea of the near-field phone syncing (holding phone up to the device). Although, if it's connected to your wifi, there might not be a need for that. Also like the option to skip account creation if you want. Recommend that you use phone's location data for map of nearby events, in addition to entering zip code manually.</p> <p>Straton: I like the idea of the dashboard - being able to quickly access certain pieces of functionality.</p> <p>Skip: Dashboard and Map screens look like they would be ideal places to have accelerators for the expert user. The beginning user needs to understand how to use these screens with only a few words, while the advanced user only needs to get where they want to go quickly.</p>

Stella, Jeffrey, Gary

Consistency and Standards:
Users should not have to wonder whether different words, situations or actions mean the same thing. Follow platform conventions.

Flexibility and efficiency of use:
Accelerators – unseen by the novice user – may often speed up the interaction for the expert user such that the system can cater to both inexperienced and experienced users. Allow users to tailor frequent actions.

Group2_lofi_feedback

1. Motivation to download/use app
John has recently learned that a vacant lot near his house is to be developed into luxury condos. He's concerned about the gentrification of his neighborhood, so this is frustrating for neighbors, and they wonder why they didn't get a say. He online that there had been several meetings about this in the couple months but he didn't know about them. John wishes to get notified about meetings like this in the future, and so he visits his city's website to our app's page in the App Store.

2. Sign up process
During the signup process, the app identifies John's location, for zip code. John is presented with a list of common topics of interests. He selects several topics (reasoning, building approval, official visits, etc). He then selects his preferred method to be notified when events with matching topics are scheduled.

2. Meeting notifications/Rsvp/notifications
John receives a push notification on his phone notifying him of an upcoming city planning and zoning meeting. He opens the app, reads the agenda, and discovers there will be a public-input discussion next week on increasing park space in the city. He wants his voice heard, so he RSVPs for the event, as well as posting about it on social media. He then posts his views in the comment section of the event. This allows John and his neighbors to plan their thoughts ahead of time and organize themselves for the meeting.

4. Post-meeting discussion
John couldn't make it to this meeting, but he was interested in the topics being discussed. After it takes place, he goes online to the meeting's event page in our system and is able to read a digest of what happened and participate in further discussion about it.

3. Settings
When discussing how the mobile app should interact, we used some feedback from Meetup.com to inform our narrative and wireframes. A team member created a set of wireframes based on the general feedback described above.

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► Iteration based on feedback received

Iterations

- ▶ Assume Little Understanding of Processes/Issues
- ▶ Keep Interest Topics Broad, Minimal Jargon
- ▶ Use “Talk like a Human” in Design Pattern
- ▶ Suggestions of Upcoming Events from Others
- ▶ Take Advantage of Crowdsourcing
- ▶ Maintain Consistency in Navigation/Layout
- ▶ Use real-world metaphors in the UI

Design Pattern Selection

- ▶ Sign In
- ▶ Social Login / Portable Identity



TownCrier


The best way to have a say in your local government.

Sign in with Facebook

Sign in with Google

Sign in with email or create account

Skip for right now



TownCrier

SIGN IN

Email

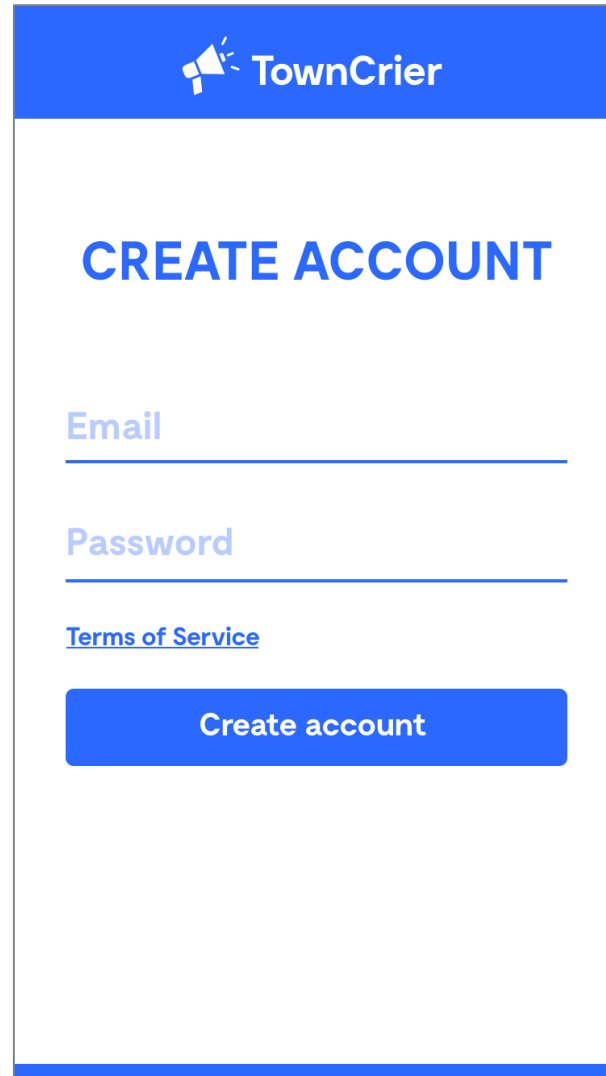
Password

Sign in

[Or, create an account](#)

Design Pattern Selection

- ▶ Sign-Up
- ▶ Terms of Service



The image shows a mobile application interface for creating an account. At the top, there is a blue header with a megaphone icon and the text "TownCrier". Below the header, the text "CREATE ACCOUNT" is displayed in a large, bold, blue font. Underneath, there are three input fields: "Email", "Password", and "Terms of Service". Each field has a blue underline. The "Terms of Service" field is a link. At the bottom, there is a blue button with the text "Create account".

TownCrier

CREATE ACCOUNT

Email

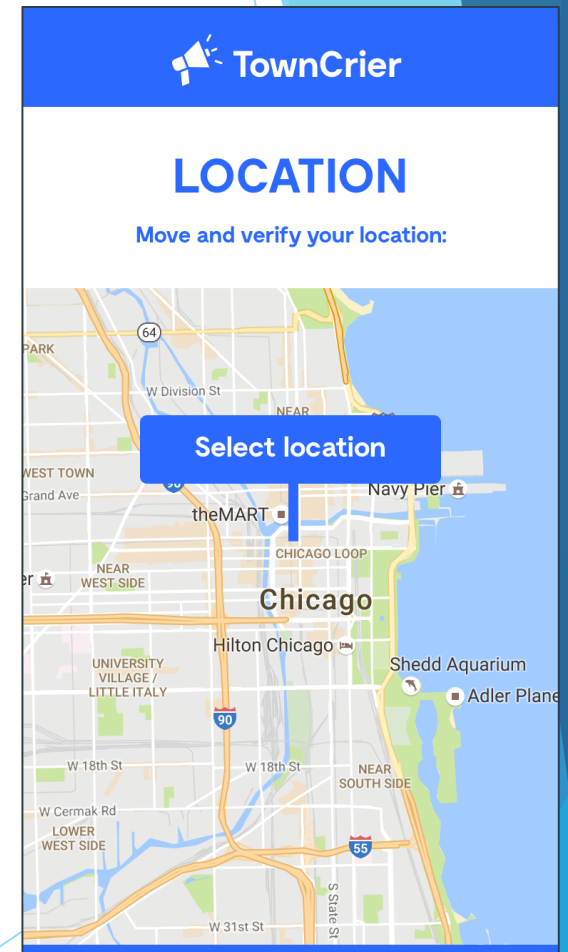
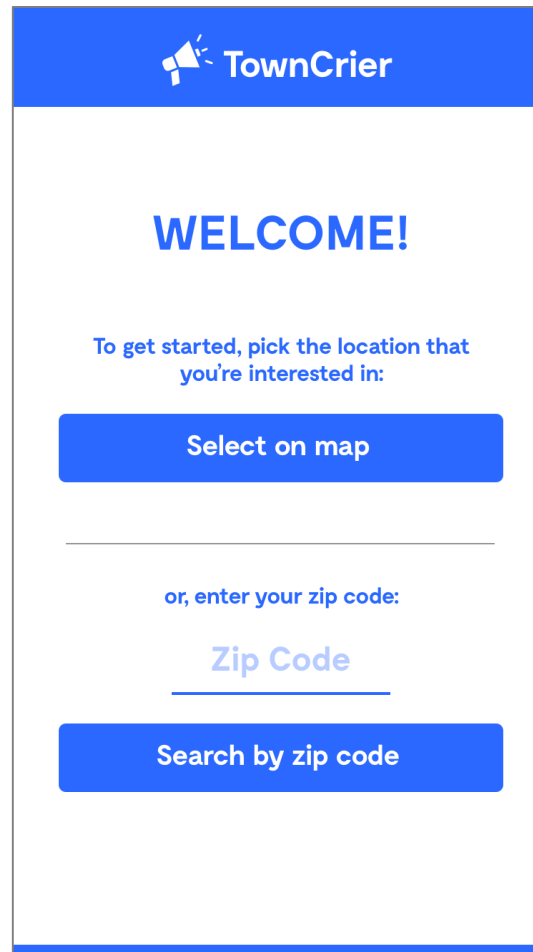
Password

[Terms of Service](#)


Create account

Design Pattern Selection

► Welcome Area



Design Pattern Selection


 **TownCrier**

TOPICS

Next, select which topics you're interested in participating in:
(you can change this later, too)

- Budgets, Taxes
- Education, Child Care
- Environment
- Events, Tourism
- Healthcare
- Infrastructure, Transportation
- Parks, Recreation, Art

Next

 **TownCrier**


NOTIFICATIONS

Select how you want to be notified

- Email
- Push Notification
- Text Message
- Phone Call

Weekly

Next

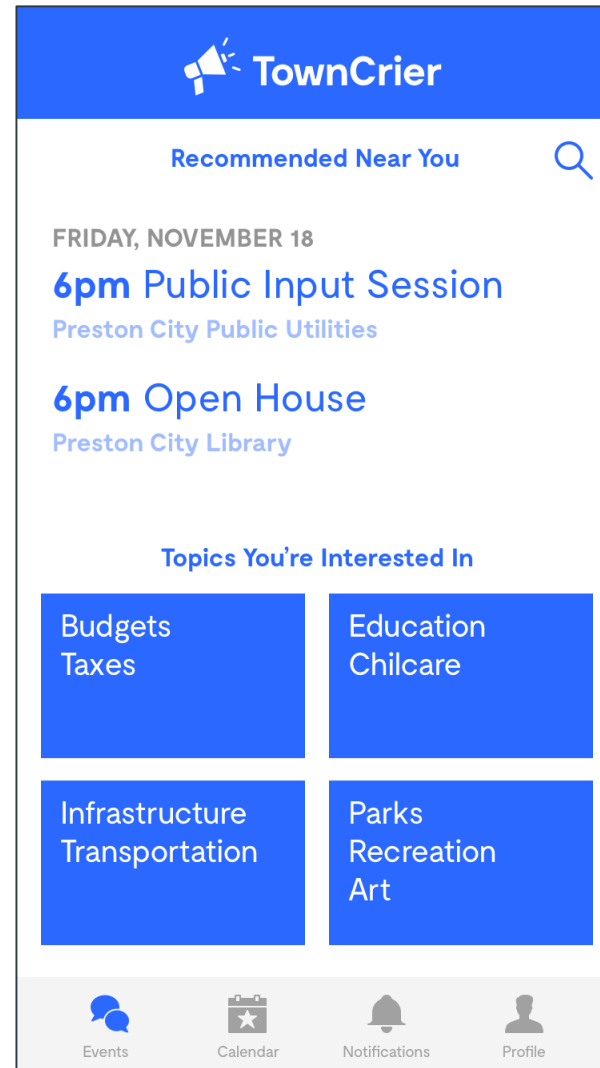
 **TownCrier**

YOU'RE ALL SET!

Finish

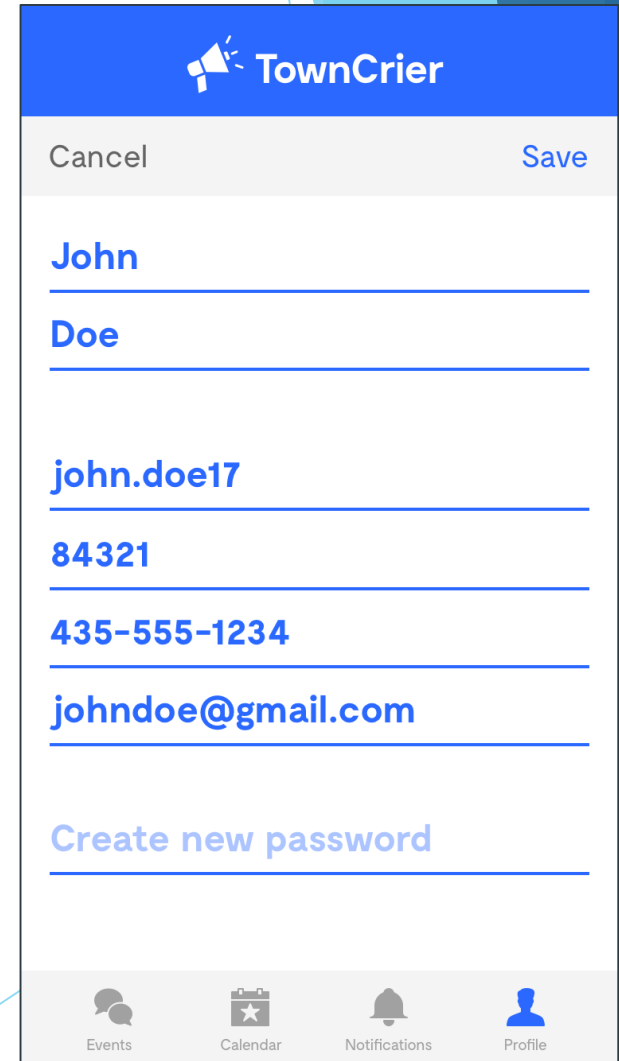
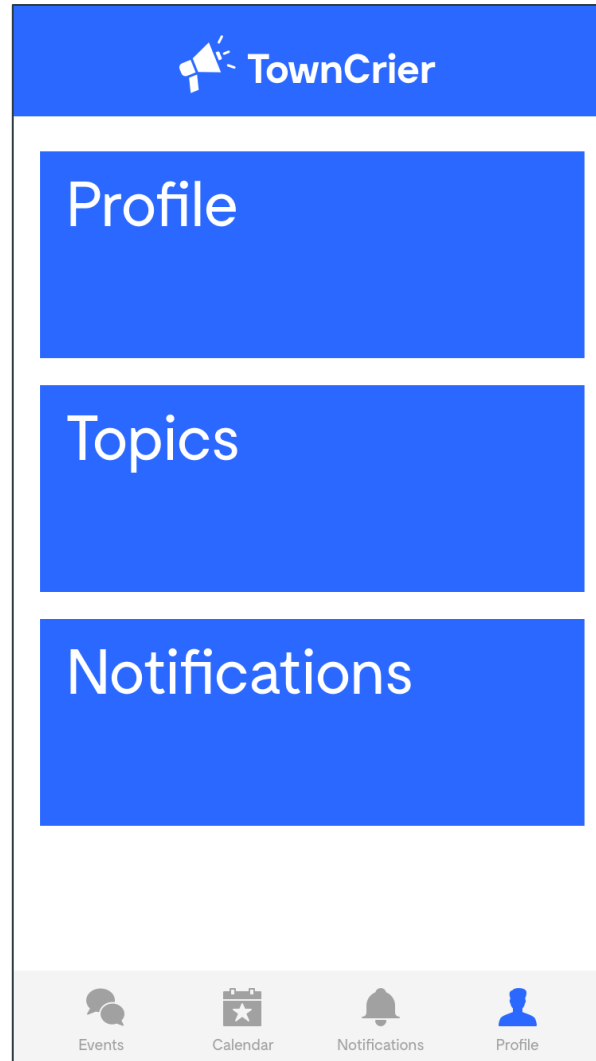
Design Pattern Selection

- ▶ Personal Dashboard
- ▶ Recommendations



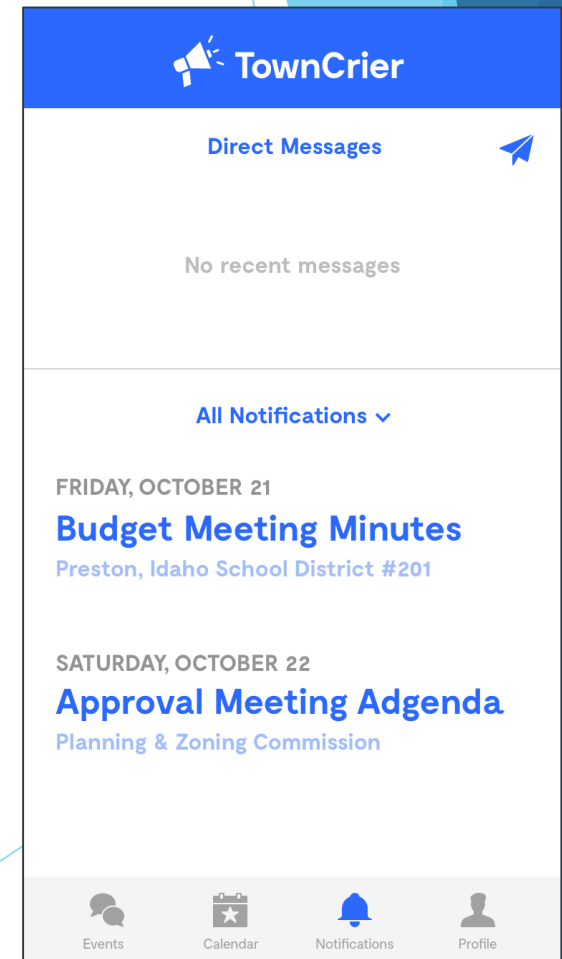
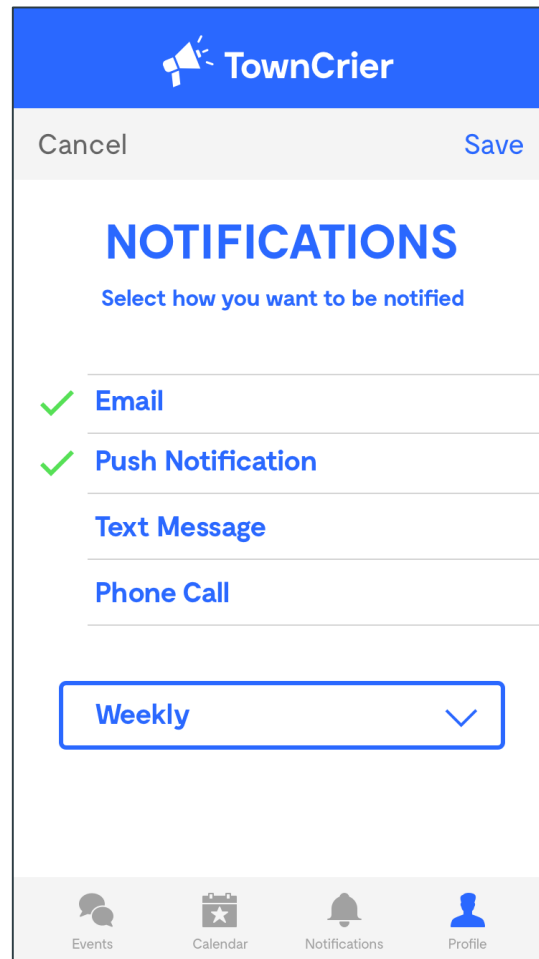
Design Pattern Selection

► Profile



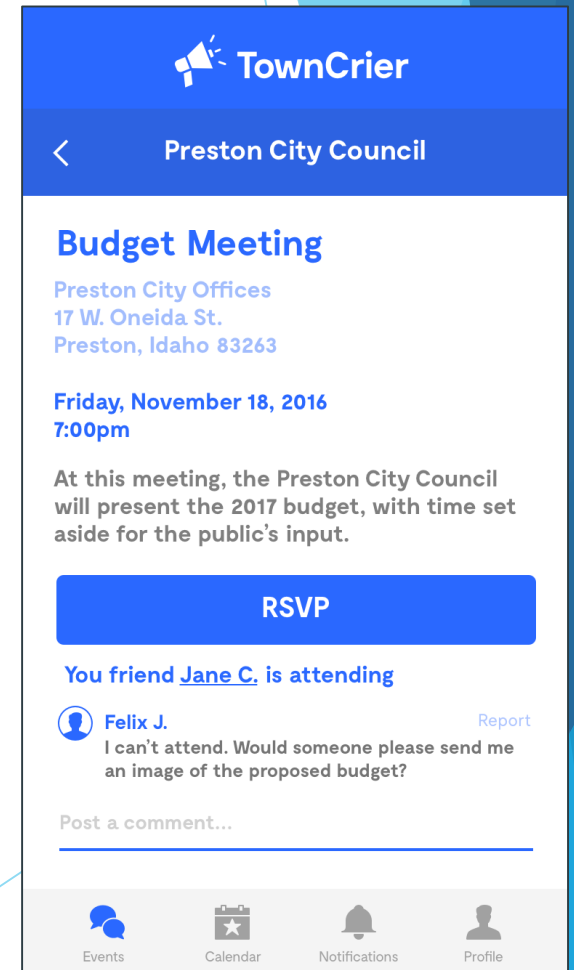
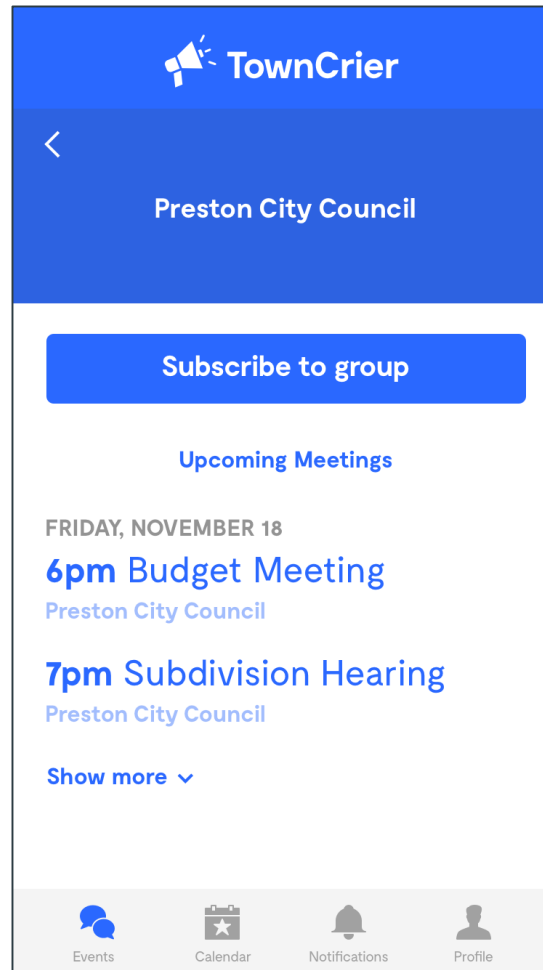
Design Pattern Selection

- ▶ Notifications
- ▶ Direct Messages



Design Pattern Selection

- ▶ Calendar
- ▶ RSVP
- ▶ Comments
- ▶ Report abuse
- ▶ Avatar



Design Pattern Selection

- ▶ Send / Share
- ▶ Up and Down Voting
- ▶ Crowdsourcing

Limitations

- ▶ Lengthy welcome / setup process
- ▶ Transparency vs anonymity
- ▶ Heavy reliance on community's behavior and engagement
- ▶ Free speech concerns

Future Work

- ▶ Iterate on the app to address immediate limitations and challenges
- ▶ Ensure thoroughness and relevance of interests, events, and government entities included in the app
- ▶ Help communities organize their participation and input into their local governments to be most effective