

User Flowcharts

North Branford Town App

Purpose & Primary Functions

- App name - My Town: North Branford
- Purpose - To create engagement within the community and fulfill their needs
- Primary functions
 - Find upcoming town events
 - Stay up to date on local news
 - Find information on recreational activities and programs
 - Request records and/or download forms
 - Find contact information for town personnel
 - Find information and directions for specific locations
 - Register for town functions

Target Audience

The top level target audience who would have different motivations for using this app would include

1. Long-term Residents
2. New Residents
3. Visitors

For the purpose of this assignment we will focus on the top two levels. Since the main goal of the app is to provide community and easy access to town documents.

User Stories

1

As a new resident, I would like to view all of the local parks so I can find trails to walk on and a place for my kids to play.

2

As a current resident, I would like to pay my car taxes online.

3

As a current resident, I would like to look at upcoming town events that my family and I can attend.

User Scenarios

1

Carol is a single mom and a new resident in North Branford. Her and her kids love the outdoors so she wants to find out where the local parks are.

Carol loves going for walks so she would like to find a park that has walking trails. She would also like to be able to download maps of the trails for easy navigation.

2

As a resident of North Branford, Phil would like to pay his car taxes.

His kids told him he can pay them online, but he's never done it before. He's expects the process to be easy and straight forward so he can get it taken care of. He would also like to be able to save his credit card information so that he can do this again in the future even easier.

3

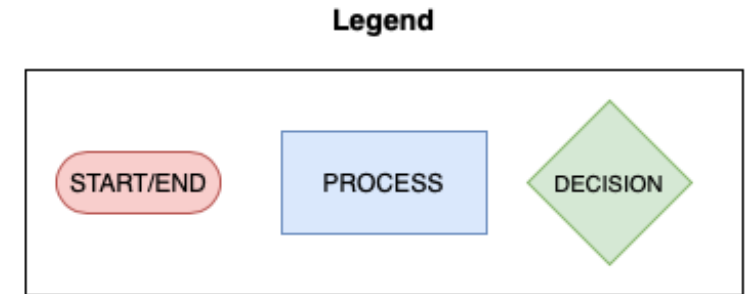
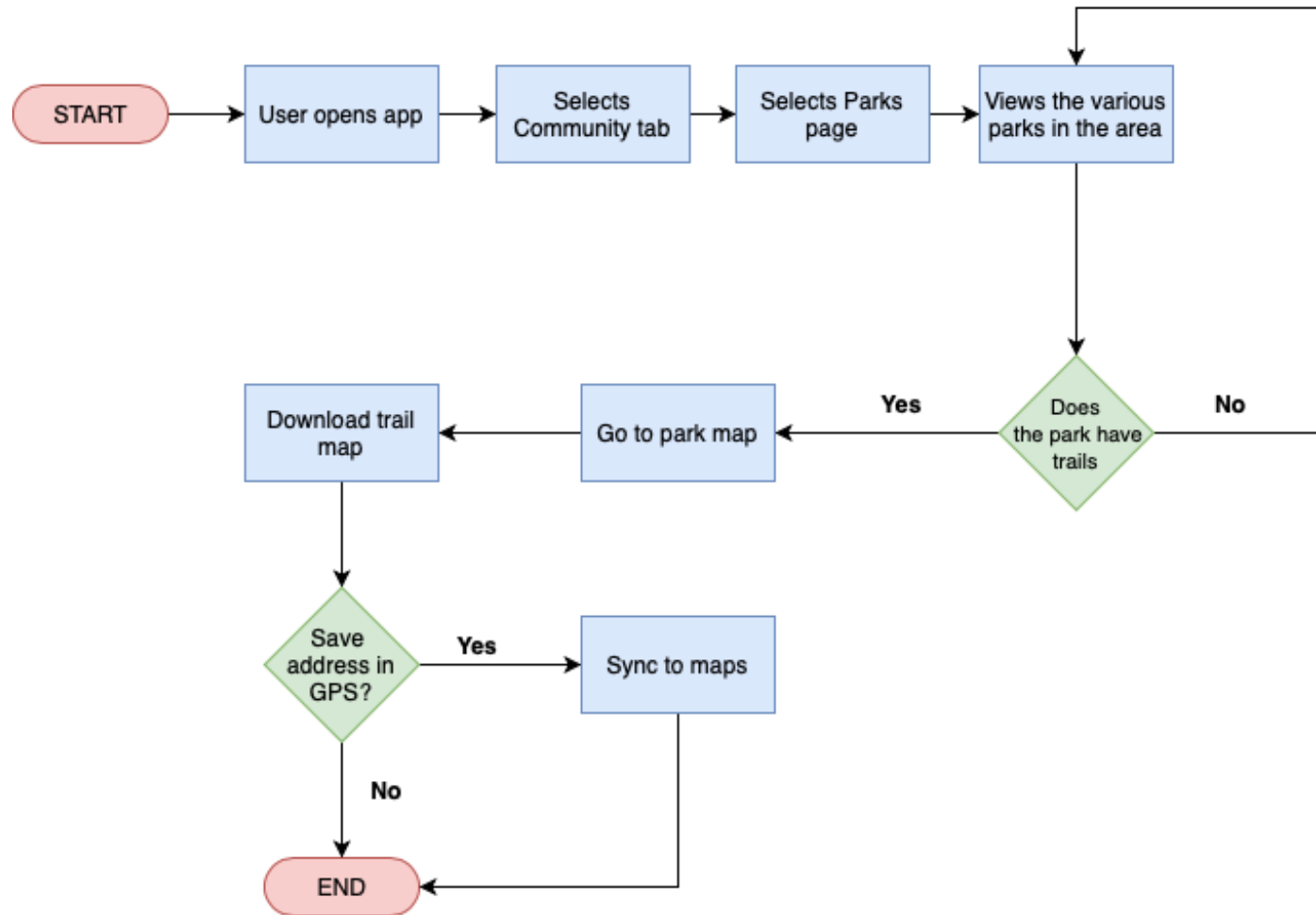
As a current resident, Stephanie would like to find more events in the area that her family can all attend.

In addition to seeing the event information, Stephanie wants to be able to find an event and easily save it to her calendar on her phone as a reminder. Her kids play many sports so this will make it easy for her to see what events they can attend.

Use Case 1

- Resident opens the app
- Resident selects “Community” tab
- Resident selects “parks”
- App displays a list of all of the local parks
- Resident is looking for a park with trails, if the park doesn’t have them, resident returns back to the list of parks.
- If park does have trails, resident goes to the park map
- Resident downloads park map
- App asks resident if they would like save the park address. If no, use case ends.
- If yes, address syncs to maps and is saved. End use case.

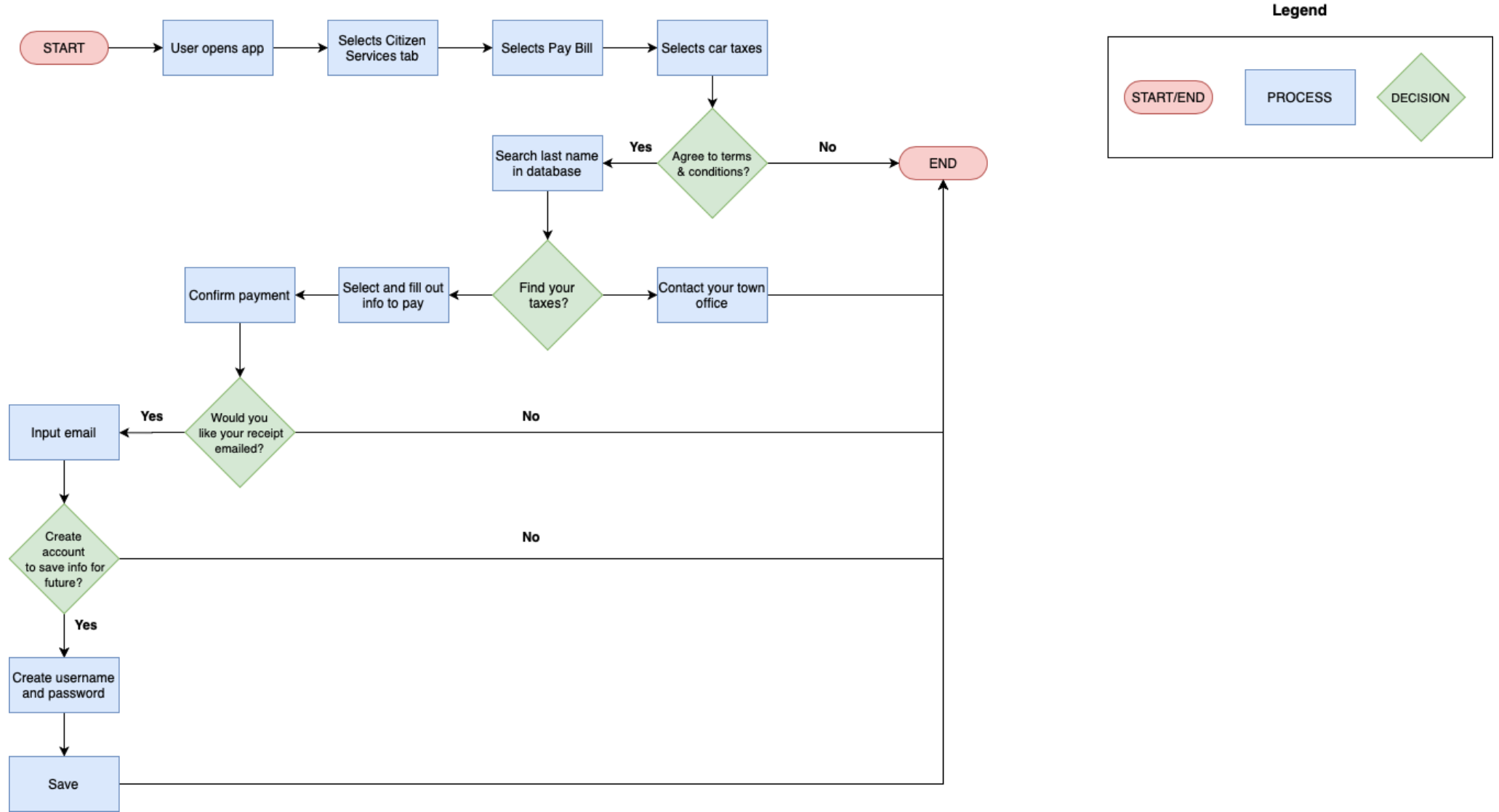
User Flow 1



Use Case 2

- Resident opens the app
- Resident selects “Citizen Services” tab
- Resident selects “Pay Bill”
- App gives a list of different items to make a payment on. Resident chooses car taxes.
- App asks resident if they agree to the online terms and conditions. If no, use case ends.
- If yes, resident will search last name in database.
- If resident cannot find the taxes they are trying to pay they will be prompted to contact the town. If they do, they will select the item and fill out payment info.
- Resident will confirm payment
- App will ask if resident would like an emailed receipt. If no, use case ends.
- If yes, resident will input email.
- App will ask if resident would like to create an account and save info for future use/payments. If no, use case ends.
- If yes, create username and password. Save. End use case.

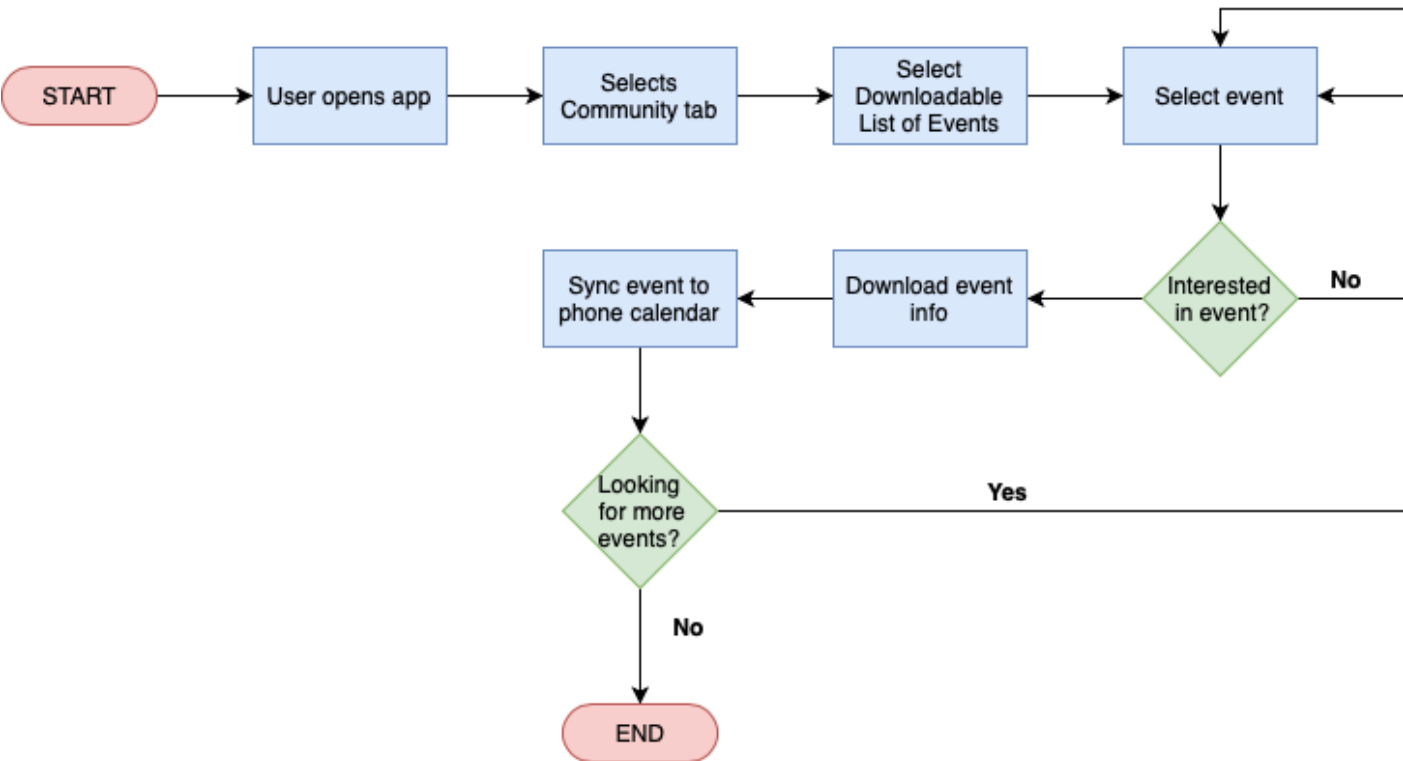
User Flow 2



Use Case 3

- Resident opens the app
- Resident selects “Community” tab
- Resident selects “Downloadable List of Events”
- Resident selects an event. If the resident is not interested in the event, resident returns back to the list of events.
- If yes, resident will download event info
- Resident will sync event to phone calendar
- App will ask resident if they would like to return to list of events. If no, use case ends.
- If yes, resident will return back to list of events and repeat through process until use case ends.

User Flow 3



Legend

