# Phase 2a

**Task 1: Reporting a Community Issue**

1. **User Type:**
   * *Passive Users* may come across an issue during daily activities and decide to file a quick report.
   * *Active Users* will proactively log detailed descriptions, add photos or videos, and possibly follow up on the issue’s status.
   * *Leadership* (e.g., city officials) will review and prioritize reported issues for further action.
2. **Goal/Purpose:**
   * Provide a straightforward way for citizens to flag local concerns (e.g., potholes, broken streetlights, safety hazards).
   * Improve city officials’ awareness of real-time problems by centralizing submissions.
3. **Detailed Steps:**
   * + **Launch App:** The user opens the application on their device.
     + **Locate “Report an Issue” Section:** A dedicated button or menu directs the user to a simple form.
     + **Enter Issue Details:**
       1. *Passive User:* May only provide a brief description (e.g., “Broken streetlight at Pine Avenue”).
       2. *Active User:* Might upload a photo, specify the exact street address or coordinates, and select a category (e.g., “Street Maintenance”).
     + **Submit:** The user taps “Send” to finalize the report.
     + **Confirmation & Follow-Up:**
       1. The system issues a confirmation message, optionally notifying the user of next steps.
       2. *Active Users* can choose to receive updates on how and when the issue is being addressed.
     + *Leadership* reviews and may update the issue’s status (e.g., “In Progress,” “Resolved”).
4. **Contextual Factors & Challenges:**
   * **Motivation:** Passive users may hesitate to report if the process seems cumbersome. The interface must be minimal and clear.
   * **Accessibility:** Screen reader compatibility and high-contrast themes support visually impaired users.
   * **Time-Sensitivity:** Quick submission is key—users might be on the move and need a concise form.

**Task 2: Participating in a Community Initiative**

1. **User Type:**
   * *Active Users* who regularly engage with the platform and are eager to collaborate on local projects.
   * *Leadership* (city officials, community organizers) creating and managing initiatives.
   * *Passive Users* who primarily view updates but may occasionally volunteer or comment when personally impacted.
2. **Goal/Purpose:**
   * Encourage collective problem-solving for issues like neighborhood cleanup, recycling drives, or local event planning.
   * Facilitate communication between officials and citizens, ensuring that community-led initiatives receive proper support.
3. **Detailed Steps:**
   * **Explore Ongoing Initiatives:** Users land on a dashboard listing community initiatives, with a brief description and progress indicators.
   * **Select an Initiative:**
     + *Active Users:* Click for more details (timeline, tasks needed, current participants).
     + *Passive Users:* Skim to see if it affects their locality or interests.
   * **Contribute to the Initiative:**
     + *Active Users:* Sign up for specific tasks (e.g., “Flyer Distribution,” “Logistics Coordinator”), post ideas, or start a group chat for volunteers.
     + *Passive Users:* Leave feedback or vote in polls if the cause resonates with them.
   * **Monitor Progress:**
     + A progress bar or status feed keeps participants informed.
     + Notifications highlight updates (e.g., new volunteer signups, changes in location or schedule).
   * **Completion & Reflection:**
     + Upon project completion, users share feedback.
     + Summaries of outcomes and official acknowledgments boost future motivation.
4. **Contextual Factors & Challenges:**
   * **Engagement:** Tools like in-app commenting, voting, and feedback loops prevent user burnout and increase transparency.
   * **Collaboration:** A clear structure for assigning tasks and sharing information fosters group cohesion.
   * **Accessibility:** Supporting multiple devices (phones, tablets, computers) and assistive technology ensures wide participation.