

Smart City App – Client Q&A Session Summary

Contact: Marc Guindon

Team Present: Mitch, Alison, Zed, Jake, Robson, Yanming

Location: 2017 Carp rd. Stittsville ON at the MGIS Inc. Office

Date: January 22nd, 2018

Can you summarize the mobile app, in just a few sentences?

The goal is to improve on the existing 311 platform and increase community engagement. It will allow residents of the region to report and/or track issues and hazards they may come across on city-maintained areas, such as trees down on the road or potholes.

Who are the target users? (Age, level of technical expertise, disabilities)

Target users are Ottawa residents of the age of majority. The app will aim to make it easy for the non-tech inclined to report issues, but also be modern and efficient enough to draw in a younger audience to keep them engaged.

Who will the app compete with? (competitors)

As the API is new, there are no competitors other than the 311 system itself. That is a mix of phone and web services that are scattered so we are aiming to streamline that.

Are there any apps or websites that you have seen which are similar to what you are looking to do with your app?

The city of Ottawa has their existing 311 services, but we are looking to build on top of that and compliment or replace the existing services.

Do you have any existing design work (icons, logos, colour schemes, and font faces) that needs to be incorporated in your app?

No, you are open to be creative.

Do you have any major features in mind aside from posting alerts to 311?

Feature list to be condensed down to be required, if time allows and future:

- Map with user location and heat maps.
- Collect the request itself with geo-data.
- No anonymous submissions - know who the user is.
- Two-way communication.
- Image submission.
- Form for submission - topic, description, etc.
- Boundary coordinates - the users' location in Ottawa doesn't matter.
- Geo-fence the city to see if the user is in a relevant location to be able to submit.
- Socially reaffirm an issue (*like/ +1*), trigger notification (*You are agreeing to reaffirm*).
- Shared feedback for posts you +1/like.
- Conversational aspect - crime, "*Did anyone else notice...?*" etc.
- Snapchat like annotations for images.

Smart City App – Client Q&A Session Summary

Contact: Matt Page

Team Present: Robson Miranda

Location: 2017 Carp rd. Stittsville ON at the MGIS Inc. Office

Date: January 11th, 2018

Brief overview from client before formal meeting

Desired Name: Smart City Talk

Client's points about the App:

- Replace 311 - Adding Detailed Info, Better Understanding and Tracking
- Integrate City X Public Services X People
- Requests should have a +1 or Like Button to gather support from other citizens
- Notification should be sent to people in a pre-determined Radius from Running Services
- Show Services/Requests on Map in the same Radius. This must not show personal info from requesters
- Assess Features having User's needs in mind, not the customers (Client x Customer)
- Focus on the communities' needs and not data/profit
- Interact with citizens sending updates from requests, public services, public meetings, planned maintenances
- Way for citizens to request/report actions outside of the regular bylaws.
- Requests should support interactions such request/response for more information (Open - Interact - Dispatch - Close)
- Bulletin system for city's Advisories and planned work
- Check requests from other users
- Send all requests to 311 and councillors