

Pothole Tracker

Application Overview

Navigating around pot-holes can be a challenge in the winter months, especially when they lay buried under a fresh layer of snow, waiting to flatten a tire, crack a rim, or damage an axle. The damages can be substantial.

This application allows drivers to assist the City of Cleveland to repair potholes by reporting the location of potholes they find on city streets. City employees at the Division of Streets can then review the reports and use the data stored in the system to manage inspection and repairs.

Users

User Type	Description
Drivers	The driver is a member of the public. They are general users of the system that provide input on pothole sightings. They also use the system for guidance to avoid pothole-ridden routes.
Employee	The employee are the managers of data within the system. All pothole sightings and repairs are approved by them.
System Administrator	Maintains the integrity of the system, manages employee user accounts.

Minimum Viable Product

The following User Stories are the functionality required to build the “Minimum Viable Product”.

All must be completed in order for the project to be successfully completed.

Report a Pothole

As a driver, I want to report a pothole so that the city will fix it.

Create a User

As the system administrator, I want to create user accounts for Division of Streets employees so that they can use the system.

Log In

As an employee of the Division of Streets with a user account, I want to “log in” to the system so that I can use the system to help fix the City’s potholes.

Review Pothole Reports

As an employee of the Division of Streets, I want to view a list of potholes that have been reported so that I can review and prioritize them for inspection and repair.

- User must be logged in

Duplicate Reports

As an employee of the Division of Streets, when I receive a report for a pothole that has already been reported, I want to identify the report as a duplicate so that the reports don't result in redundant efforts to evaluate and repair the pothole.

- User must be logged in

Schedule For Inspection

As an employee of the Division of Streets, after I have scheduled a pothole for inspection, I want to update the pothole report to indicate that an inspection is pending so that the city can keep track of the status of pothole repair.

- User must be logged in

Inspection Results

As an employee of the Division of Streets that has inspected a reported pothole, I want to confirm that the pothole has been found and rank the severity of the pothole so that it can be prioritized for repair.

- User must be logged in

Pothole Repaired

As an employee of the Division of Streets, when a pothole has been repaired, I want to update the pothole as repaired so that no more effort is spent reviewing the report.

- User must be logged in

Optional Features

The following User Stories are ideas for optional features that can be added to the application after all MVP functionality is complete.

Attach Picture to Pothole Report

As a driver who is submitting a pothole report, I can attach a picture to the report in order to make it easier for the City to identify and fix the pothole I'm reporting.

Mobile Friendly Pothole Reporting

As a driver who is submitting a pothole report, I want the application to be easy to use on my mobile device so that I can make a report while I'm out and about rather than waiting to get to my home or office to make a report from my PC.

Public Reporting

As a member of the public, I want to see how many potholes have been reported, how many have been repaired, the average time between report and repair, etc so that I can tell how good of a job the city is doing at repairing potholes.

Pothole Map

As a member of the public I want to see the location of reported potholes displayed on a street map so that I can see where potholes are being reported and repaired.

Submit a Damage Claim

As a driver whose vehicle has been damaged due to a pothole, I want to submit a claim for damages to the City of Cleveland so that I can be reimbursed for repair costs.

- The existing version of the claim form can be found at:
<http://www.city.cleveland.oh.us/CityofCleveland/Home/Government/CityAgencies/Law/Claims#vehicledamage>

View Damage Claims

As an employee of the Division of Streets, I want to see a list of all open damage claims so that I can see what needs to be worked on.

- User must be logged in