Get It Done User Experience Research

User experience audit brief prepared by Fi@UCSD

Friday, May 1 2020

Prepared for Marcus Lostracco, Alexander Hempton, & Justin Ellsworth
on behalf of the City of San Diego Performance & Analytics Department

Fi

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Executive summary

Background

In January 2020, student-run experience agency Fi@UCSD collaborated with the team at the Performance & Analytics Department at the City of San Diego on a project to explore the user experience of the Get It Done platform (GID). The project focuses on the primary feature and experience of GID: reporting infrastructure-related issues to City staff.

The team at Fi had been tasked with discovery for research questions of the GID experience, primarily in three components:

- **Pre-reporting:** *How do users know if an issue has already been reported? If they can't tell, what is the best way to display existing reports?*
- **Reporting:** *What is the current flow and roadblocks in how users report issues? How can it be streamlined or modified to mitigate user error?*
- **Tracking:** *How do users keep track of reports they & others put in? What could serve as better indications for progress of a ticket?*

Pain points

Research findings were extracted from surveys, interviews, usability tests, and co-design sessions that tackled to answer those questions. The analysis of user input and expert critique highlight some pressing issues in regards to user experience:

- Users' top priority is having their issue resolved, but they don't receive the feedback or updates they desire.
- The existing reports tool is difficult to use, and constrains users for adding onto a report that is similar to the one they want to report.
- Reporting is a process that suffers inconsistencies between mobile and web, potentially leaving vulnerability for unreliable reports by users.
- Tracking reports is not an easy task for a typical user, and it includes the least amount of detail possible: this causes a considerable amount of frustration for the user and consequentially results in duplicate reporting.

Solution scope

Design solutions proposed by Fi address pain points discovered through user studies and reviewing interface issues. The team has identified domains where experience could benefit from modification of GID practices:

- Increasing direct engagement with users on issues they report through GID
- Creating cohesiveness and fluidity within the interface to ensure report validity
- Opening communication between users and between user + staff
- Inspiring staff awareness and actionability for making GID

Research demographics

Three (3) surveys were conducted on a total of 96 residents in San Diego County to ask separate questions related to pre-reporting, reporting process, and tracking reports. Responses were cleaned and considered users who had used the GID platform before.

Usability tests were performed on 11 participants, and co-design sessions were held with 2 residents.

Council District

1	2	3	4	5	6	7	8	9
6	3	12	0	1	11	1	2	1

Age

18-24	25-34	35-44	45-54	55-64	>65
17	12	14	16	9	17

App usage

Rarely or yearly basis	Monthly basis	Weekly basis	Daily basis
36	25	5	2

* Not all resident participants reported their demographics.

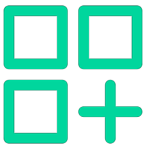
Scope of research

The UX audit performed by Fi is specifically focused on the experience encountered by users interacting with the GID service model of reporting infrastructure-related issues to city staff.

To better understand the current state of user experience and issues citizens encounter when reporting issues through the GID platform, the scope of researching for pain points in experience was specified down to key components in the user journey of issue-reporting. This was easily segmented by looking at capabilities of a user in the GID platform: the user can review existing reports, report an issue they've come across, and track the progress of any inputted report.

In the research performed, observations were placed on both the web and mobile app versions of the GID platform. Note: incoming design proposals will be primarily focused on the mobile app, with documentation on providing the same design solutions to the web platform.

The experience, broken down into its larger and finer components, helped the Fi team determine the best questions to ask, as well as the methods to unravel answers to those questions.



Pre-reporting

Pre-reporting consists of the experience users have prior to reporting an issue, specifically reviewing existing reports before reporting a duplicate issue.

How do users know if an issue has already been reported?
If they can't tell, what is the best way to display existing reports?

Reporting

Reporting consists of the process of filing an issue on the GID platform: inputting the service requested, location, description, and picture of the issue.

What is the current flow and roadblocks in how users report issues?
How can it be streamlined or modified to mitigate user error?

Tracking

Tracking consists of the experience occuring after a report is submitted, where a user receives updates through contact information provided or by viewing the report on the GID platform.

How do users keep track of reports they & others put in?
What could serve as better indications for progress of a ticket?

Pain points

What are the specific points of evaluation that could display a need to improve usability and interaction on the GID platform? Through the Fi team's use of user interviewing, surveying, usability testing, and codesigning with previous GID users, new insights came to light that contributed to findings of this report.

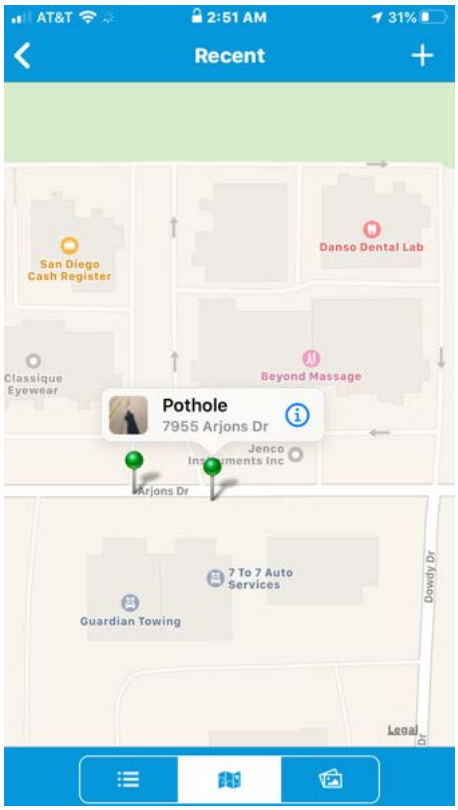
Pre-reporting

The GID platform provides a collection of reports that can be accessed by the user in list or map view. As a feature, it is intended for the user to review previous reports within their relevant vicinity.

In a survey covering actions related to pre-reporting on GID, 71.9% of participants who had used the platform before said they never check to see if their report had already been made before making their own report on the same issue. There were two main reasons given by users for not checking existing reports: 80% of participants either didn't know there was a way to look at existing reports or said it never occurred to them to look at existing reports.

Usability testing performed on users who were tasked with reporting a pothole, observed that none of the users checked existing reports for a duplicate issue before making their report.

The Fi team took a deeper look into feedback from users in order to interpret and determine why users aren't viewing existing reports before creating duplicate reports.



An example of duplicate reporting: both locations are the exact same pothole but are reflected on GID as separate issues.

1. The biggest priority for users is reporting an issue on their own and getting informative feedback

The majority of insights from users was centered around their need for communication from City intake teams on resolving the issue.

It's most important for users to have better awareness of the status of an issue they reported. User perceptions of GID express inconsistency in how certain issues are responded to, as some issues are closed and the user is made aware, other issues are closed without the user being informed, and some issues remain open.

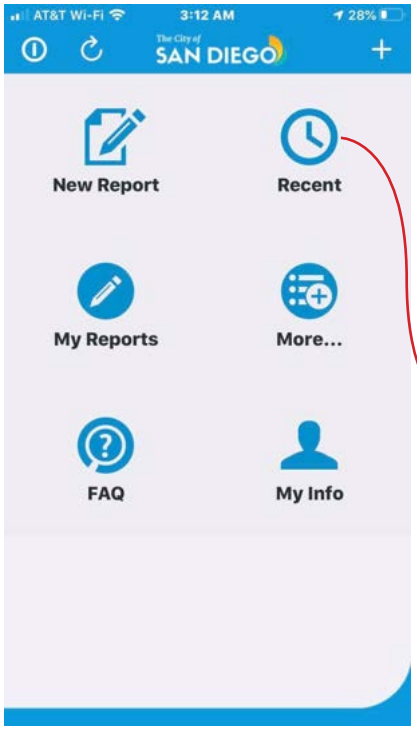
The problem of issues not being closed can create a sense of distrust among users, and lead to unexpected user responses: users may continue to make a duplicate report on the issue, communicate about the issue through word-of-mouth or NextDoor, or not use GID at all.

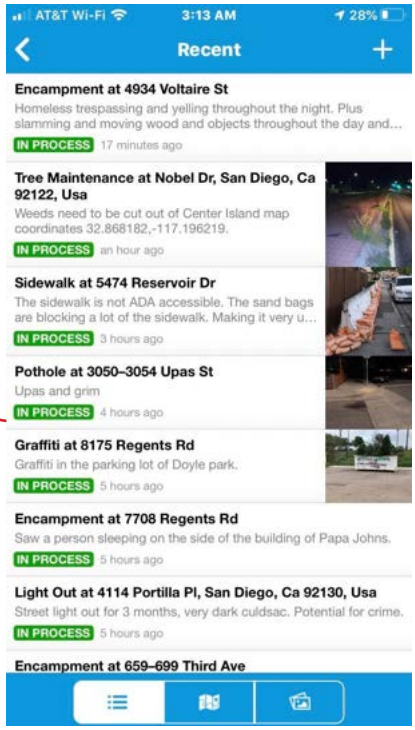
2. The existing reports tool is quite difficult to use, but moreover it is segregated from the reporting process

An expert review yielded the feature lacks efficiency, due to the inability to sort issues by category or search words.

But when accounting for user priority, a larger reason comes into view: the existing reports tool exists as a separate tool from the reporting form. The task to look for an existing report simply does not fit into the user's timeframe and workflow of wanting to report on issues they see. Only 19.1% of users were actively using existing reports to determine if an issue had already been resolved.

Reviewing existing reports that might pertain to the one the user is referencing needs to be incorporated into the reporting process, rather than being an isolated feature.





The Recents view on mobile provides a list of the last 100 reports, while the website includes the entire history of reports listed.

The list isn't filterable by category or search words. Moreover, accessing map view isn't as intuitive on mobile when the view controls exist at the bottom of the screen.

3. There is no way for users to add onto the details and observance of an already reported issue

Another reason as to why existing reports are not used is because of its lack of value, due to not allowing users to easily build off existing reports they see.

If a user sees a report that is missing details, or wants to express that they have also encountered that issue (to potentially make it seem like a higher priority, there is no way to build off an existing report. Instead users must simply make a new report. But due to the design of the existing reports feature, this information may not be easily accessible to users.

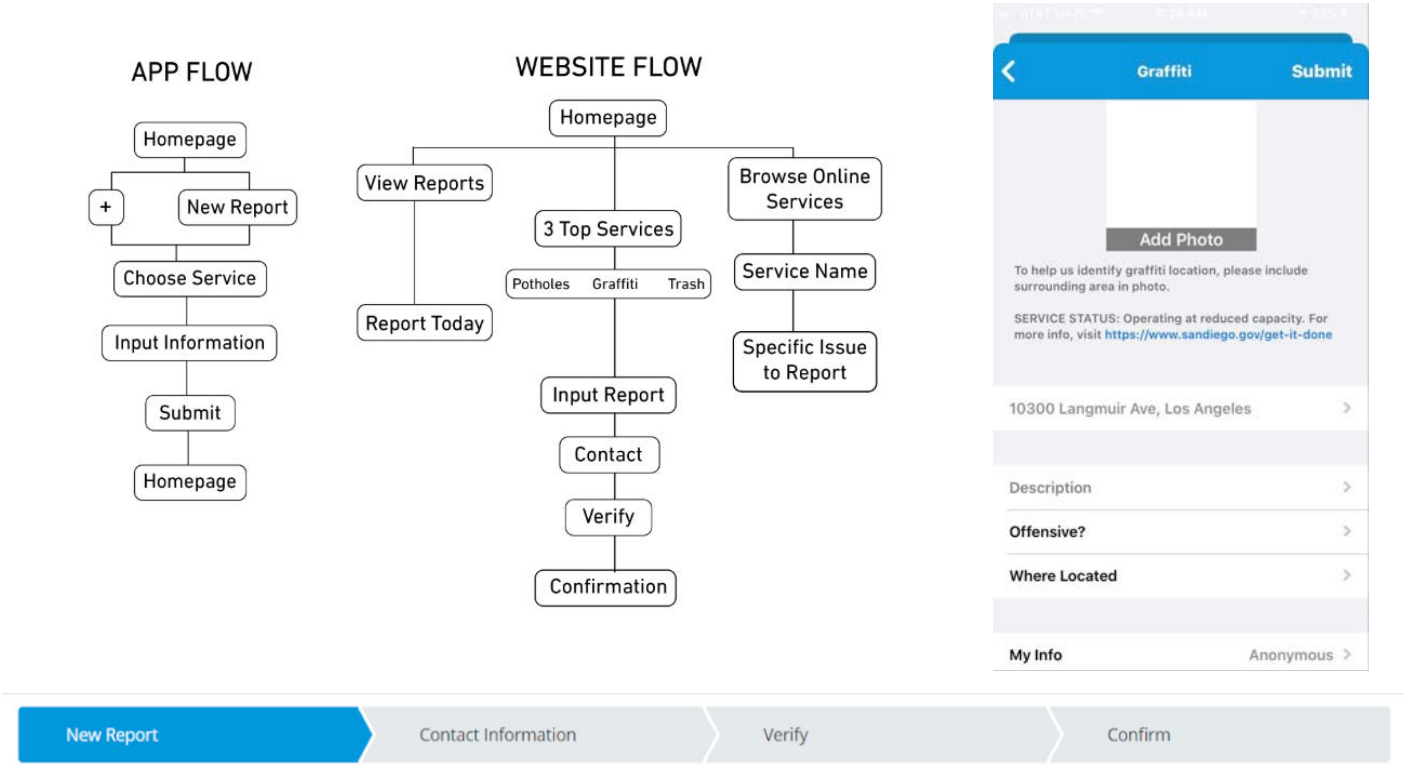
Users likely need the ability to contribute details to a certain report, whether that comes from a social media structure or crowdsourcing features.

Reporting

Reporting an issue serves as the primary feature for the majority of GID users. While providing a useful service as convenience to users, the reporting process is still open to suffering in points of usability, efficiency, and reliability.

The Fi team took a look at the site & app architecture to identify roadblocks and potential solutions. The team was able to chart out the high-level sitemap for both the app and website versions of the GID platform. The flows of each helped identify a lack of consistency between the two platforms when a user is tasked with filing a report.

On the mobile platform, one would file a report by tapping on “New Report,” finding the category the issue falls under, and then filling out the relevant information and details. To file a report on the website, however, users would be directed to the different categories through “Top Online Services” or scrolling down to “Browse Online Services” with no explicit message to make a new report. In addition, users of the website would be taken through a four step process before verifying and submitting their request, whereas users on mobile are directed to two screens for service and report information that are very densely populated with information.



Task flow of reporting process (top left & middle), comparing mobile GID app vs website platform. Users are guided through a four-step process on web (bottom), which would prove useful in contrast to the mobile form (top right).

The team also observed discrepancies in the lists of available services on both the app and website. Some services from the website are excluded from the app entirely. Some services that are congruent between app and website are organized between different categories. There are a couple of services that have the same format but different labels, and vice versa.

This isn’t only an inconsistency, but it provides a roadblock for users, who for instance may want to report on the mobile app but aren’t able to until they can access the full website.

The team was able to compile all report labels and categorize issues with each label:

- **Blue** represents options not present on the other platform.
- **Red** represents options that are the same type of report filed under different categorizations.
- **Orange** represents options that are the same type of report but labelled differently.
- **Purple** represents options that are different reports labelled the same.

APP: Make a New Report

Popular Reports
Graffiti
Pothole

Street Light
Light On During Day
Light Out

Traffic Signal
All Lights Out
Flashing Red
Light Out
Signal Facing Wrong Direction
Timing

Trash Recycling
Containers Left Out
Dumpster
Encroachment
Missed Collection

Streets & Sidewalks
Curb
Damaged Guardrail
Faded Striping
Sidewalk
Street Sweeping
Traffic Sign
Tree Maintenance

Storm Water
Illegal Discharge
Storm Drain
Street Flooded
Over Irrigation

Other
Dead Animal
Illegal Dumping
Parking Issue
Encampment
Other

WEB: Browse Online Services

Top Online Services: Graffiti Pothole Trash Collection Schedule

Parking & Vehicle Related Issues
72-Hour Vehicle Violation
Oversized Vehicles
Zone Issues

Trash Collection, Recycling & Graffiti
Find my Trash Collection Schedule

Trash Collection Services
- ADA Assisted Collection
- Additional Container
- New Trash Service
- Replace Damaged Container

Appointments
- Hazmat Appointment

Report
- Container Left Out
- Dead Animal
- Dumpster Encroaching on Public Right of Way
- Graffiti
- Illegal Dumping
- Encampment
- Missed Collection

Streets, Sidewalks & Lights
Curb
Pothole
Sidewalk Repair
Street Light
- Light On During the Day
- Light Out

Traffic Sign
Traffic Signal
- All Lights Out
- Flashing Red
- Light Out
- Signal Facing Wrong Direction
- Timing

Damaged Guardrail
Faded Striping
Street Sweeping
Encampment
Other

Trees & Vegetation
Tree Maintenance
- Branch/tree down
- Visibility of traffic signs/signals
- Blocking street/sidewalk
- Dead/unstable
- Other

Storm Water & Drains
Storm Drain
Street Flooded
Illegal Discharge
Over Irrigation

Passport Services
Schedule an Appointment for a Passport

Encampment
Encampment

Tracking

Any user wishing to track issues reported can access the “Recent/Reports” page & the “My Reports” page on mobile. By default, both Reports pages are presented in table-view where reports contain titles, locations, brief descriptions of the problems, an indicator stating whether the report is “New,” “In Process,” or “Closed” and optional images.

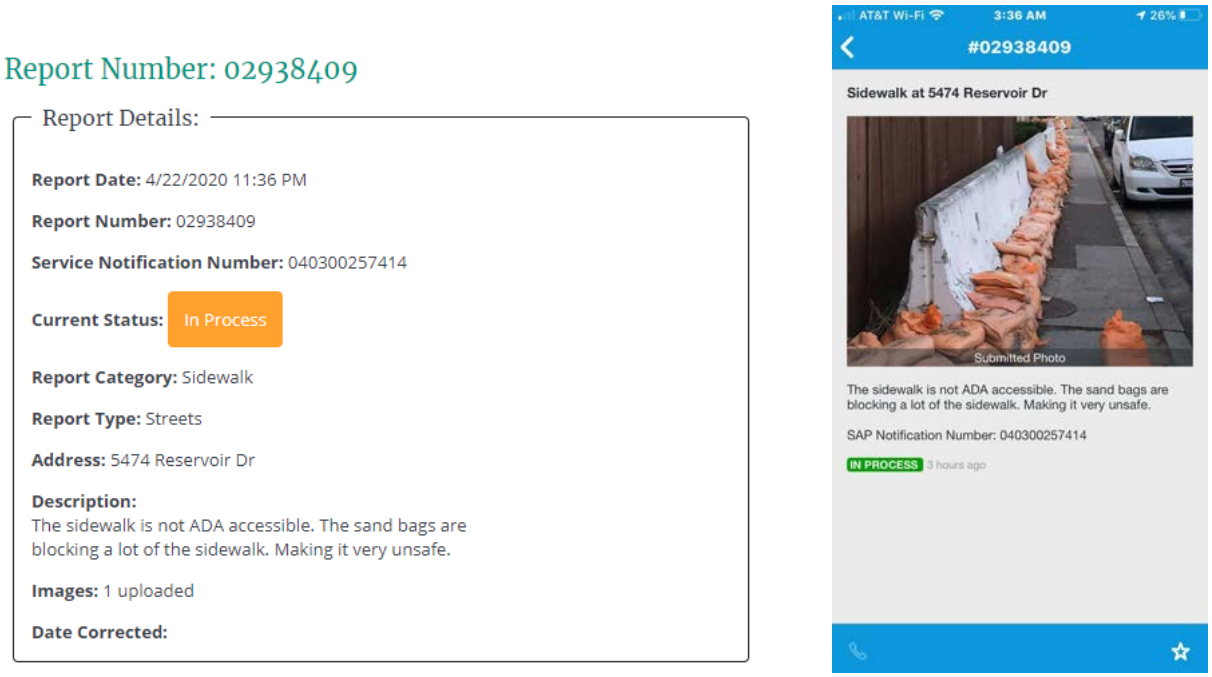
A survey revealed that a majority of users (47.1%) turn to the Get It Done mobile app to track the progress of a report previously submitted. The second majority of users (29.4%) wait for update emails rather than utilize the application. Despite most users knowing of a way to track the progress of their report, a majority of users did not find the provided information to be satisfactory.

The Fi team surveyed users to analyze the ways in which users track updates, keep up with report progress, and measure success of their own report in order to determine best practices for keeping users updated on inputted reports.

1. Information about a report’s status is difficult to find on the platform, and if found, is insufficient.

The ability to find updates on the site as previously described is not intuitive for 41.2% of users, rating that there is little to no detail about the progress of a report. The amount of detail provided on a report’s status is confined to the three indicators “New,” “In Process”, and “Closed”. There is no additional detail provided other than what the user inputted in the reporting process.

Users verified that the lack of detail in updates often had them taking initiative to check the site in-person (41.5%) to note changes to the issue reported.



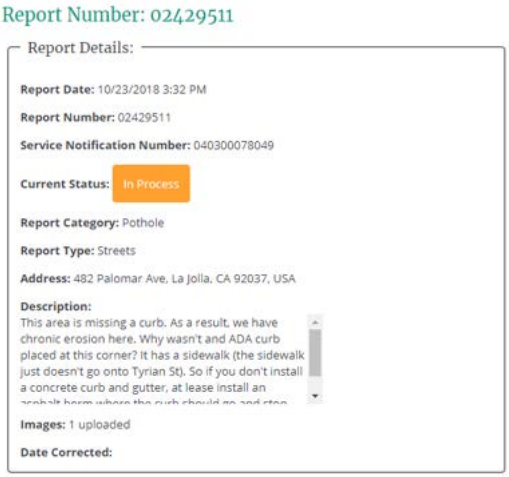
Comparison between mobile and desktop versions of a submitted report. Most information aside from location, report type and description, and status are truly relevant to most users.

2. When reports aren't addressed or updated, users feel an inconvenience despite the platform's goals.

Users brought up several common issues regarding the inconvenience they felt when waiting on a report for resolution. The most common issue users faced was that reports are not addressed and sit in the report queue for months at a time without any futher update. Other complaints were heard from users being dissatisfied with the lack of update regarding the status of a report. A separate case from this involved user complaints regarding a report being closed but not resolved, with no explanation as to why.

A significant number of users would not take any attempt to resolve these issues they experience (31%), while some users expressed that they would resubmit the report or call a City department to inquire about the issue (31.2%).

These frustrations for users have potential to exhibit a negative perception of the GID platform's efficiency versus other methods of infrastructure reporting. It appears imperative that a solution is offered to provide users with more updates in order to maintain an image that GID is the fastest and most convenient method of reporting city-related issues.



This report regarding a pothole has been reported on Oct 23, 2018. Eighteen (18) months later, the report hasn't been updated by the City intake teams and still sits as a report on the platform.

There are only a few possibilities to the result of this report: either a duplicate issue was reported, the issue was called in and report ignored, or the issue was never resolved. The last scenario might serve a reflection of a user's frustration with GID's effectiveness.

3. Creating improvements in tracking AND pre-reporting are important for preventing duplicate reports.

The team learned about key behaviors that users exhibited, primarily when users get frustrated with their experiences to the point of resubmitting a report or contacting City staff directly. When looking at the deeper implications of this behavior, it appears that these behaviors have standing with not only the tracking process, but the way in which users review reports before submitting one (the concept behind pre-reporting).

GID uses a duplicate check, "Functional Location" to determine reports that might be duplicates & send a parent report to the appropriate department. However, this change isn't reflected to the user, as their case ends up closing.

It's important to users to not only address issues of detail and communication on tracking, but to also empower validation on issues by other users. The relationship of tracking and pre-reporting is synonymous: they need to be enabled and consistent with each other in order to provide support to users who might be frustrated when the app appears to provide little update detail in real-time.

Solution scope

The proposed solutions address pain points discovered with modifications to features available on the GID platform. They are only to inform the City's future design decisions, but provide a strong backbone to changes the Fi team suggest to the platform.

Independent of a specific solution, Fi proposes to create more meaningful experiences within the following domains of GID:

Increasing user engagement

As the user base for GID grows in the forseeable future, increasing engagement with the end user is a big priority. As users provide the influx of reports regarding City issues, they conditionally expect interaction and feedback regarding the issues that they report themselves. This goes much beyond communication, involving touchpoints in incentivization, content strategy, visual design, marketing, and continuous user surveying & research.

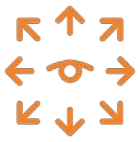
Resolving interface usability issues

The usability issues discovered in the reporting process for both mobile & web versions of GID highlight reasons that may lead to a user error, or potentially frustrating them to the point of not submitting a report. Getting the user to their priority of resolving issues requires attention to the details that prevent users from getting there.

Communication amongst parties

There is opportunity to get issues noticed faster, resolved faster, and communicated faster. When users communicate with each other, and have a direct line to City departments responsible for working on issues, they're more empowered to fill these issues with confidence.

Consider reports that are duplicates: if users are given an architecture that allows them to provide feedback to one report rather than separate multiple reports into parent-child cases, they feel more confident in the prominence of the report and the priority of its resolve.



City staff awareness and actionability

While user experiences outside of GID platform interactions may not be disclosed to City staff who operate service models, creating opportunity for those staff to observe and emphathize with user behaviors will inspire better solutions to create user satisfaction. Every department has an independent method of interacting with and resolving issues; their own experiences might provide new methods of empowering the GID community.

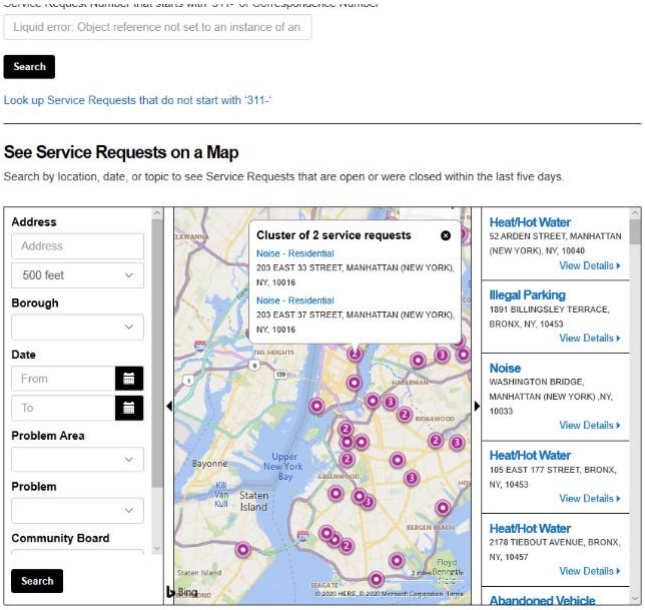
Solution research

As part of researching solutions to address the scope of the project, the Fi team documented several solutions that target help channel access in different ways. These features are recommended for consideration in the design process of improving GID user experience.

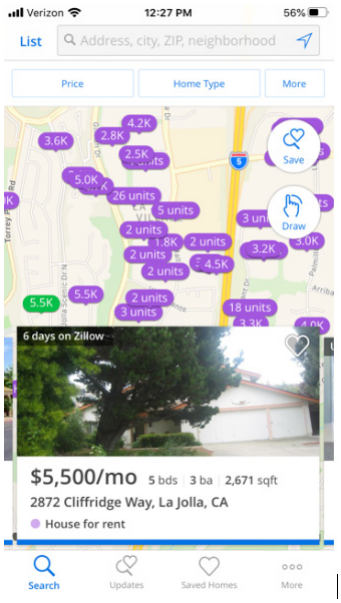
Improving ability to filter reports

Creating filtered views would allow users to sort through addresses, search within distance, dates of reports, types of issues, and city council districts. This would be a useful component to implement into GID, as users are currently forced to sift through “Recent” reports manually.

NYC311 is similar to GID in the nature of a civic maintenance app, and their inclusion of a filter helps users find a corresponding issue much more quickly and efficiently.



NYC311, providing filters that allow for faster, simpler search of issues



Zillow, providing a more comprehensive view to search by area and view an item

Providing users with more contextual information

Although the GetitDone app currently allows users to look up addresses, it only does so when creating a new report. When looking through “Recent” reports, there isn’t a search bar. The implementation of such would make it much easier to sort through “Recent” reports. In order to do this successfully, a user should be able to type in an address, type of issue, zip, or city and locate the reports.

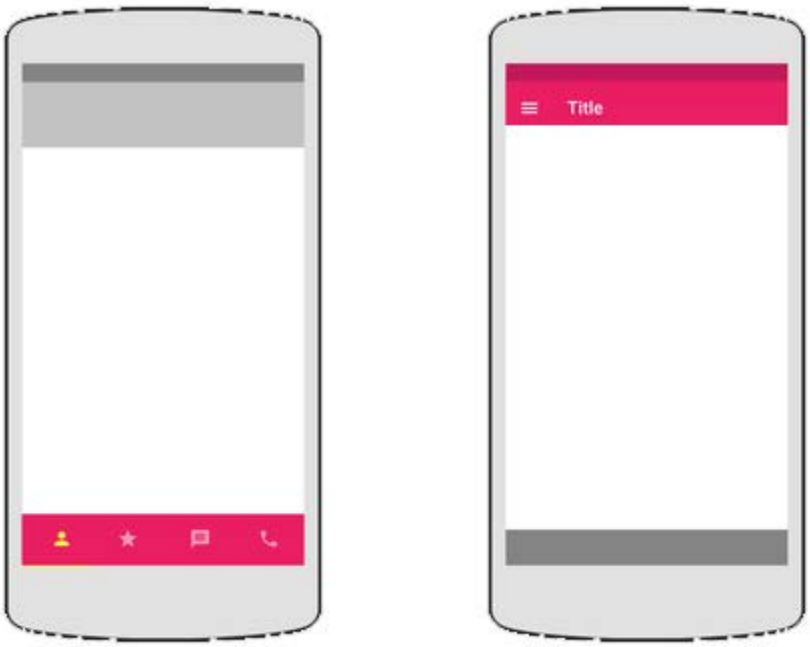
Currently, when a user clicks a pin on GetitDone the address, written description, and the status of the report are the only thing provided. If a more comprehensive, but brief amount of information could be displayed per report, it would provide a better user experience.

The team looked to Zillow for inspiration, noting that the housing app provides the ability to search for address, city, zip, or neighborhood name when searching for rental “items”. Zillow also provides information per item in a view that compresses and composes data into a simple-to-read view.

Creating accessible navigation

GID currently misses hierarchal navigation on the mobile app. For instance, if a user wants to check “Recent” reports while they are in the process of creating a report, he/she must repeatedly click the back button. The introduction of the hamburger menu would allow for more maneuverability with less clicks.

Several applications incorporate navigation in the form of a navbar at the bottom, or by including a “hamburger menu”, that can bring up links to other viewports by simply clicking.



Examples of more immersive forms of navigation. A navbar allows for higher-level navigation (left), while a hamburger menu creates a space-saver for introducing more options to choose from (right).

Uncovering further usability issues on the platform

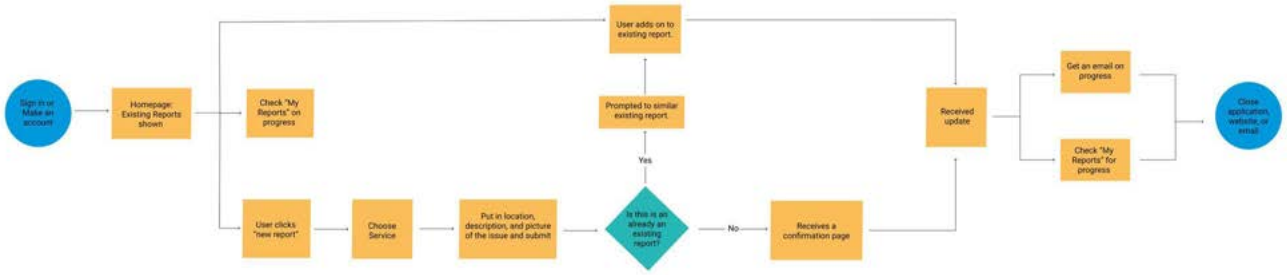
To examine all usability issues related to the GID user experience, the Fi team conducted an expert evaluation on both the mobile app and desktop website versions. The team identified different issues and determined why they were important to consider. For example, was the issue simply a cosmetic issue, or was it a usability catastrophe that was imperative to address? The team also suggested possible solutions to fix the more salient issues, and these solutions would be really helpful in the prototyping phase.

The team created this report by looking through the three main aspects of the user experience (pre-reporting, reporting, tracking) and adhering by heuristics and usability guidelines to determine severity of a usability issue. By comparing the mobile app with the desktop site, the team was also able to evaluate how the two compared and contrasted from one another.

A full report can be found here, in which all issues are described with suggestions for resolving those issues.

Design proposals

Using the insights from all the research conducted so far, the Fi team started looking at how the overall user flow could be changed in order to better the overall experience. The key change that was being explored was being able to find ways to show similar reports to users at the time of making a report. The segregation between the recent reports feature, as well as the need for users to want to report their issues in the most efficient manner possible, prevented users from looking at recent reports in the first place.



In this optimal task flow, users would now be able to see similar reports to the report that they were making, if the system was able to determine that one existed.

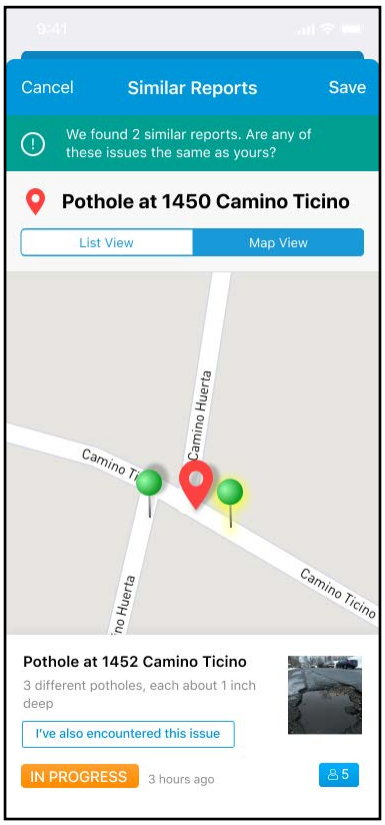
Note: To review all of the design proposals and the pain points they address, please review the feature documentation sheet and interactive prototype supplied in the deliverable package.

Making a new report

With the optimal flow in mind, the reporting process was redesigned in a way so that the user's entered location and selected issue would be used to pair them with similar reports near them.

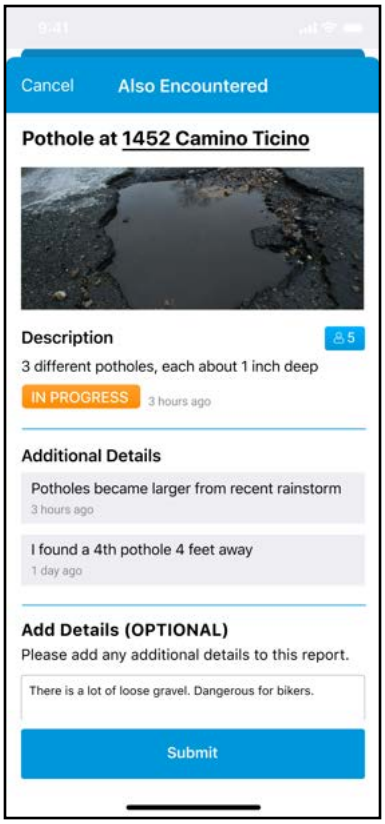
For example, if a user is trying to report a pothole at "1450 Camino Ticino", the Get It Done algorithm would be able to look through the tags for other reports made and find pairings based on location and category. In the case that another pothole has been reported at the address, the user will then be shown this pothole and be encouraged to see if it was the issue they had intended on reporting. The close proximity for the same category of issue makes it likely that the user's report has already been reported.

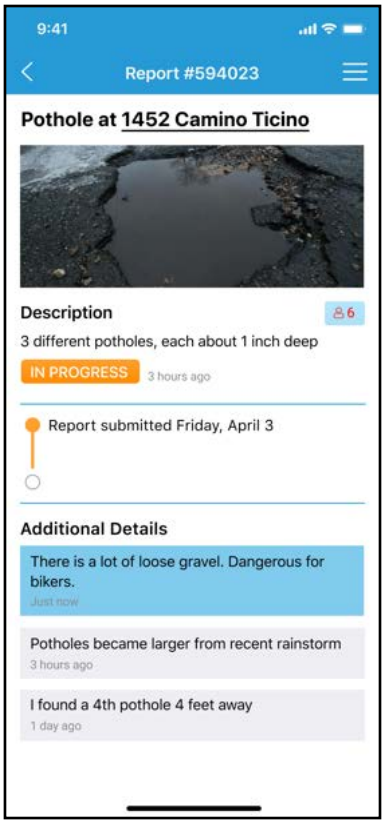
GIF Link - click here to preview a prototype demonstration



The user is able to see the similar reports that exist in both a map and list view. The map view allows users to visualize where the report (the red pin) is in relation to other already existing reports (green pins). If the user determines that the issues shown to them are not the issue they intended on reporting, they can continue the report process. If not, they can indicate they had also encountered the similar issue(s) shown to them. In doing so, they can see how many other users had indicated that they had encountered that issue as well. The user can also see the additional details that these users may have added, and add any they might have as well.

GIF Link

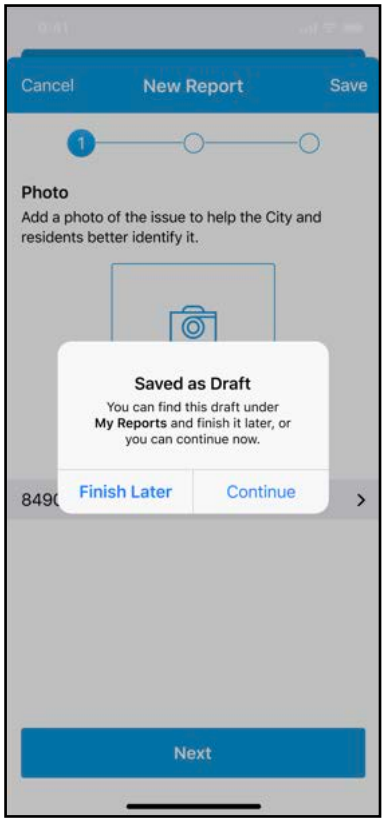


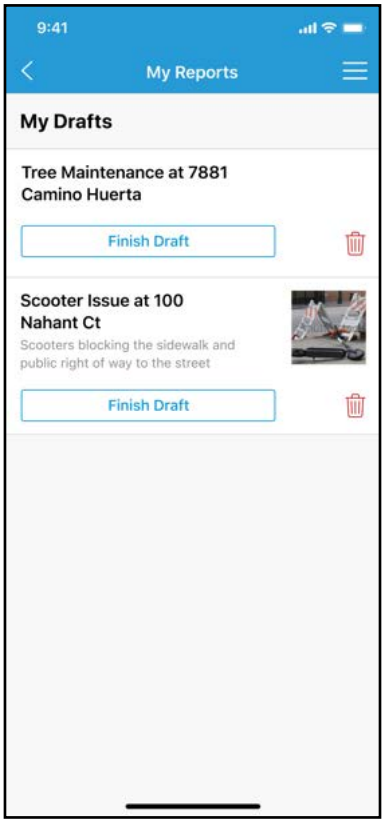


In addition, some users had expressed how sometimes they found themselves in situations where they were unable to make a whole report. Sometimes, for example, they were biking or driving and didn't have the time or ability to make a whole report. They would sometimes try reporting this issue later on, and would have to remember where they encountered that issue. Or, they would forget to make that report until later onwards.

With this proposal, users would have the ability to save their reports as drafts, which would be stored locally on the user's device. This would allow users to get right back to where they started in reporting the issue they observed.

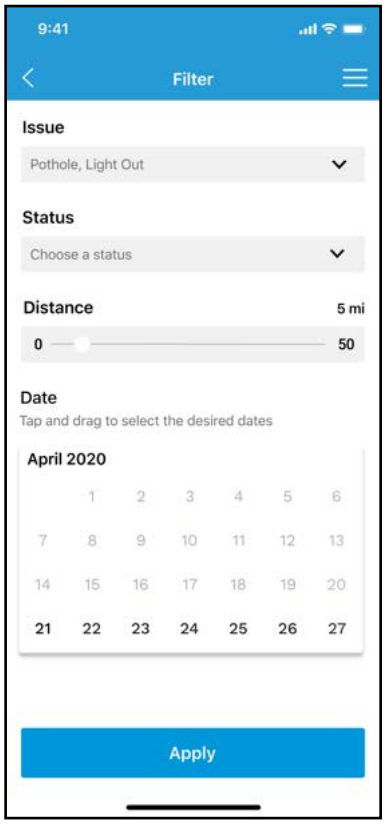
GIF Link

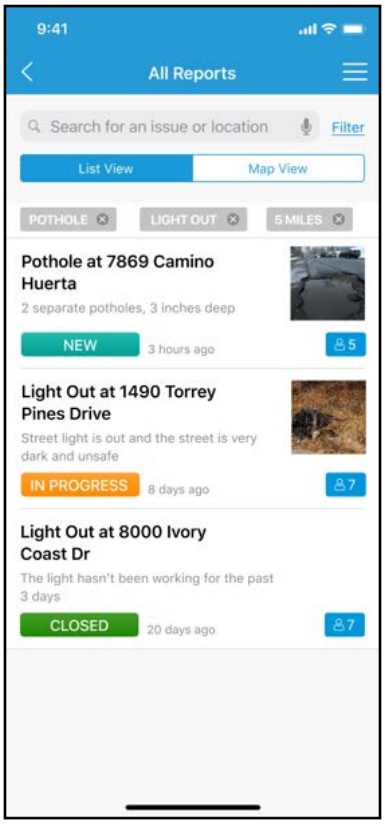




Looking at existing reports

The expert research, as well as initial usability testing, had shown that the Recent reports feature wasn't being utilized due to the fact that it lacked efficiency and flexibility. There was no way for users to look through reports to find a particular issue that was important to them. And if users had seen a report that interested them, their only options were to realize that it had been reported and not report it, or report it again to build priority in that issue and make it more likely to be resolved.





With this in mind, the Fi team added filters so that users could select issues that they were interested in seeing reports already made on. Users could also use filters to look for issues of different statuses (ex. only see issues "in progress"), and at different distances from their current location. These filters, for example, would enable users to see which potholes had been reported in their neighborhood.

GIF Link

Users would also be able to use the search bar to search for different locations, and could then be shown reports in the closest proximity to that location. Searching could also be used as a way to search for issues, giving users an option to narrow the reports shown by searching and using the filter functionality.

GIF Link

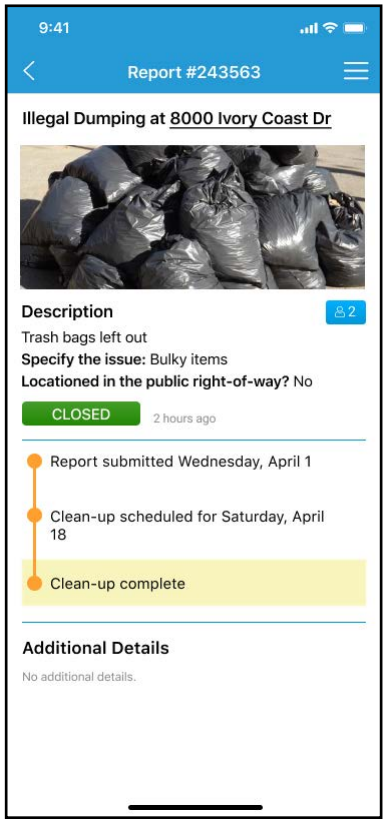
To address the other pain point of there currently being no way to build upon existing issues, users can indicate that they've encountered any one particular issue by clicking on that issue. This is similar to the process discussed earlier, in which the user sees a similar report when making a report, and then indicates that they have also encountered that issue. In this way, the process of looking at existing reports is no longer static. The icon with the number again is a way to show to the user how many people have indicated that they had encountered that issue. A user who has encountered the issue can also add details. This process of allowing users to build on issues can create more engagement with the app, and reduce the number of duplicate reports while still conveying to the city that more than one user had encountered one particular issue.

Staying updated with report progress

The tracking research had shown that it was imperative to focus on finding ways to create better communication between the City of SD and users on reports they had created. Reports can sit for a long-time without any update or indication of the next steps the City will take (or a user should in case the City is unable to handle it). Reports may also be closed without any indication, and these pain points can lead to users going to physically check in person to see if the issue has been reported. Issues with tracking can also contribute to duplicate reports: some users will report the same issue again with the mindset that it may have originally been ignored.

As a way to help alleviate some tensions, the Fi team proposed using a system of updates and a timeline (in the My Reports page) to help bridge the current gap in communication. The goal of the timeline would be able to create a sense of transparency between what is happening with the reported issue. For example, instead of just reporting an illegal dumping issue and waiting until it was closed, the user would be able to see when it transitioned from being submitted to the day it was scheduled to be cleaned-up (progress changing from "new" to "in process").

When a report changes status like in this example, the user would also be notified and they would be able to see this update in the updates section. These changes help create a better sense of communication, as well as alleviate frustration in users who have no idea what is going on with their reported issues. This timeline would be something that users could also see for the issues other residents had reported (reports in the All Reports page).



With the ability to allow users to indicate that they had also encountered other issues, the Fi@UCSD team had to find a way for users to be able to keep track of these issues as well. Even though these users hadn't made these reports themselves, they had indicated that the issue was something they personally encountered, and so there existed a sense of mutual ownership of that issue. For this reason, the My Reports page now had two tabs: "Reports I Made", and "Also Encountered". This would create easy organization for users to sift between the two types of reports they were both interested in staying updated with.

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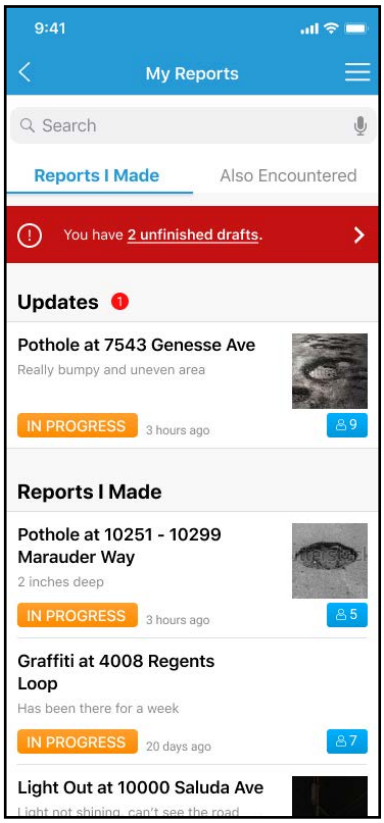

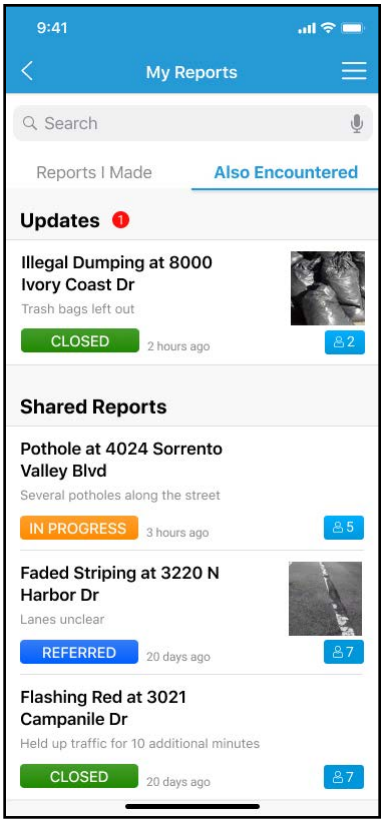

As identified in the expert review, users have no ability to go and delete a report they made. If a user accidently submits a report, for example, they can't delete it but instead must wait for the city to close it. This creates an extra burden on the city to look at something a resident didn't want to report in the first place. Also, there is no way for users to add details to their own report. In the case that something changes with their report and they want to let the city know about those changes, they can't through Get It Done. One user mentioned how they forgot to clarify where their garbage cans should be specifically picked up in their "missed collection" report, but now they had no way for them to add these details.

To solve these problems, the Fi@UCSD team added a way for a user to delete a report that they had made. In addition, users would now also be able update their own report by adding details to it, in a manner similar to how other residents could add on to an existing report.

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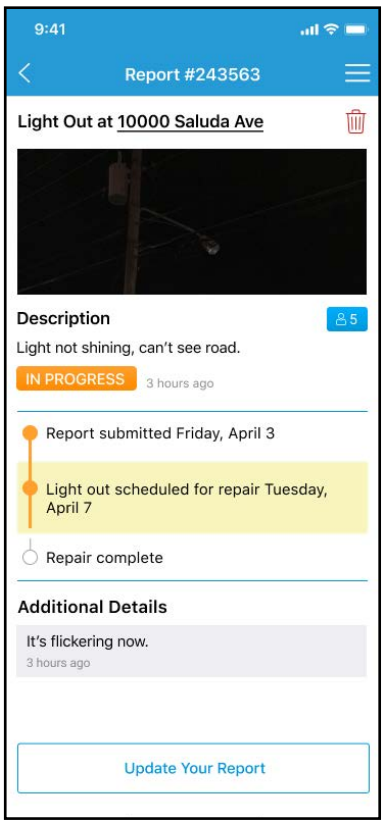

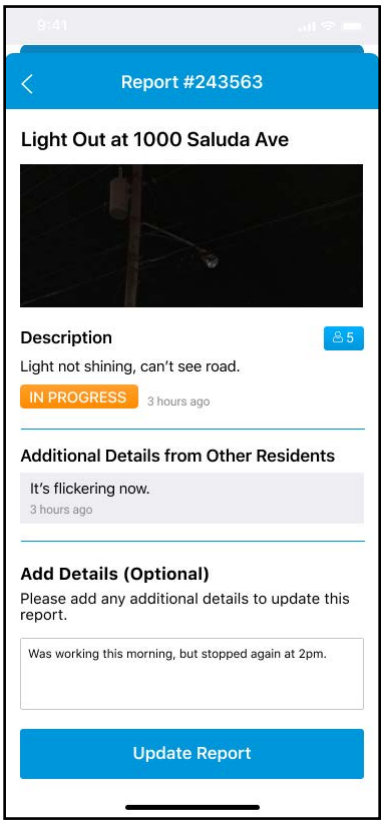

Moving forward

Future touchpoints in the user experience would hope to expand on privacy within the app, cross functionality with the web version of GID, and onboarding new users to features for reporting.

Securing privacy

Currently, GetitDone allows users to make reports anonymously, or with a profile (first name, last name, email, and phone number). Anonymous reports are more difficult for GetitDone to process because there isn't a form of communication with the user. For example, if GetitDone needs a more extensive detail of a report, communication with the user cannot be established. On the other hand, if users create reports with a profile, there is a channel of communication GetitDone can utilize.

GetitDone does not allow other users to view personal information. For example, when looking through "Recent," all the reports are anonymous. Also, when a user creates a report and inputs contact information under "My Info," there is a brief notice that explains how contact details will not be visible to the public.

Despite these disclosures, many during the user interviews and the online survey stated they were apprehensive about providing their contact information because they did not want it to be released. The team believes the only way to fix this issue would be to implement more overt notices about how personal information will not be released.

Cross-platform functionality

A larger, more comprehensive feature that the team thought would be useful to implement would be for each user to register an account prior to accessing any features on GetitDone. To create an account, users would need to provide an email address, password, and username. When creating or viewing reports, users would have the option to display their username or report anonymously. This system would ensure privacy for the user and a reliable avenue of communication for GetitDone. This system of registration could also be applied on the web version of GetitDone. This would provide a consistent, cross-functional user experience across both networks. Users would simply need to login onto the website and would immediately have access to the same level of functionality the mobile app provides.

Onboarding new users to the new GID

With all the new features the redesign has to offer, an onboarding might help familiarize users with these features. Considering Get It Done's user base tends to be older and less tech-savvy, this onboarding tour might be even more valuable. This "tour" would familiarize users with the ability to say that they've encountered issues reported by other residents, as well as the ability to see a timeline for issues. Other new features, such as the ability to update and delete a user's own report, can also be highlighted.