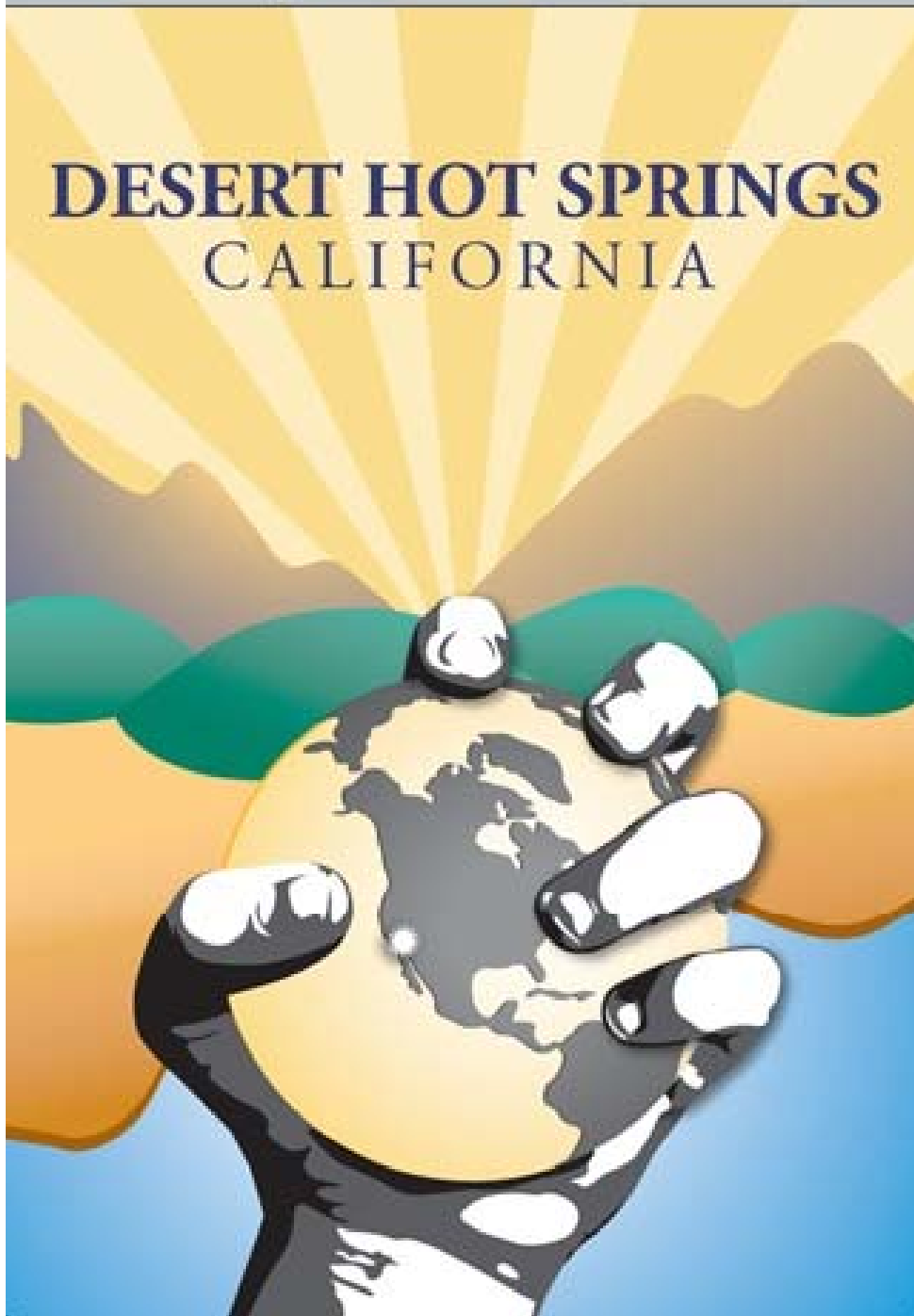


DESERT HOT SPRINGS CALIFORNIA



App-Order™

This presentation walks through the Citizens' App from App-Order.com

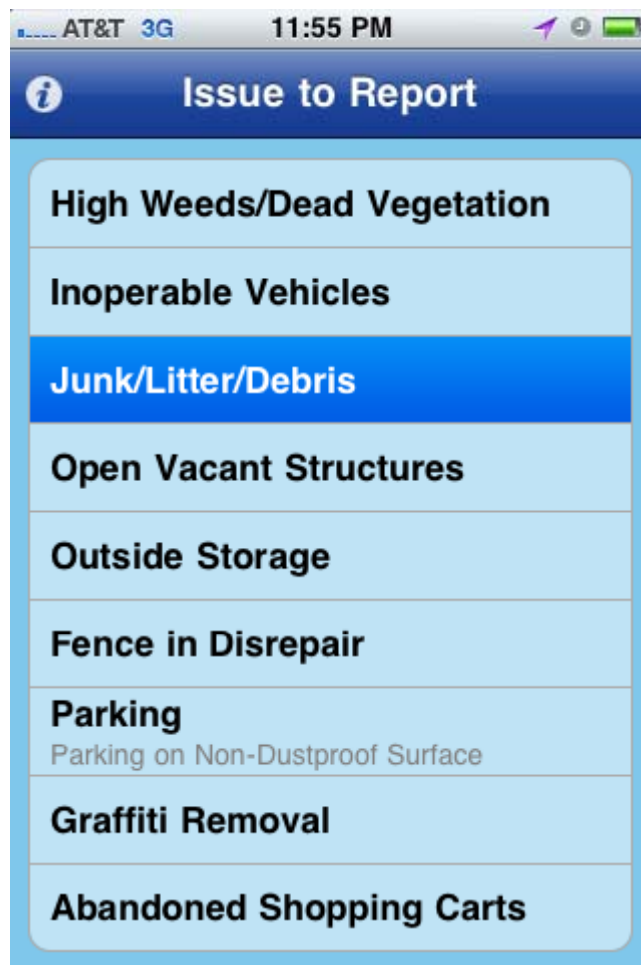
The app is comprised of a Smartphone module and a web-based module. The Smartphone communicates directly with the web server, uploading data in real time.

The Smartphone app uses a Wizard format; that is, it guides the user through the app step by step. The user can not bypass an important step like taking a photo.

The first screen displayed on the Smartphone is one branded to Hillsborough County. This is followed by a notice that if this is an emergency situation to please call 911.



This is the screen where the Issue to Report is selected. This list can contain as many Issues as required. Each item can have one or more sub-issues. In this example we selected "Junk"

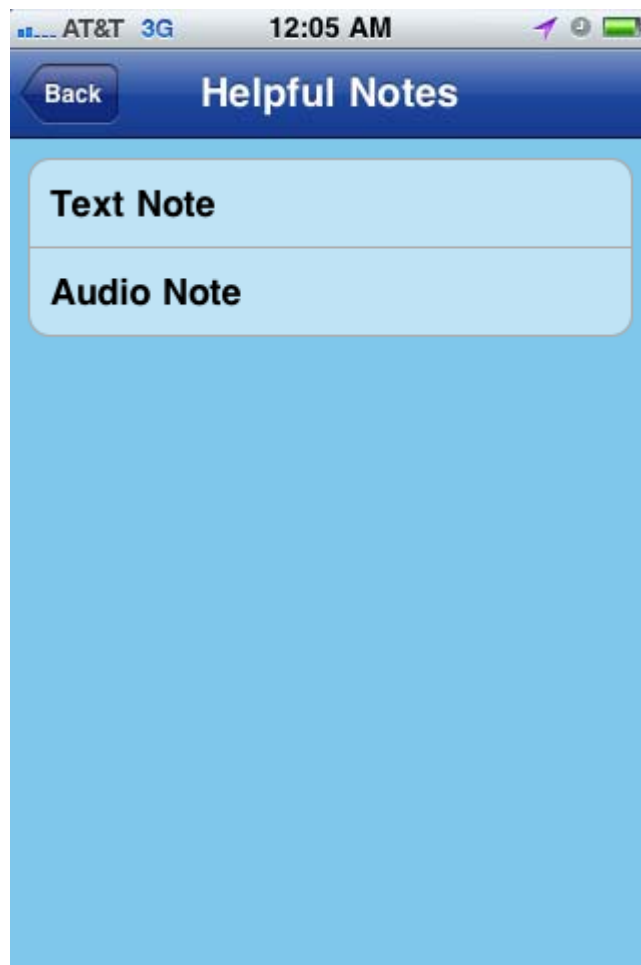


Junk has a second level of detail.

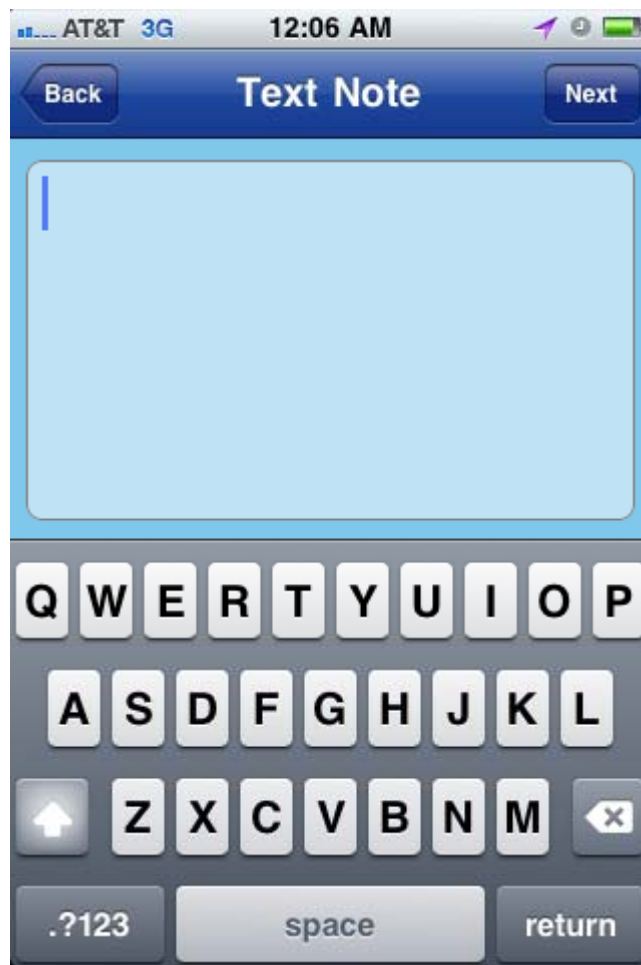


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When the Issue to Report has been completed the reporter is presented with the “Helpful Notes” screen.

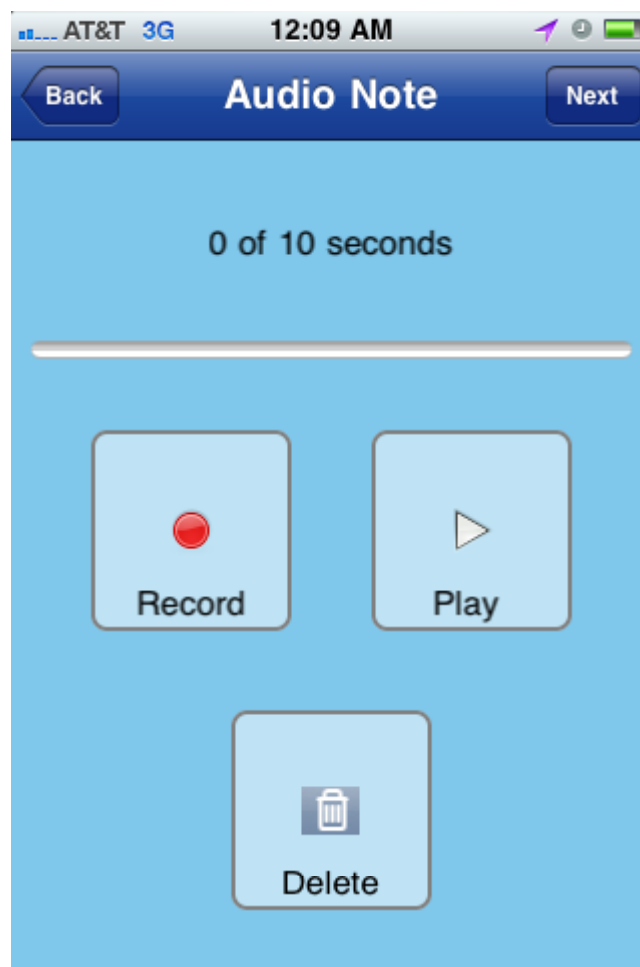


This note can be a text note.

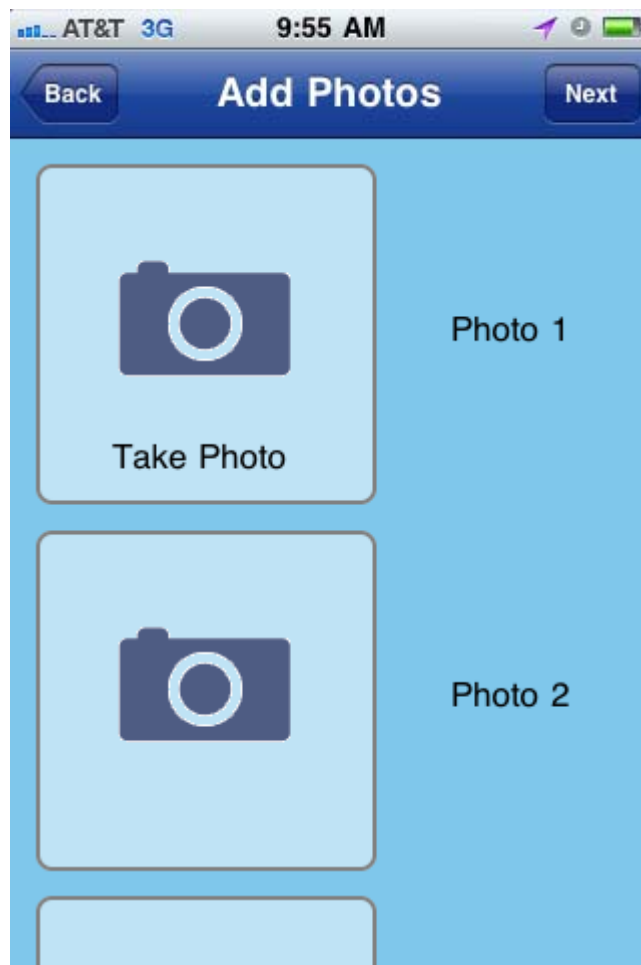


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Or it can be an audio note.



Once a note has been entered, the reporter is taken to the photos page. The reporter may take up to four photos, but at least one is required.



When the “Take Photo” icon is tapped, the camera function is launched. The user taps the camera icon to take the photo.



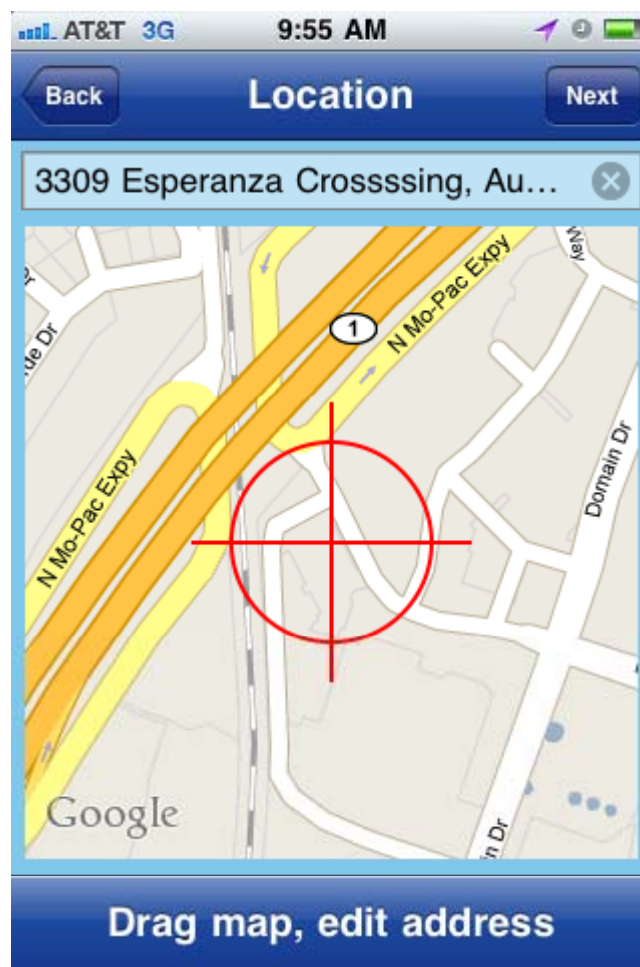
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The photo is displayed and the reporter has the option of retaking the photo or using the photo. When “Use” is tapped the photo is saved the reporter has the option of taking another photo.

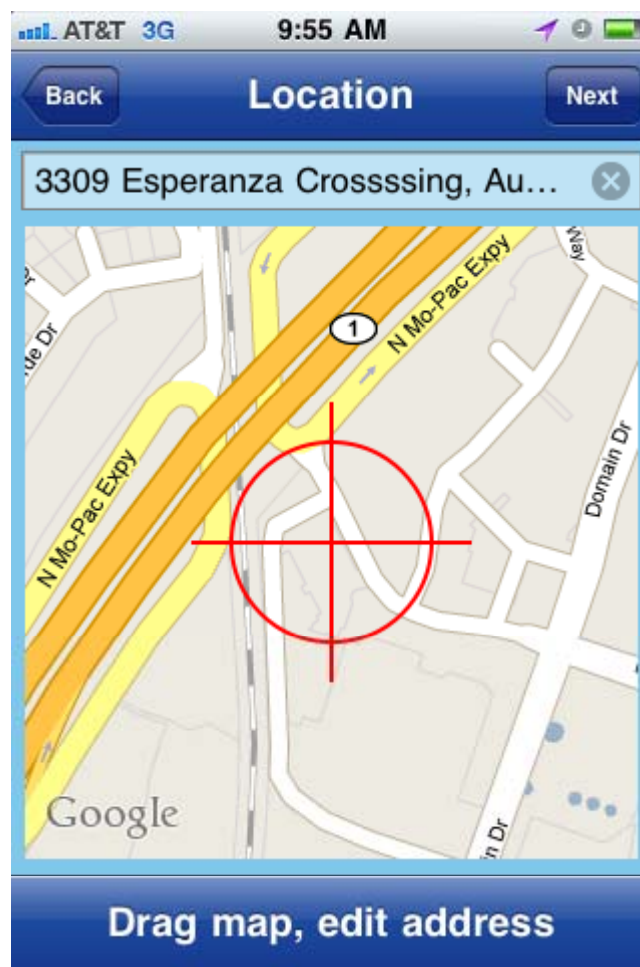


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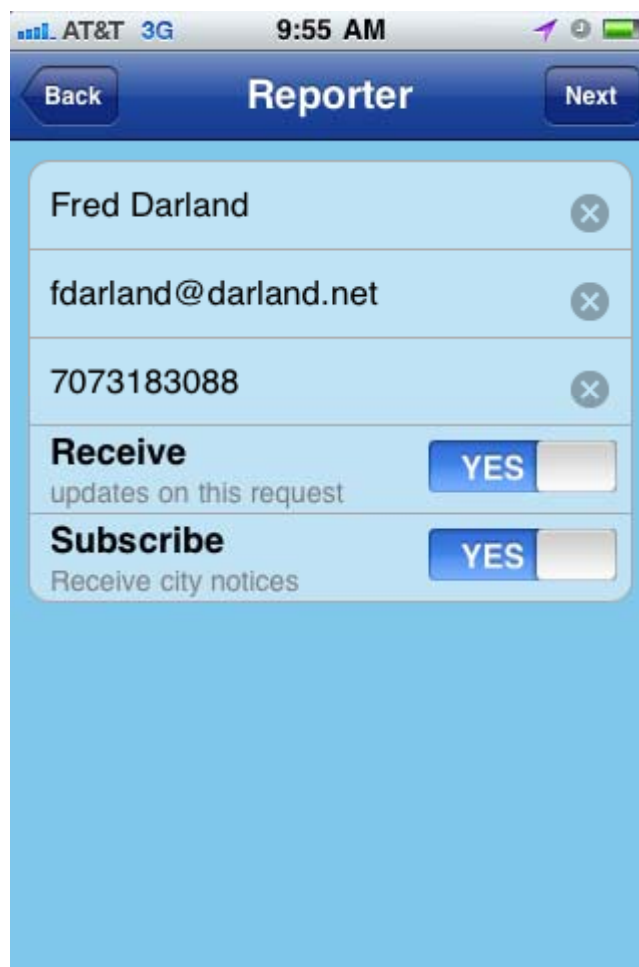
The next step is to capture the location. The screen is opened to the reporter's current location. That location can be moved by panning the map beneath the target. This will re-calculate the address of the point under the target.



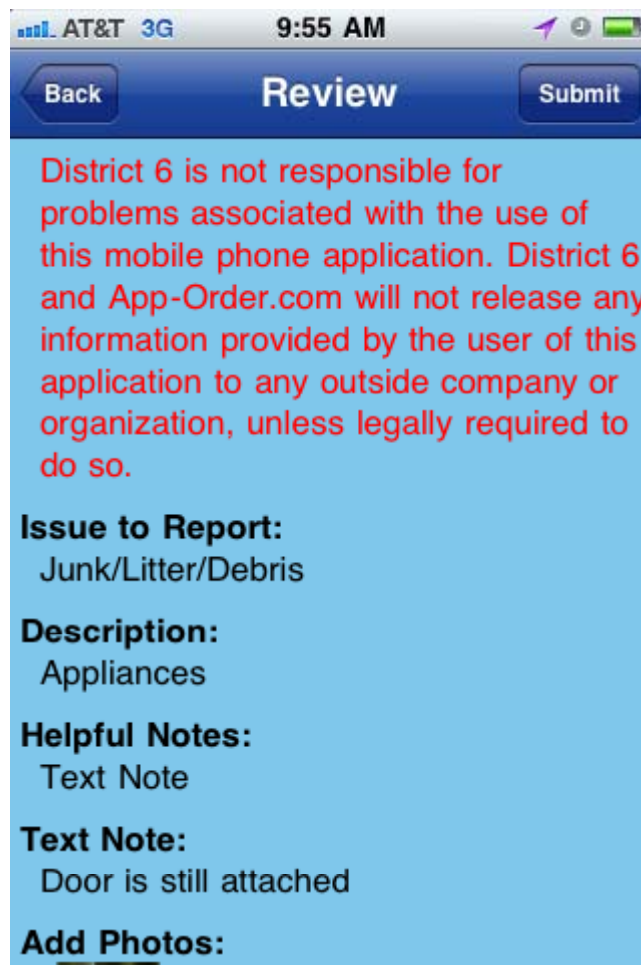
Note that the address can be edited. This screen can be zoomed in to better see the outlines of the parcel boundaries.



The next screen displayed is the “Reporter” screen. The reporter has the option of filling in their name, email address, and phone number. Or remaining anonymous. They can also elect to receive text updates about this report and to receive text announcements from the agency.

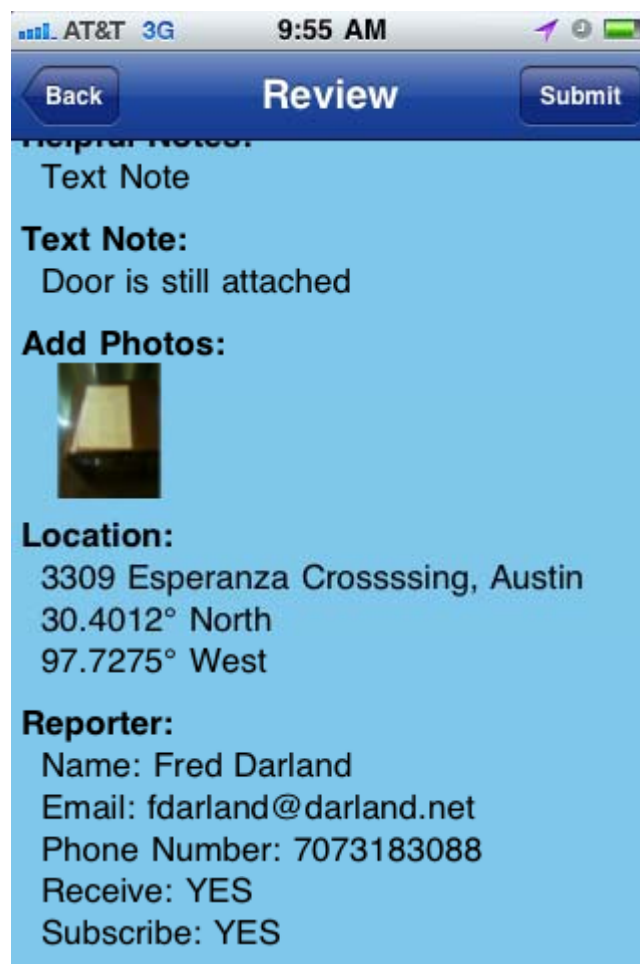


The next screen displays a summary of the report. The disclaimer at the beginning can be customized .



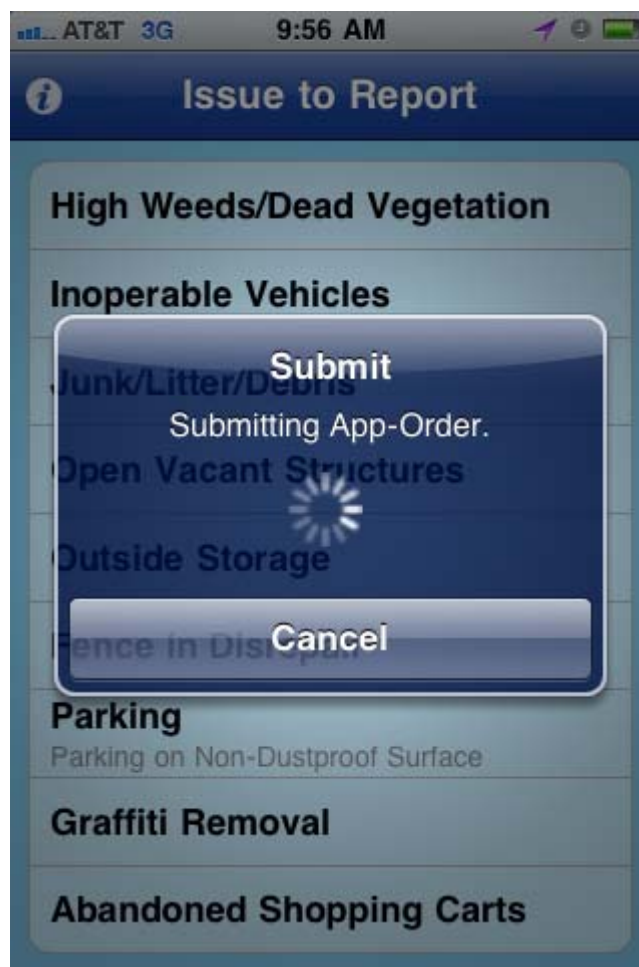
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Note the photo, the exact location including GPS coordinates, and information about the reporter.



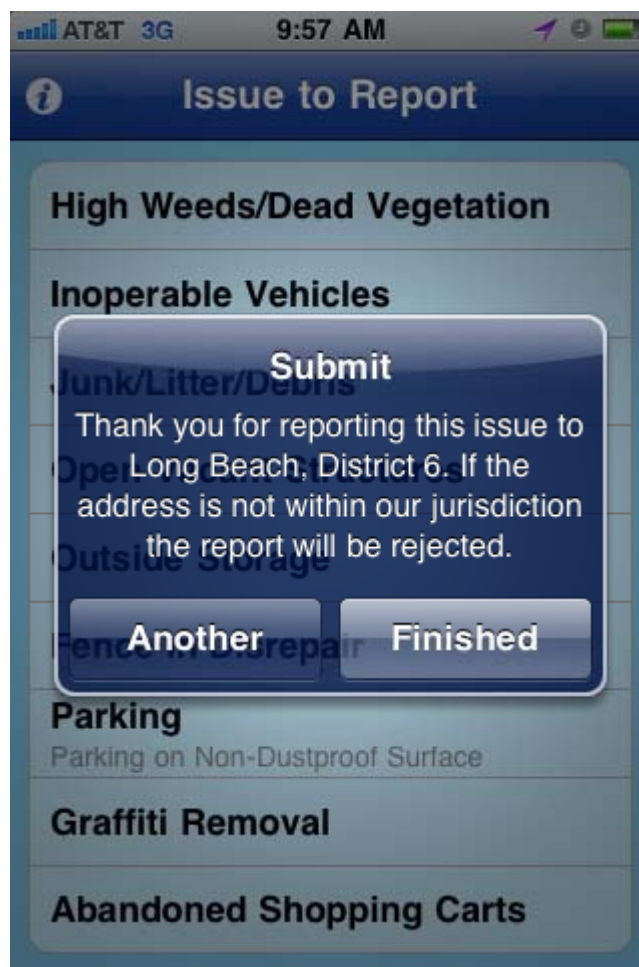
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The reporter can then submit the report. This uploads the issue information, including the photo, to the App-Order server. During this upload an audio message can be played to the reporter.



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At this point the issue has been uploaded to the server. The message displayed at this point can be customized. And the reporter has the option of submitting another report or exiting the app.



The Smartphone app is linked to a web server RMS (Report Management System) also provided by App-Order.com and hosted on the App-Order.com servers. This function is NOT available to the public, only to staff. Once logged in, a list of the uploaded app0orders is displayed.



The screenshot shows the App-Order web interface. At the top, the App-Order logo is on the left, and the user is logged in as *fdarland@darland.net* with a [logout](#) link. Below this is the myDistrict6 logo. A navigation bar contains tabs for Applications, App-Orders (selected), Types, Users, Assignments, Audio, and Notes. Below the navigation bar is a toolbar with icons for Map, Create, PDF, Excel, CSV Dump, Filter, and Delete All. The main content area displays a table of app orders.

Id	Date Received	Address	Type	Reporter	Status
149	2010-09-28 07:55	3309 Esperanza Crosssing, Aus...	Junk/Litter/Debris	Fred Darland	new
148	2010-09-27 14:06	sesame street	Fence in Disrepair	anonymous	new
147	2010-09-27 14:05	123 1st	Parking	anonymous	new

Note that there are functions to filter the list, create a PDF report of the list, and export the list as an Excel file or a comma separated value file.



The screenshot shows the 'App-Order' web application interface. At the top, it displays the 'App-Order' logo and a user login status: 'You are logged in as *fdarland@darland.net* (logout)'. Below this is the 'myDistrict6' logo and a search bar. The main navigation menu includes 'Applications', 'App-Orders', 'Types', 'Users', 'Assignments', 'Audio', and 'Notes'. A secondary menu below the navigation offers actions: 'Map', 'Create', 'PDF', 'Excel', 'CSV Dump', 'Filter', and 'Delete All'. The central part of the interface is a table listing application orders with the following data:

Id	Date Received	Address	Type	Reporter	Status
149	2010-09-28 07:55	3309 Esperanza Crosssing, Aus...	Junk/Litter/Debris	Fred Darland	new
148	2010-09-27 14:06	sesame street	Fence in Disrepair	anonymous	new
147	2010-09-27 14:05	123 1st	Parking	anonymous	new

Clicking on a specific report number will bring up a detail page for that report.

App-Order™ You are logged in as *fdarland@darland.net* (logout)

myDistrict6

Applications | **App-Orders** | Types | Users | Assignments | Audio | Notes

List | Map | Create

Map | Satellite | Hybrid

Map data ©2010 Google - Terms of Use

Id	149
Address	3309 Esperanza Crosssing, Austin
City	Austin
Date Received	2010-09-28 07:55

Date Received 2010-09-28 07:55

Reporter

Reported By Fred Darland [21 App-Orders]
Id f47fb016d5cc89c727d4e0838db93f4faf2fb19f
Phone Number 7073183088
Carrier
Email Address fdarland@darland.net
Notify true
Subscribe true

Details

Issue to Report Junk/Litter/Debris
Description Appliances
Helpful Notes Text Note
Text Note Door is still attached

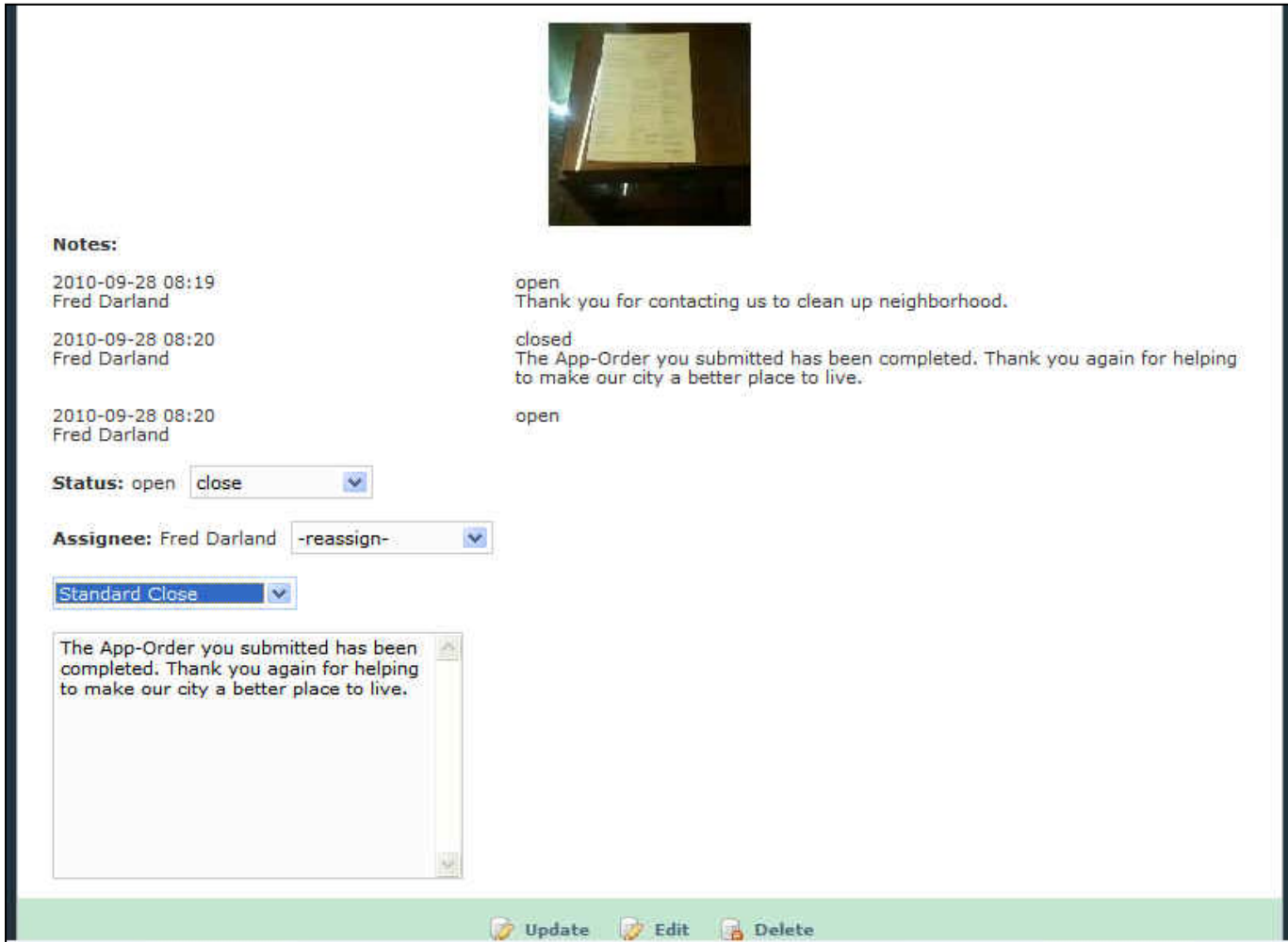


Status: new

Assignee: Fred Darland

Note

It is on this page that the user can accept, reject, or refer this report. All of the corresponding text messages back to the reporter can be customized.



Notes:

2010-09-28 08:19
Fred Darland
open
Thank you for contacting us to clean up neighborhood.

2010-09-28 08:20
Fred Darland
closed
The App-Order you submitted has been completed. Thank you again for helping to make our city a better place to live.

2010-09-28 08:20
Fred Darland
open

Status: open

Assignee: Fred Darland

The App-Order you submitted has been completed. Thank you again for helping to make our city a better place to live.

Each reportable Issue generates an email to a specified recipient when a new report is uploaded to the server. Note that more than one person can be set to receive an email from a specific Issue. Below is the assignment page.



You are logged in as *fdarland@darland.net* ([logout](#))



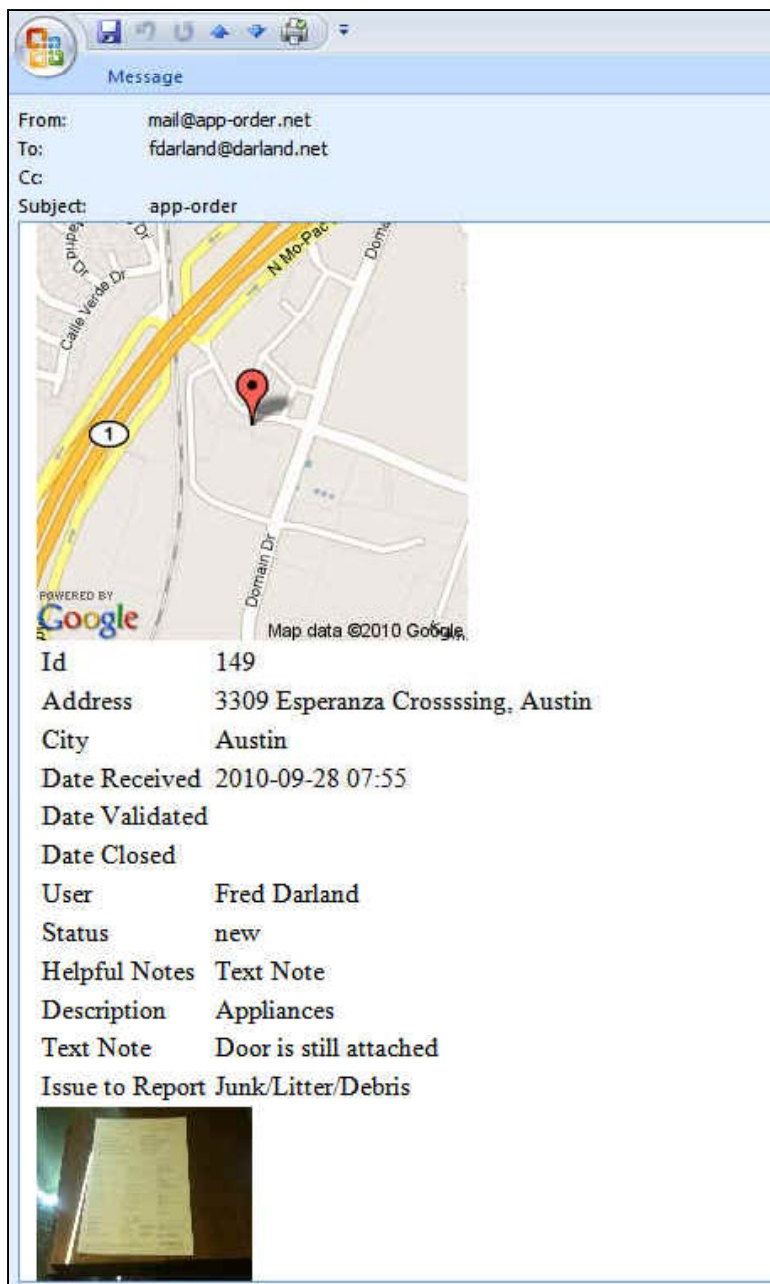
myDistrict6

Applications App-Orders Types Users **Assignments** Audio Notes

Create

Assignment	Status	User	Email	Text	Primary	
Abandoned Shopping Carts	new	nina	True	False	True	edit
Abandoned Shopping Carts	new	Jonda	True	True	False	edit
Fence in Disrepair	new	testuser	True	True	True	edit
Graffiti Removal	new	Target Graffiti	False	False	True	edit
High Weeds/Dead Vegetation	new	testuser	True	True	True	edit
Inoperable Vehicles	new	Jay Evans	True	True	True	edit
Junk/Litter/Debris	new	Fred Darland	True	True	True	edit
Open Vacant Structures	new	testuser	True	True	True	edit
Outside Storage	new	Phil Mielke	True	True	True	edit
Parking	new	Michelle Reynolds	True	False	True	edit

When received on a Smartphone, the email can actually launch the phone's mapping function and route the phone's current location to the reported Issue's location.



App-Order™