



Version 1.2 (Beta)

Elgin 311 continues to enhance its channels to offer quick and convenient access to the city of Elgin. This release begins to offer options to customize your experience with your city. Version 1.2 enhances connectivity to other city and community news through *Elgin Today* and *What's Happening*, as well as provides the option customize push notifications by category when receiving key city updates.

Elgin's 311 mobile app for iOS and Android is built on the Salesforce.com platform. Version 1.2 was released on December 20, 2016. Version 1.1 was released on October 6, 2015. Version 1.0 was released on April 8, 2015.

Added Functionality

Application Open Functionality

- Users on both iOS and Android platforms can now easily open the app after receiving a push notification by tapping or swiping the notification banner. *Elgin Today* notifications will land users on the *Elgin Today* screen, while 311 request update notifications will land on the related request screen.

Push Notifications

- Version 1.2 hones the user's control over which type of push notifications they receive. Users can select specific categories, such as city events, traffic alerts or garbage collection information, and adjust their delivery at any time through the *Notification Setting* located in the main menu. Regardless of push notification settings, all notifications will be available on the *Elgin Today* screen for viewing while the alert is active.

Seasonal Information

- Mobile updates in *Seasonal Information* provide users with information relative to current seasonal topics of interest, such as yard waste, leaf collection, mosquito control, public pools, etc.
- Information in *Seasonal Information* is dynamic and can be linked to any URL to provide additional information, just like *Elgin Today*. Although this *Seasonal Information* changes less frequently than *Elgin Today* updates, users have the option to turn on and off push notifications. This customization, like other push notifications, is achieved through the push notification settings located directly in the app's main menu.

Key Enhancements

Design

- This version features updated menu icons and *What's Happening* category icons. In addition, menu text has been bolded to give users more readability over background images.

Elgin Today

- Mobile updates in *Elgin Today* now automatically refresh, offering users the most current information whether or not they have closed and reopened the app.

More section item addition and organization

- The *More* section now includes the App Version information, so that user can easily know if they have the latest version installed. In addition, items in the *More* section are now organized into common groupings to increase readability for users.

Requests Status Updates

- Version 1.2 provides users with a more specific status update to requests as soon as the status field for a case is changed in Salesforce. Notifications are sent to users when the status field changes and when a new response is made to the case by a city employee.



Key Enhancements (continued)

What's Happening (Beta): Categories

- To better reflect information published on Twitter, *What's Happening* categories will continue to be refined during this update. The new "Public Safety" category captures Elgin-specific updates from the Elgin Police Department and Elgin Fire Department. This information was previously housed in "Transportation," but was moved for greater visibility. The new "Food & Beverage" category encourages local food and drink establishments to get involved with the app and promote their businesses by simply posting to Twitter. *What's Happening* activity will continue to be monitored for additional adjustments.

What's New feature

- Version 1.2 provides users with a popup alert to communicate new features of the app when a new version of the app is downloaded.

Known Limitations

311 Requests

- Users cannot reply to response posted by 311 agent. Planned future release.
- 311 requests submitted through the app are saved locally to device and can be monitored for status change and responses; however, this release does not sync all 311 requests from phone or email that are associated with the contact. A future release will sync all contact information and request history for a true single sign-on experience.

What's Happening

- Tweets appear in language they are published; cannot translate through the app. Twitter does not yet allow for this to happen.
- Future releases plan for additional content aggregation from sources in addition to Twitter.