

# Resident App — Platform Overview

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## Resident App Capabilities

A single branded mobile app that gives residents direct access to Town services, real-time alerts, and community information — all in one place.

<b>Communication &amp; Alerts</b> <ul style="list-style-type: none"><li>• Push notifications for snow emergencies, water advisories, road closures</li><li>• Neighborhood or ward-specific alerts — residents choose what matters</li><li>• Town news feed with article detail pages</li><li>• Meeting agendas pushed before sessions; minutes posted after</li></ul>	<b>Services &amp; Quick Actions</b> <ul style="list-style-type: none"><li>• One-tap Report an Issue, Pay Taxes, Brush Pickup, Newsletter</li><li>• 311-style request tracking with status updates (received → resolved)</li><li>• Digital forms: permits, FOIL requests, block party applications</li><li>• Department directory with contacts and hours</li></ul>
<b>Maps &amp; Real-Time Data</b> <ul style="list-style-type: none"><li>• Live snow plow tracker with GPS vehicle mapping</li><li>• Address-based lookup: brush pickup zone, dates, ward, plow route</li><li>• Interactive GIS map: parks, facilities, road closures, projects</li><li>• Brush pickup reminders by zone with schedule change alerts</li></ul>	<b>Community &amp; Recreation</b> <ul style="list-style-type: none"><li>• Parks &amp; Rec program browsing and registration</li><li>• Events calendar with save-to-calendar and reminders</li><li>• Resident feedback channels and satisfaction surveys</li><li>• Emergency preparedness info cached for offline access</li></ul>
<b>Future Expansion</b> <ul style="list-style-type: none"><li>• Digital library card, catalog search, hold notifications, event listings</li><li>• In-app tax bill viewing with payment reminders and due date alerts</li><li>• Building permits: application status, inspection scheduling, code lookup</li><li>• Virtual Town Hall — live-streamed meetings with resident Q&amp;A</li><li>• Multilingual support and auto-translation for all resident-facing content</li><li>• Planning &amp; Zoning: zoning map lookup, project updates, public comment submission</li></ul>	

*All capabilities are modular — we start with the highest-impact features and expand based on Town priorities.*

## Staff Admin Dashboard (Web)

Town staff manage all app content through a secure web-based admin dashboard — no app store updates needed to publish new content.

<b>Content publishing</b>	Create and schedule news articles, announcements, event listings, and meeting agendas
<b>Push notification control</b>	Send targeted alerts by type (emergency, general, ward-specific) to the full resident base or filtered groups
<b>Alert management</b>	Activate and deactivate real-time alerts (snow emergency, water advisory) with one click
<b>Department management</b>	Update directory info, contacts, hours, and service descriptions per department
<b>Analytics dashboard</b>	Track app downloads, notification open rates, feature usage, and resident engagement trends
<b>Role-based access</b>	Assign admin permissions by department — staff only see and manage what's relevant to their role

## Technical Foundation

**Mobile:** Native iOS (SwiftUI) & Android | **Admin Web:** Next.js 14 (React) | **Backend:** FastAPI / Python / PostgreSQL | **Hosting:** Cloud-hosted with scalable migration path

**Security:** All traffic encrypted (TLS 1.2+). Admin access secured with HttpOnly cookies, CSRF protection, and role-based access control. Full audit logging on all administrative actions. Phase 1 stores no resident PII — notification preferences remain on-device.

**Integration-ready:** Built with a RESTful API architecture designed to connect with existing Town systems — work order platforms, payment portals, registration systems, GIS services — at whatever depth makes sense, from simple deep-links to full API integration.

Zobel Solutions LLC is a Rochester-based software company. Our flagship platform, EduLens, serves K–12 schools with the same core capabilities this app requires — push notifications, role-based access, audit logging, and compliance-first architecture. A working prototype is ready to demo.

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*Built locally, for our community.*