TOWN OF RIDGEFIELD, CT

COMPANION APP PROPOSAL

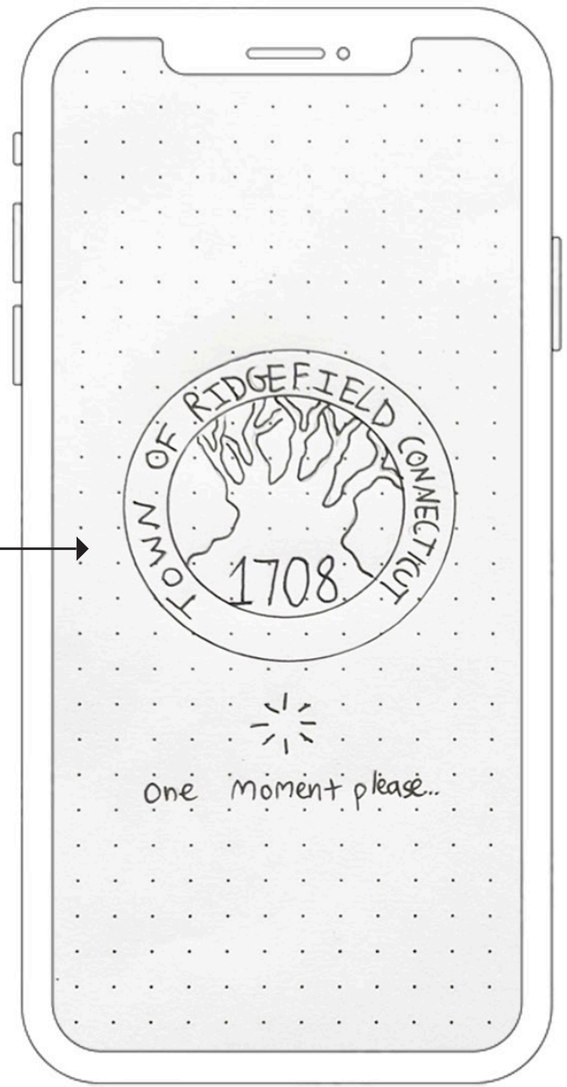
LOW-FIDELITY PROTOTYPES

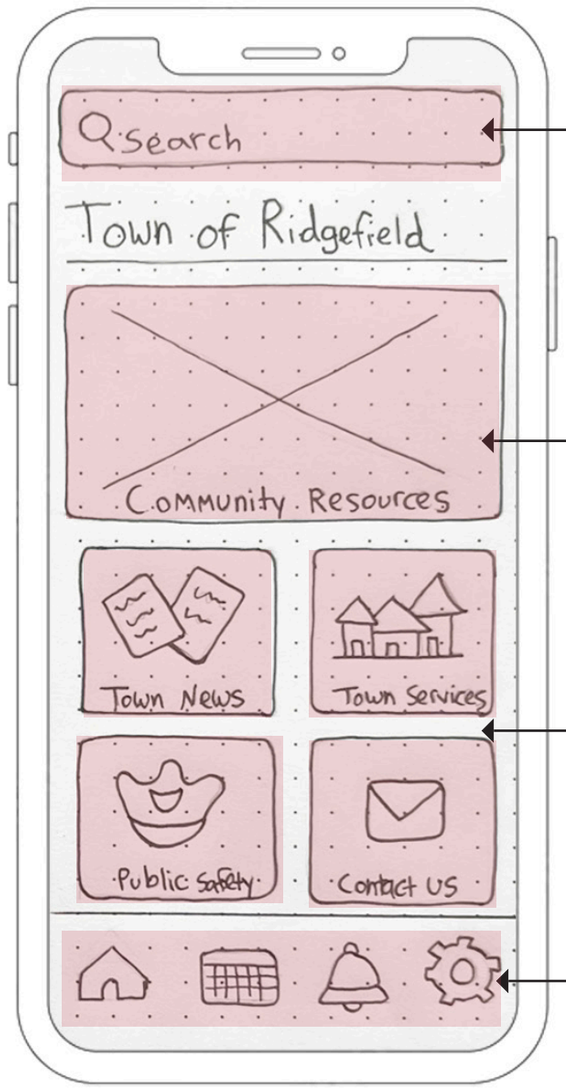
Screen Guide

Splash screen opens when user opens app.

= *clickable buttons*

= *User's path*





Search bar appears at the top of every page and goes away once users scroll. This will allow users to search if they aren't finding what they are looking for, yet make room if users are scrolling or reading on a page.

Large top button since it holds the most amount of content and will most likely be used as most starting points for users. These home screen buttons can be moved around based on user preferences. So, for instance if a user visits town services more, it can be swapped with community resources (done in the settings page).

Main navigation categories are all here and visible. No need for additional menus and no scrolling to see all possible starting points.

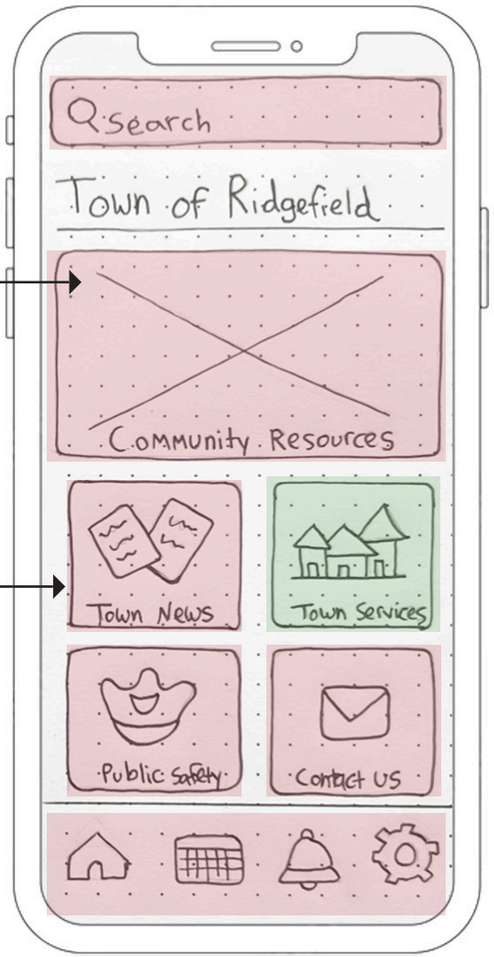
Bottom navigation tab with clear identifiable buttons for home, calendar, notifications, and settings. This will allow users quick access to these pages no matter where they are in the app.

LOW-FIDELITY PROTOTYPES

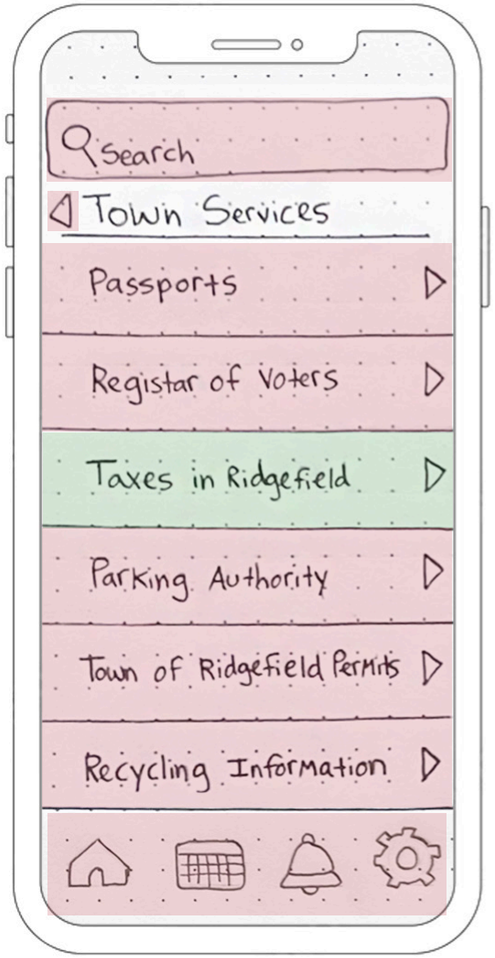
Paying a tax bill

Boxes with "X" represent an image. I chose to create the home screen with a large top photo for one button. To create visual hierarchy.

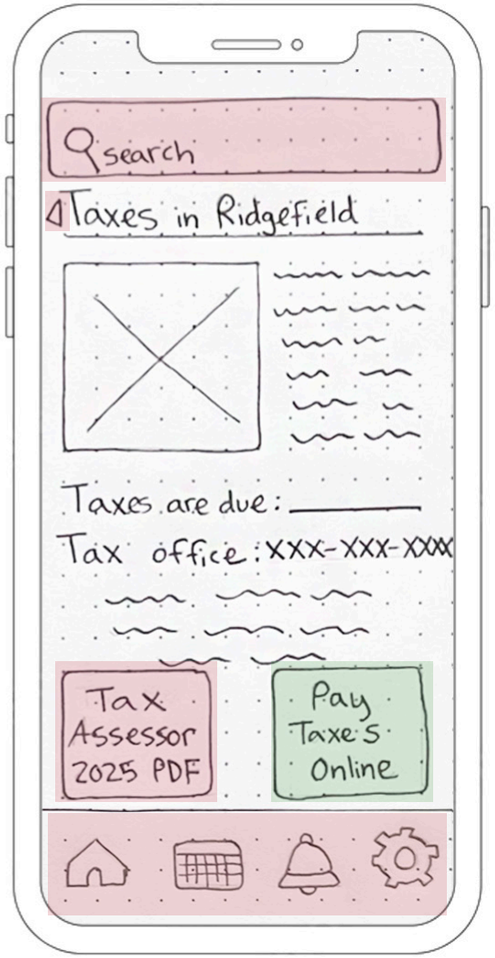
The rest of the main navigation buttons will be icons/vector images. Users will have the option in their settings to adjust the home page tiles, allowing accessibility and personalization.



User starts on the home screen with the main navigation. Search bar and bottom navigation tab are also available, allowing the user to start from every possible location.



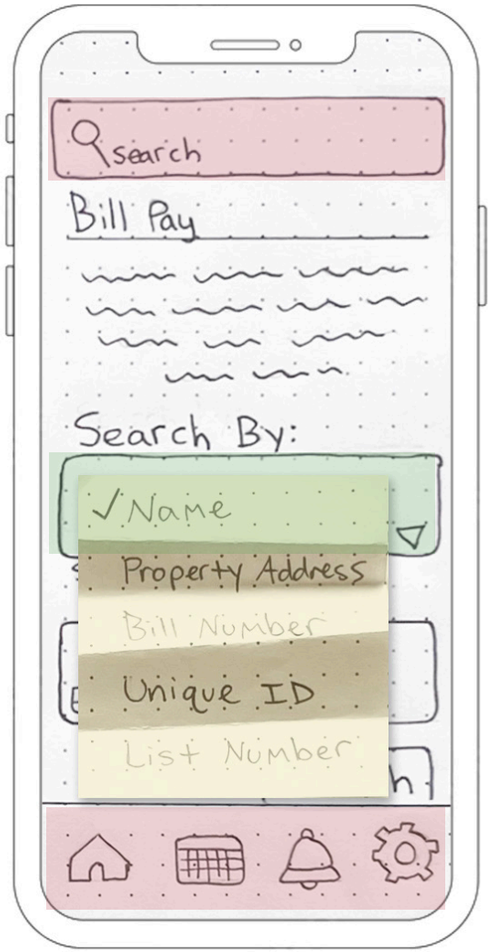
User clicks on town services and a horizontal slider of choices is presented. User can see all choices at once. A back button is present at the top left of the screen in case of error.



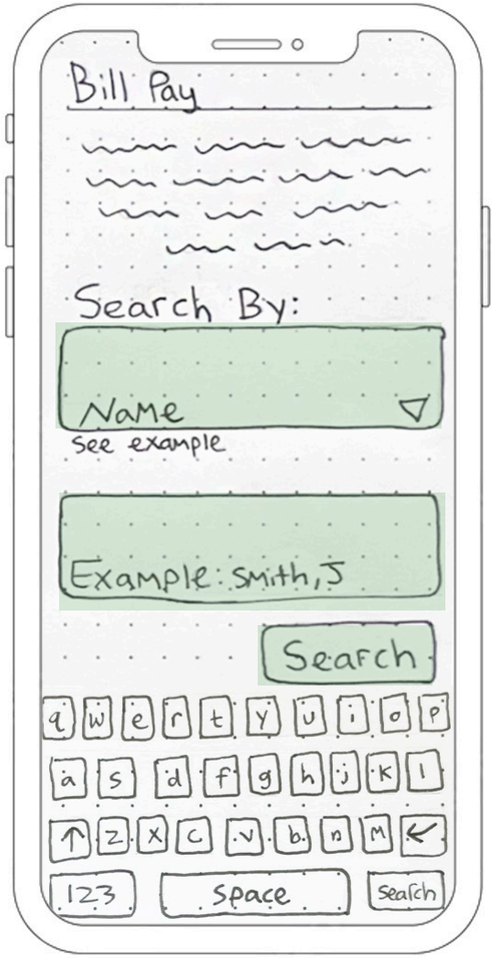
This page provides information on the tax office, downloadable forms and allows the user to pay their bill. Button is large so that its visible upon arrival.

LOW-FIDELITY PROTOTYPES

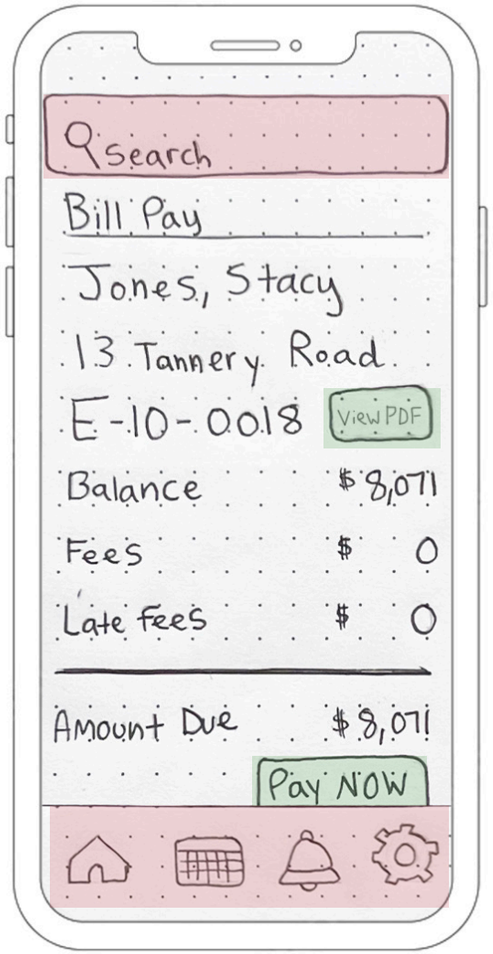
Paying a tax bill



User is met with a few options to search for their bill. A simple down arrow in the box communicates there are more options to choose from.



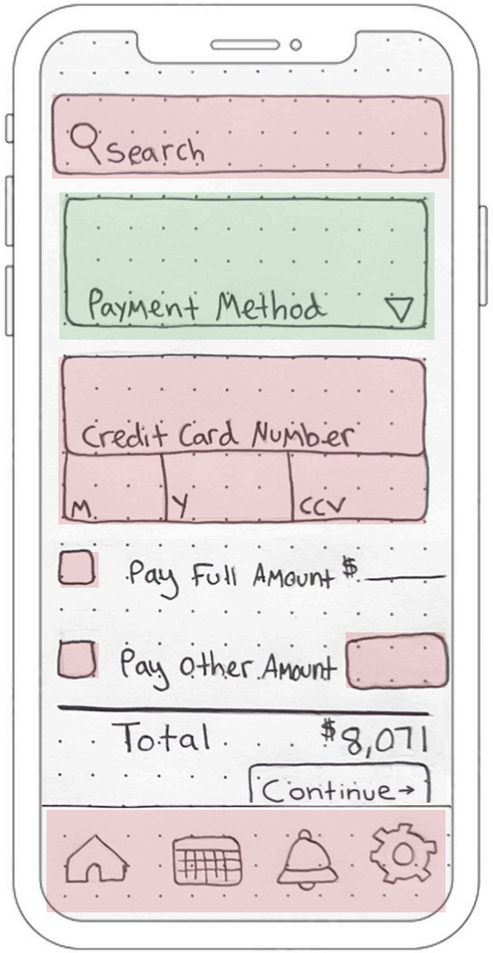
When the user clicks on the name field, it becomes highlighted, and the keyboard pops up.



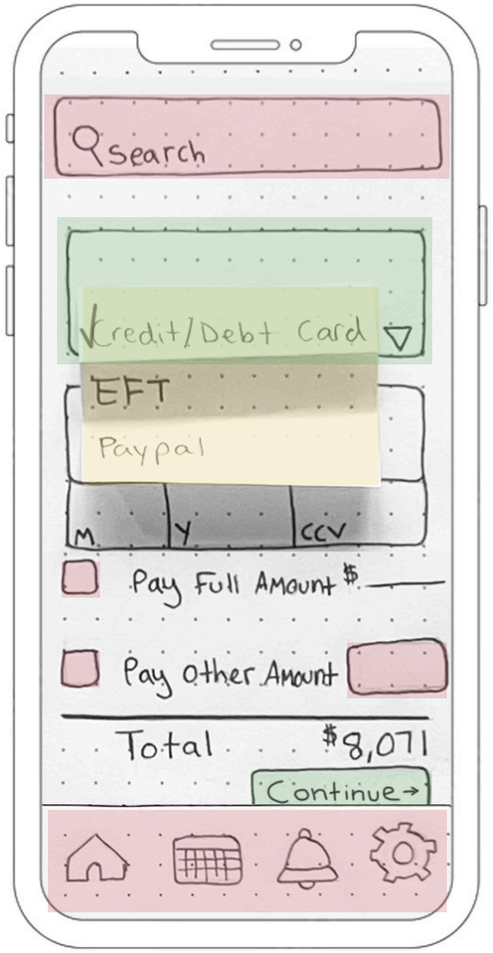
This screen shows the bill breakdown with an option to view a PDF of the mailed bill. Users can see the balance and fees attached before moving on to the next step.

LOW-FIDELITY PROTOTYPES

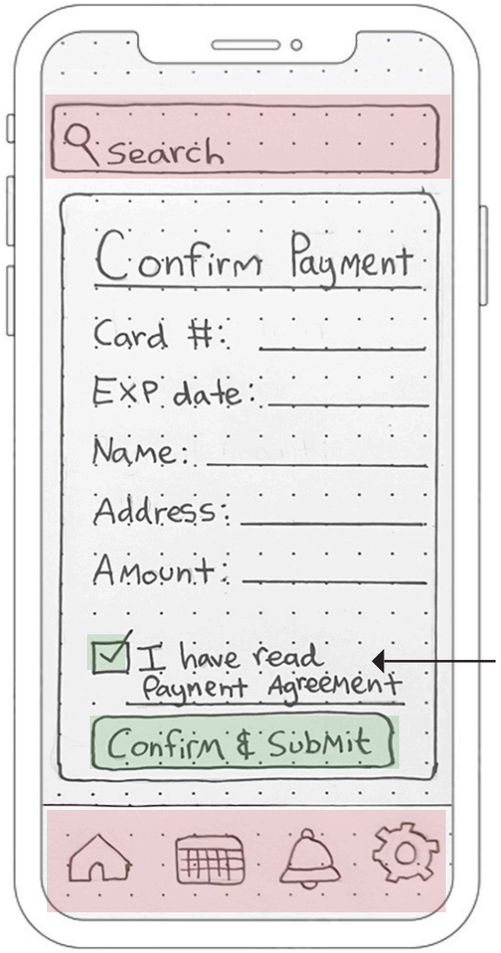
Paying a tax bill



User has reached the payment screen where they can choose their form of payment and amount they will pay.



User clicks on the payment method box. Their choice has a check next to the method, so they clearly know which is selected.



User can confirm all information is correct before submitting. This reduces errors and builds user confidence.

Payment agreement is a link that can be clicked on to read the disclaimer if needed. Must be checked for submit button to work.

LOW-FIDELITY PROTOTYPES

Paying a tax bill

If user clicks back to Taxes in Ridgefield, they will be brought to that page. Allowing the user to choose where to go next.

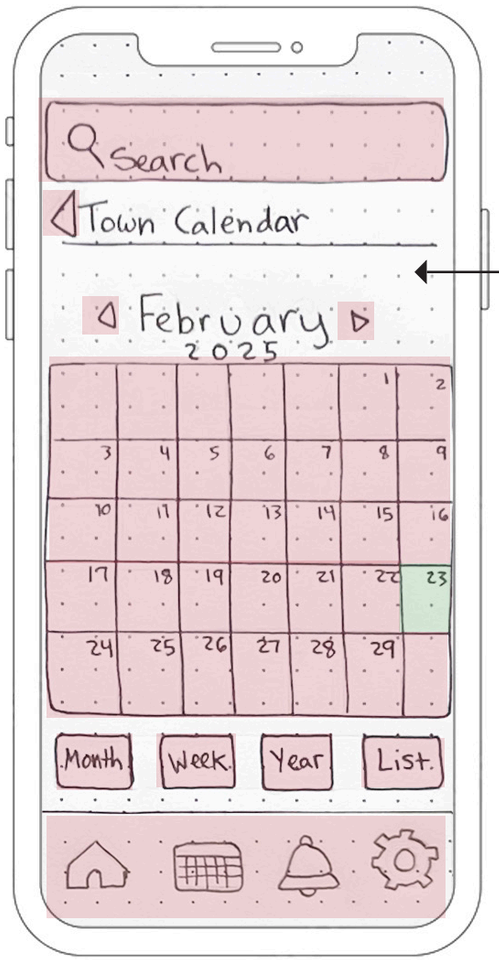
When the user hits submit, they are greeted with a popup and receipt number. From here they can exit and will be brought back to the home screen.

LOW-FIDELITY PROTOTYPES

Find and add an event to your calendar

User starts on the home screen with the main navigation. Search bar and bottom navigation tab are also available, allowing the user to start from every possible location.

User clicks on community resources and a horizontal slider of choices is presented. Minimal sliding to see all choices. User chooses calendar.

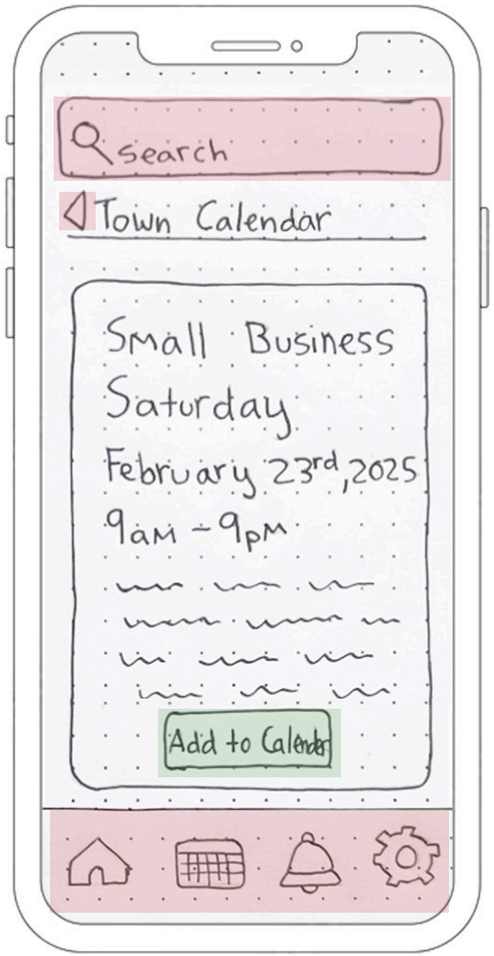


Minimal amount of clicks from home screen to calendar page!

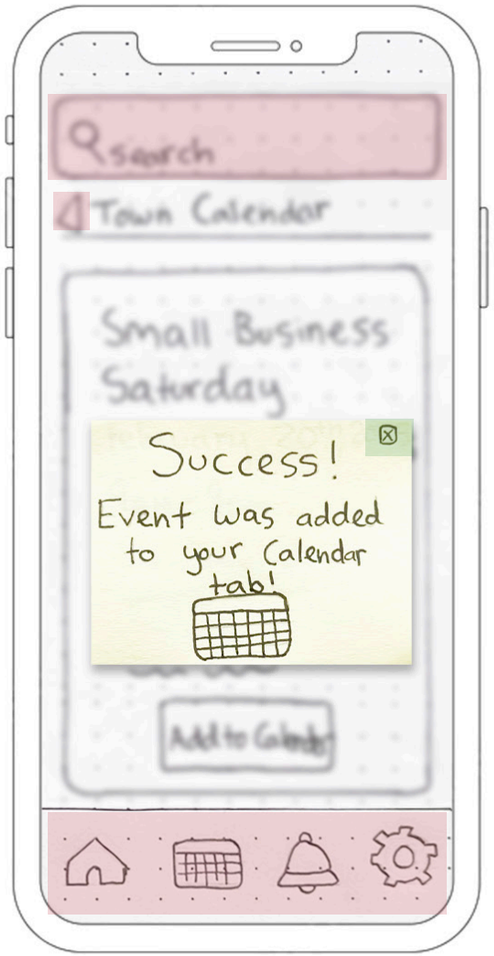
User arrives at the town calendar. Each day is clickable and intuitive. They can navigate between month, week, year or list view. Events will be shown in blue underline, so users recognize that its clickable.

LOW-FIDELITY PROTOTYPES

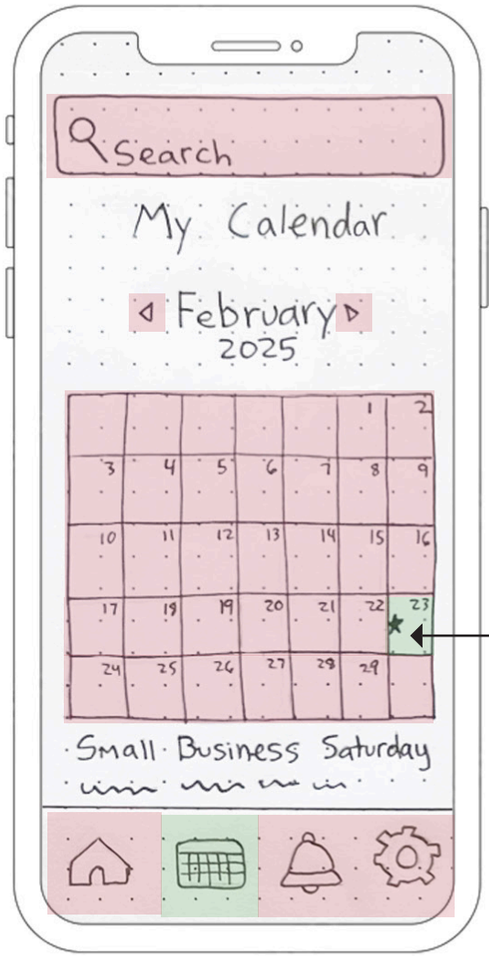
Find and add an event to your calendar



This screen shows more details and an option to add to the user's calendar in this app. There is always an option to easy exit in the top left corner if they don't like the event.



When an event is added, a pop up will appear, confirming the user's choice.



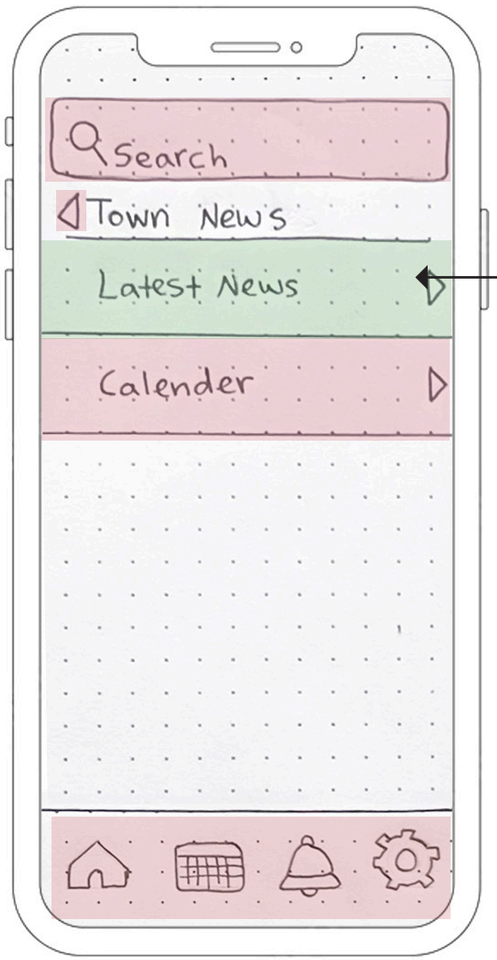
The "my calendar" page from the bottom navigation tab looks very similar to the town calendar, making it user-friendly.

Event markers are clearly shown, and the date will be highlighted when clicked on. This way users can quickly identify what is on their calendar.

LOW-FIDELITY PROTOTYPES

Sign up for town alerts

User starts on the home screen with the main navigation. Search bar and bottom navigation tab are also available, allowing the user to start from every possible location.



User clicks on town news and a horizontal slider of choices is presented. User can see all choices at once.

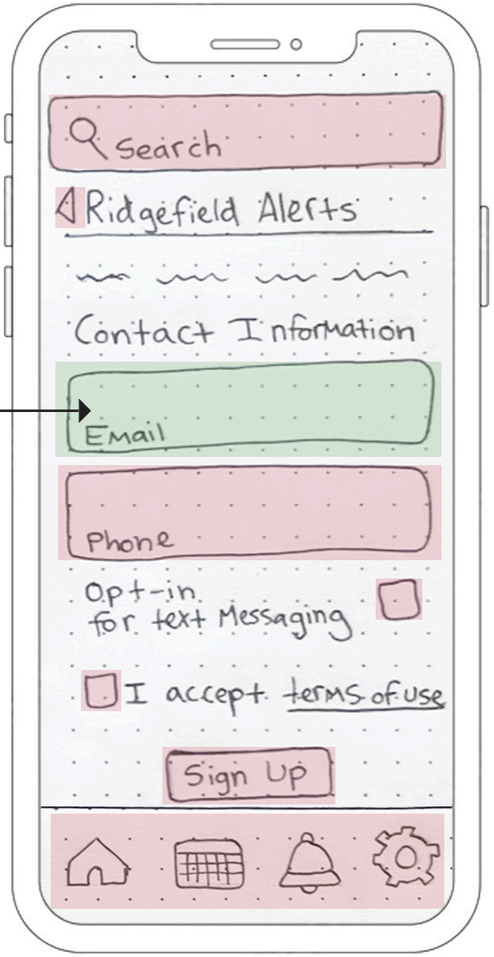
Since users visiting this part of the app are searching for news, they will also probably be interested in following social channels and signing up for alerts. The pop up allows for a quick exit, if they choose not to sign up, without losing their place.

I changed this subcategory to "latest news". Originally, the main and sub-category were both labeled town news. This seemed too confusing.

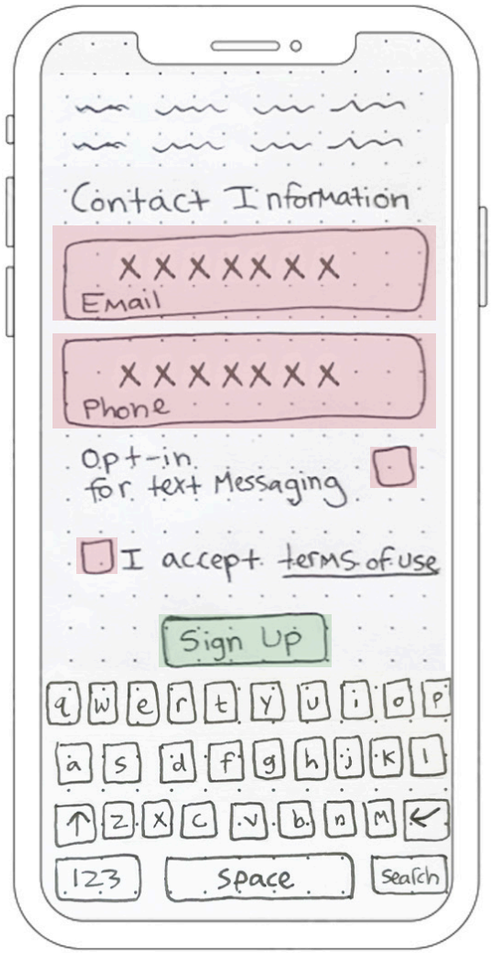
LOW-FIDELITY PROTOTYPES

Sign up for town alerts

This page will have a minimalist feel since the sign up is quick.



Fields are highlighted when clicked on, so user knows where they are at all times.



Keyboard slides up when a field is clicked on.

Once the user hits submit, they get a pop up confirming their actions. Clicking out of it brings them back to the homepage.

Clicking "back to latest news" will bring the user back to this page. Allowing them different options on how they can proceed. *(I may make it an arrow instead, to sit next to the "X" button.)*

LOW-FIDELITY PROTOTYPES

Article page

Easy way back to article page for a smooth reading experience.

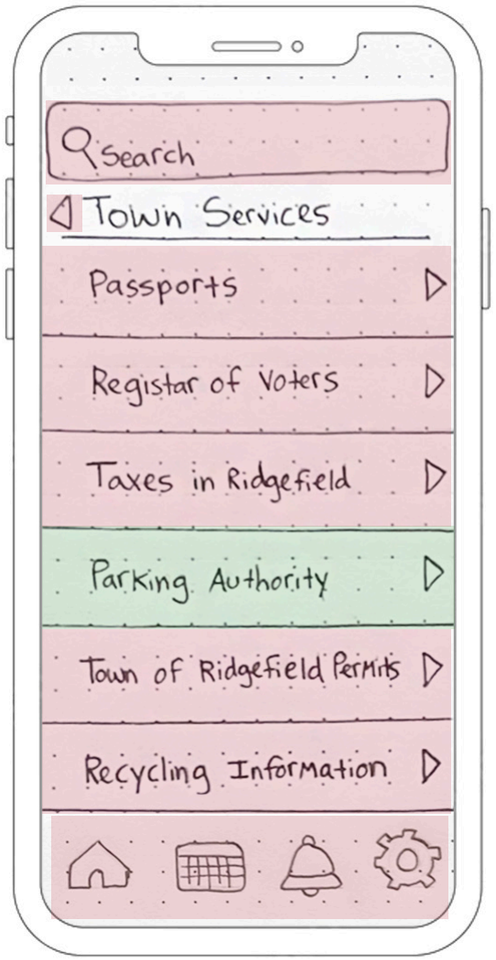
Scroll for article. Bottom of article to have a “back to article page” button so that the user won’t have to scroll back up to go back.

This is an article page that the user would see if they clicked out of the “Stay Connected” pop up and clicked on an article instead.

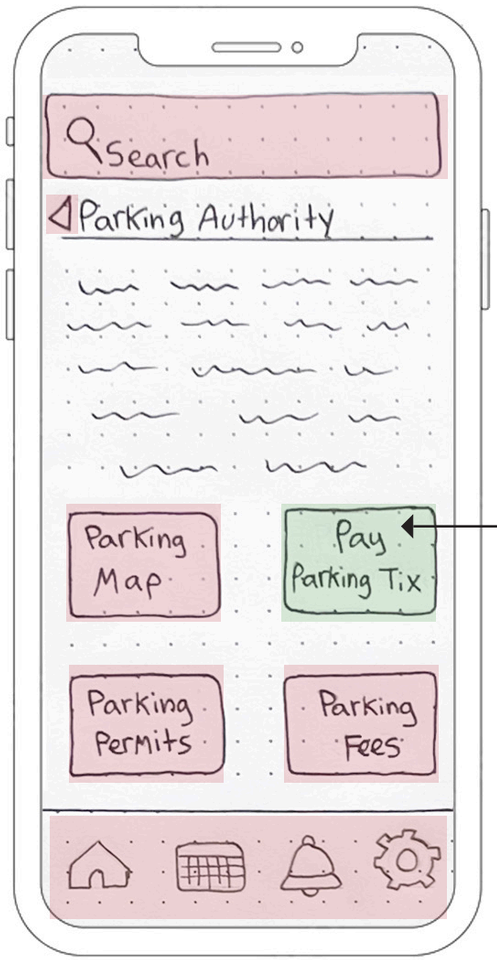
LOW-FIDELITY PROTOTYPES

Paying a parking ticket

User starts on the home screen with the main navigation. Search bar and bottom navigation tab are also available, allowing the user to start from every possible location.



Once clicking on town services, a horizontal slider of choices is presented. User can see all choices at once.



The parking authority page contains multiple buttons at the bottom, signaling a decision point and making it easier for users to use the app with one hand.

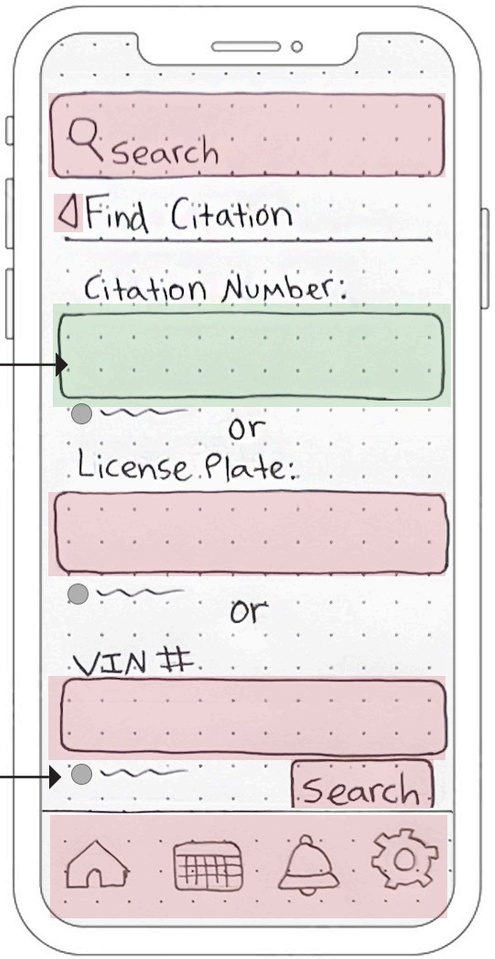
This consistent button style is shown here, on the taxes in Ridgefield page, and on the fire/EMS services page.

LOW-FIDELITY PROTOTYPES

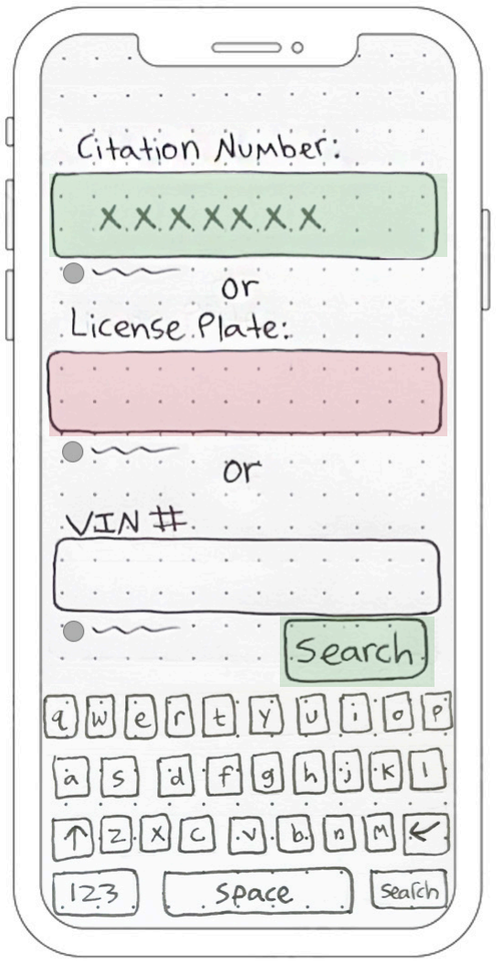
Paying a parking ticket

I decided to show all three options instead of a drop-down menu to help users understand the range of choices better.

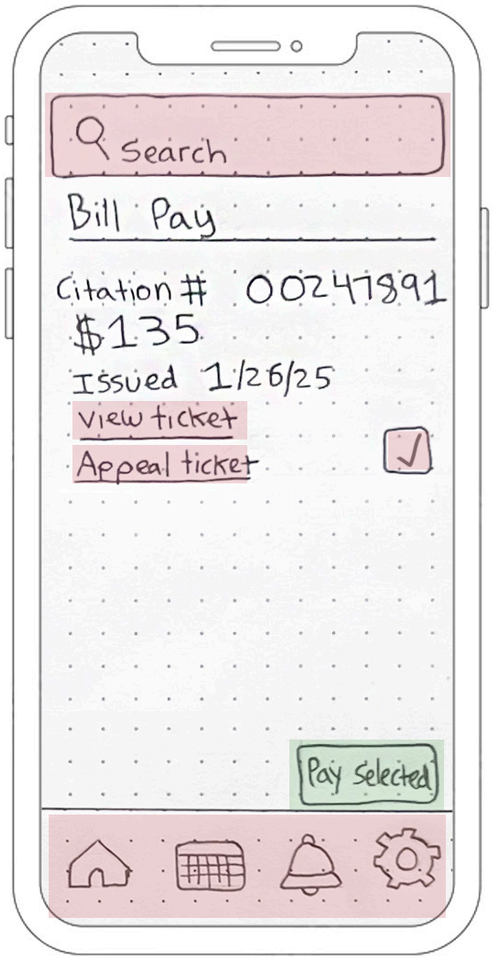
There are examples of how to submit or find this information for input underneath each box.



Fields are again highlighted when clicked, so user knows where their cursor is at all times. User has the option to search by various methods allowing flexibility for a variety of residents or visitors.



Once a field is tapped, the keyboard can slide up.

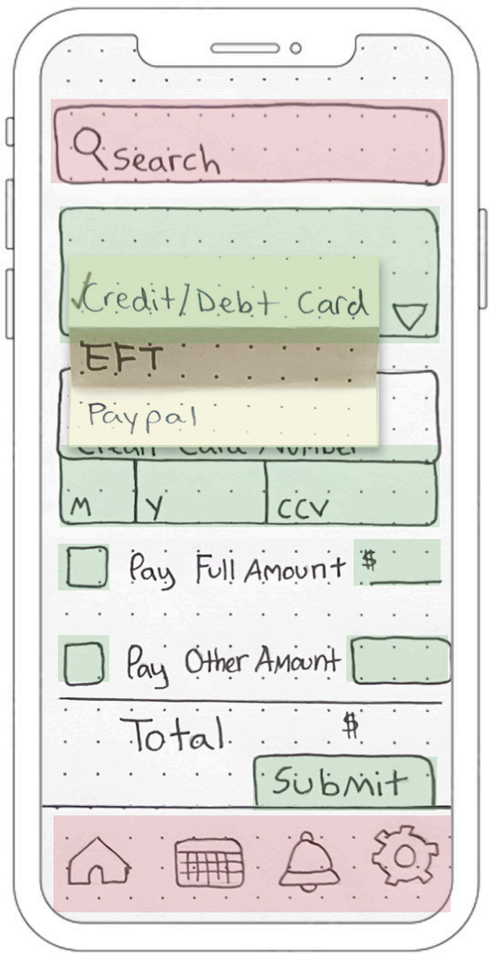


This screen allows you to see a quick breakdown of the ticket. But there is also a link to view the full bill or appeal the ticket before continuing, limiting user error.

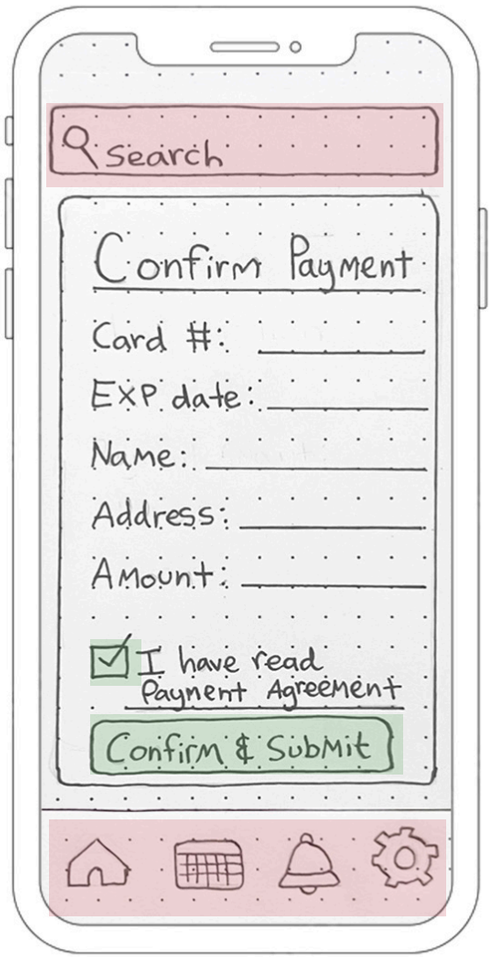
LOW-FIDELITY PROTOTYPES

Paying a parking ticket

User is brought to a quick and painless, one-page checkout. This is so they can complete the task with as few taps as possible.



When the user clicks on the payment method box, they have a drop down of options. They can easily see the one selected is the one with the check mark.

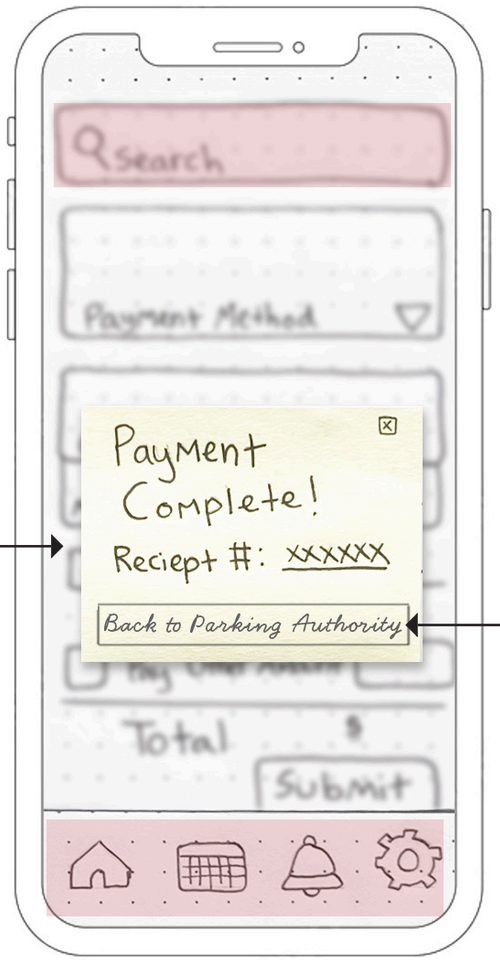


User can confirm all information is correct before submitting. This reduces errors and builds user confidence.

LOW-FIDELITY PROTOTYPES

Paying a parking ticket

The process from searching to paying is streamlined with only 5 screens!



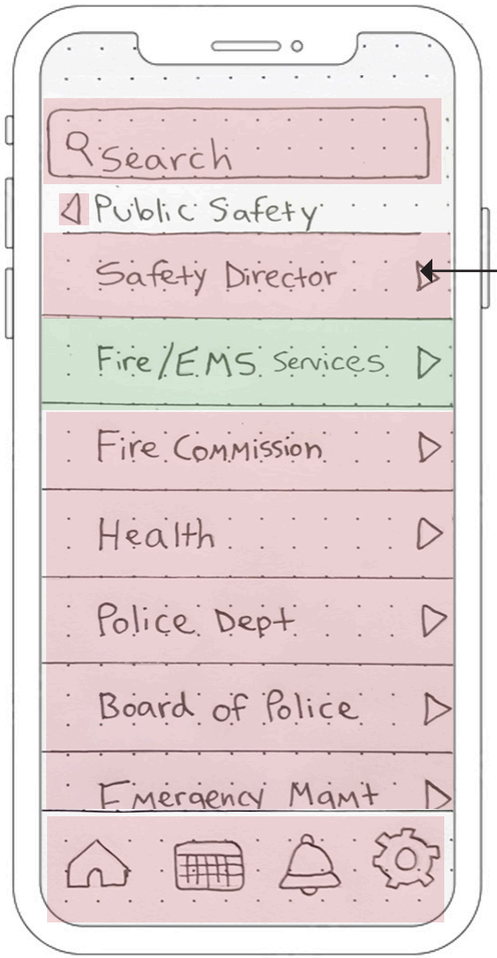
User has options: to exit out which will direct them to the homepage or click here to go back to the parking authority page.

Once information is entered and submitted, the user is greeted with a confirmation of receipt.

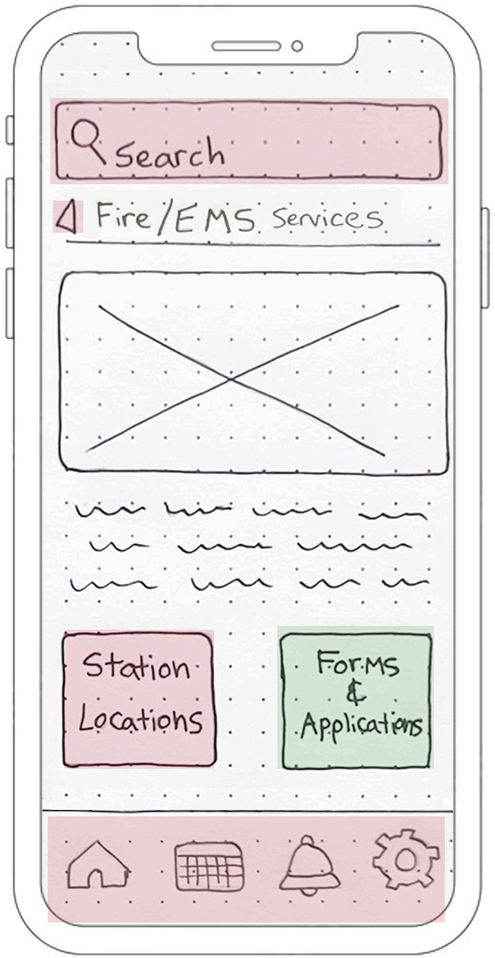
LOW-FIDELITY PROTOTYPES

Finding the EMS services application

User starts on the home screen with the main navigation. Search bar and bottom navigation tab are also available, allowing the user to start from every possible location.



From public safety, a horizontal slider of choices is presented. User can see all choices at once, minimal scrolling.



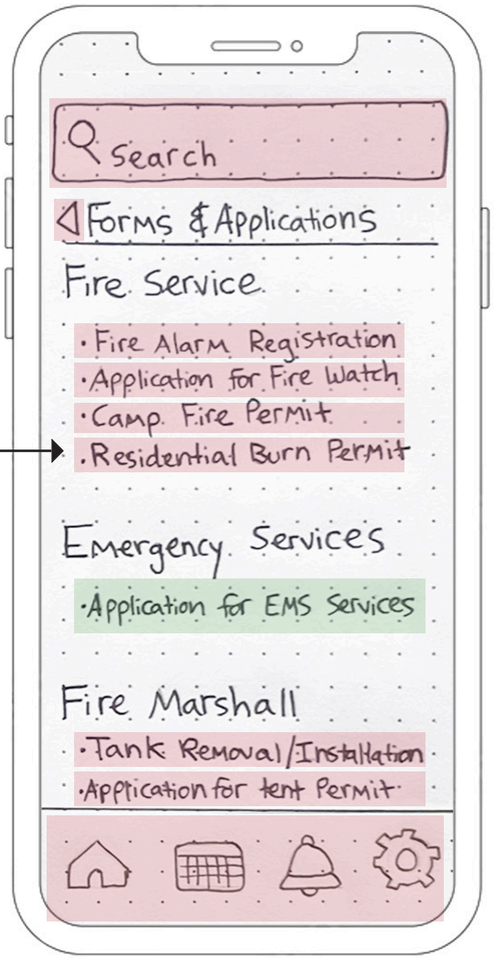
This page includes a top image and large links at the bottom. The sizing for these buttons allows for easy accessibility and is considered good UI practice.

After doing more research on the Ridgefield website, I discovered that the fire department has a variety of links and form within its page and that the label needed to encompass more than just fire service. I changed the label to Fire/EMS services.

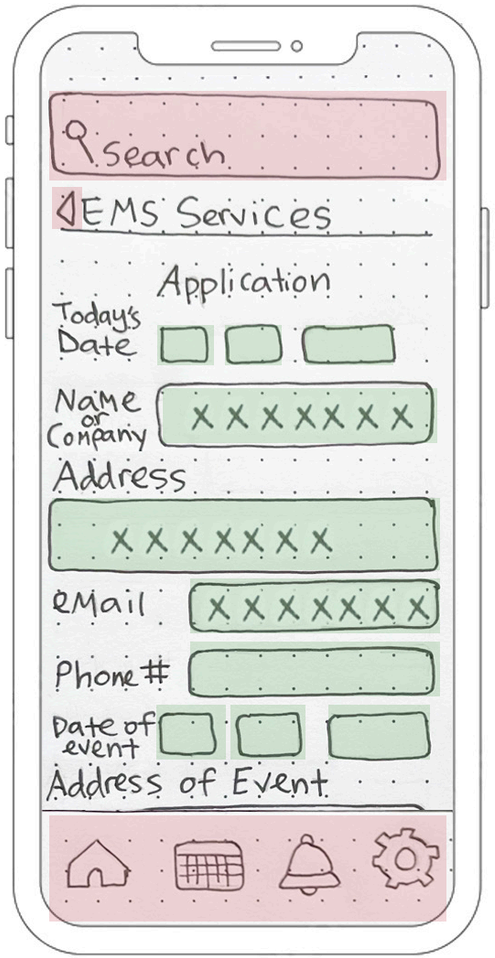
LOW-FIDELITY PROTOTYPES

Finding the EMS services application

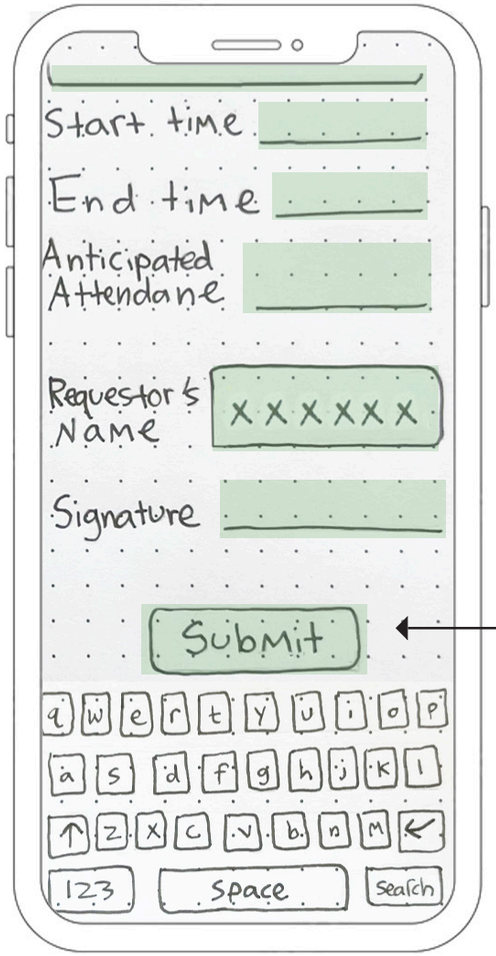
There were a lot of forms to show on this page, so I chose to show them as a list instead of larger buttons/icons.



A list of forms are provided. While there are quite a few, they are organized by department. Each form is shown in a blue text - showing that it is a clickable link.



The application can be filled out right on the app.

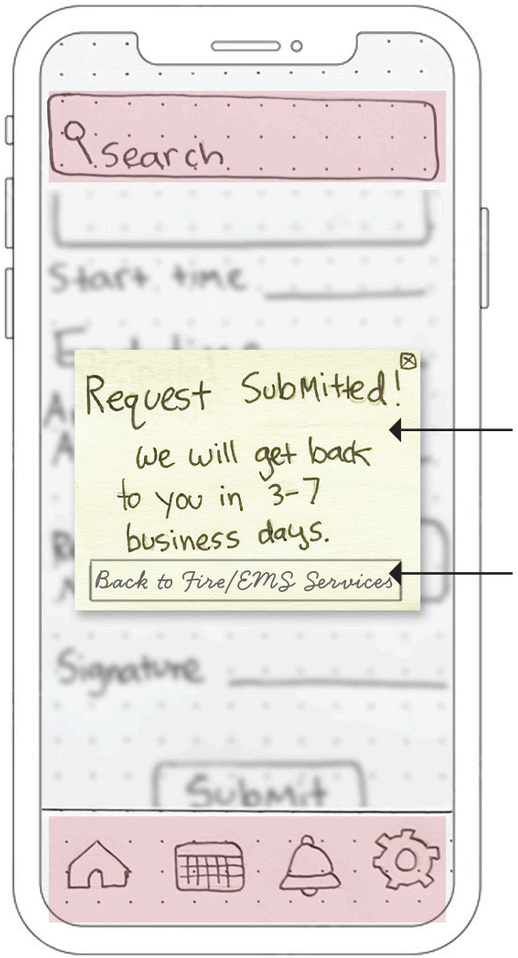


When fields is clicked on the keyboard slides up. A large submit button on its own line helps the user know when they have reached the end of the form and what the last step is.

While the application is one page, user must scroll vertically to get to the bottom here.

LOW-FIDELITY PROTOTYPES

Finding the EMS services application



Let's the user know the task was completed.

User has the choice to go back to Fire/ EMS services page.

Once submitted, the user will see a pop up confirming their request. Additional information is given. Exiting out returns them to the homepage screen.