

# Town of Groton, Connecticut Citizen Service Request Interactive Mapping Application

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Version: 1.0  
Date: 5/1/2012

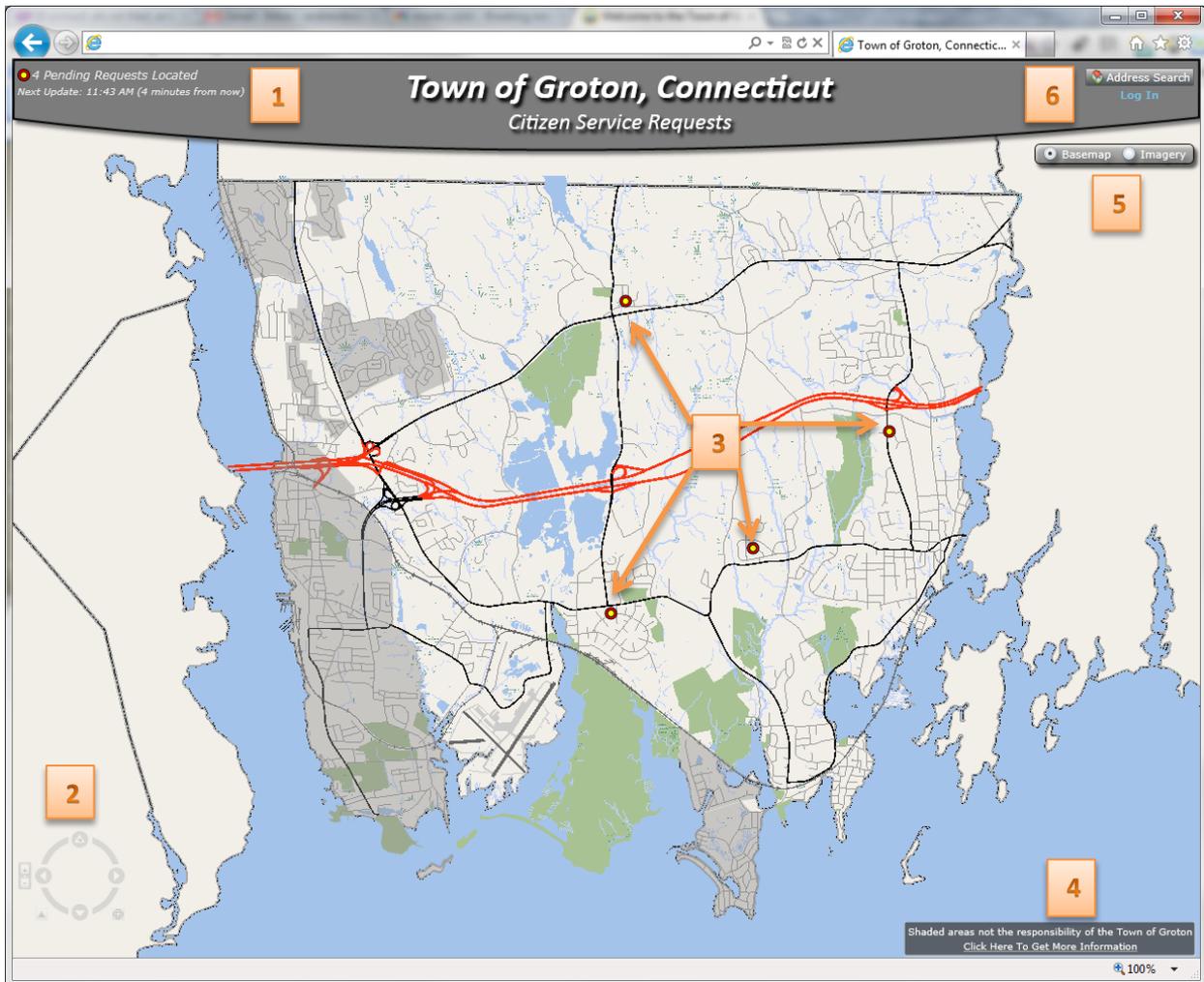
**GROTON**  
**PUBLIC WORKS**



## Site Overview:

### Initial Load:

When the program first loads, all of the pending citizen concerns are pulled from the database and geocoded on the map. Once the locations are initially loaded, the application will poll the server every five minutes for updated data. The polling will happen in the background which will allow you to continue to interact with the map. Note: Shaded areas are not the responsibility of the Town.



1. **Service Request Status** – Displays the current number of pending requests as well as when the next time the server will be polled for updates. By default, the server is polled every 5 minutes.



2. **Navigating the Map** – Shortcuts on how to navigate the map as well as how to use the navigation widget.

**Pan Map:** To Pan around the map simply Left-Mouse Click and drag the map to pan in any direction.

**Zoom In:** To zoom in simply double-click on any non-coastal access area. The map will incrementally zoom in.

**Zoom In by Window:** To Zoom in by a window, hold down the Shift key and left-mouse click and drag a window. The map will then zoom to the window's extent.

**Zoom Out by Window:** To zoom out by a window, hold down the Control (CTL) key and the Shift Key at the same time and then left mouse-click and drag a box. The Map will zoom out to the window's extent.

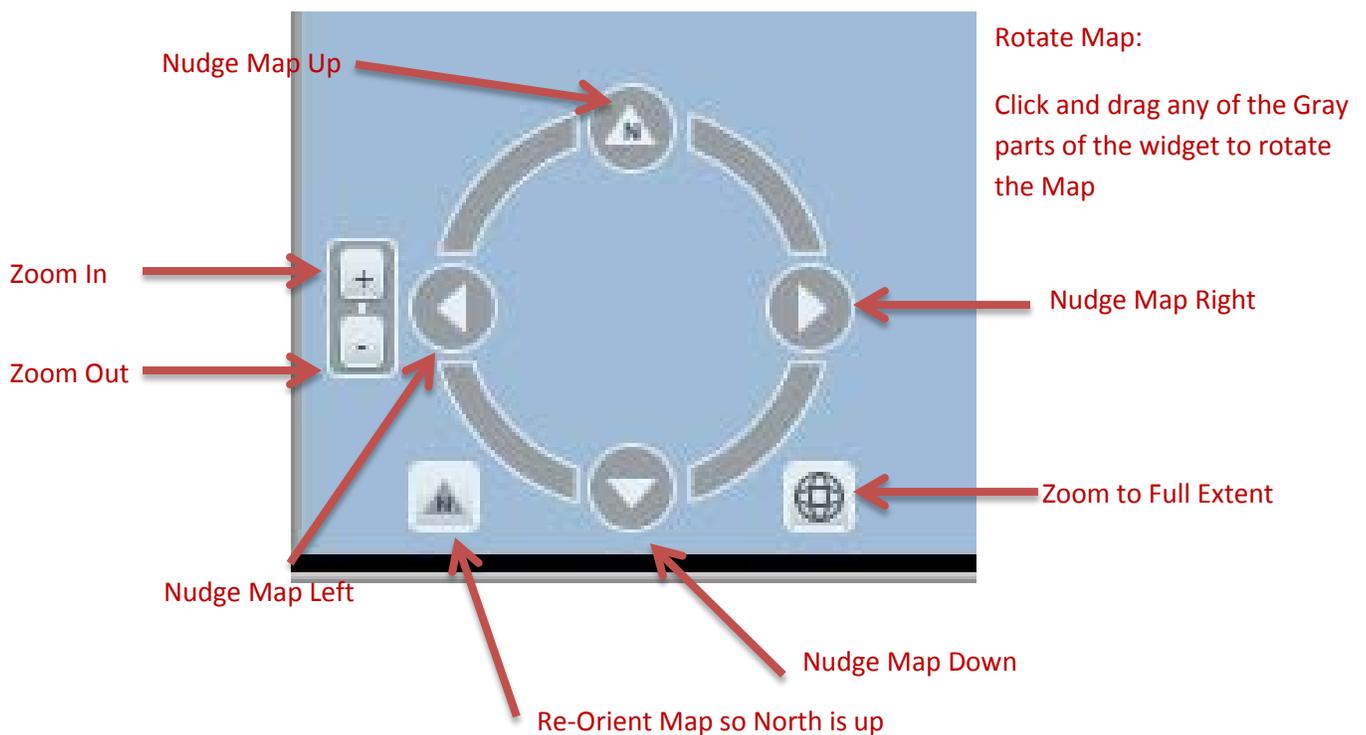
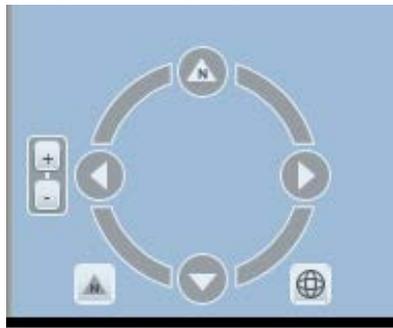
*Navigation Widget:*

The Navigation Widget provides a simple, easy to use way of navigating around the map.

Inactive Navigation Widget



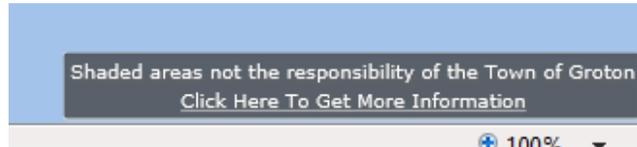
Active Navigation Widget (When Moused Over)



3. **Pending Citizen Service Request Locations** - Locations of citizen service requests reported to the Town of Groton Public Works department. Hover your mouse over any of the points to get detailed information.



4. **Other Contact Information** – The Town of Groton is only responsible for areas that are NOT shaded on the map. Clicking this link provides additional information on who to contact in these areas.



5. **Basemap / Image Toggle** – Toggles the map between Basemap and Image View



6. **Address Search** – Provides the user ability to search by and zoom to a particular address.



## Adding a New Service Request:

To add a new service request, simply search for an address or zoom in to a location on the map. Note, the ability to add a request is dependent on the scale of the map. When you are zoomed in close enough a message appears along the bottom of the screen .



Once the dialog appears, simply click on the map. The system will automatically locate the closest address to the location you clicked. Once an address is located, a popup dialog will appear. If the dialog does not completely appear on the page, you may need to pan the map down slightly. There are two types of requests that can be submitted; General and Streetlight Maintenance. If you are submitting a streetlight maintenance request, simply check the option and two more fields will be required to be filled out. Note: All fields are required in order to submit.

**Tell Us Your Concern**  
(All fields required)

General Request  Streetlight Maintenance

Location: 100 MIDWAY OVAL

Name:

Phone Number:

E-Mail Address:

Problem Description:

**Tell Us Your Concern**  
(All fields required)

General Request  Streetlight Maintenance

Location: 100 MIDWAY OVAL

Name:

Phone Number:

E-Mail Address:

Pole Number:  (Eye-level, street side)

Select Problem:

Pole Location Description:

If you click in an area that's shaded you will be notified that you cannot submit requests at that location. Contact information will be displayed for whoever is responsible for that location.

