Naugatuck Connect

naugatuck-ct.gov
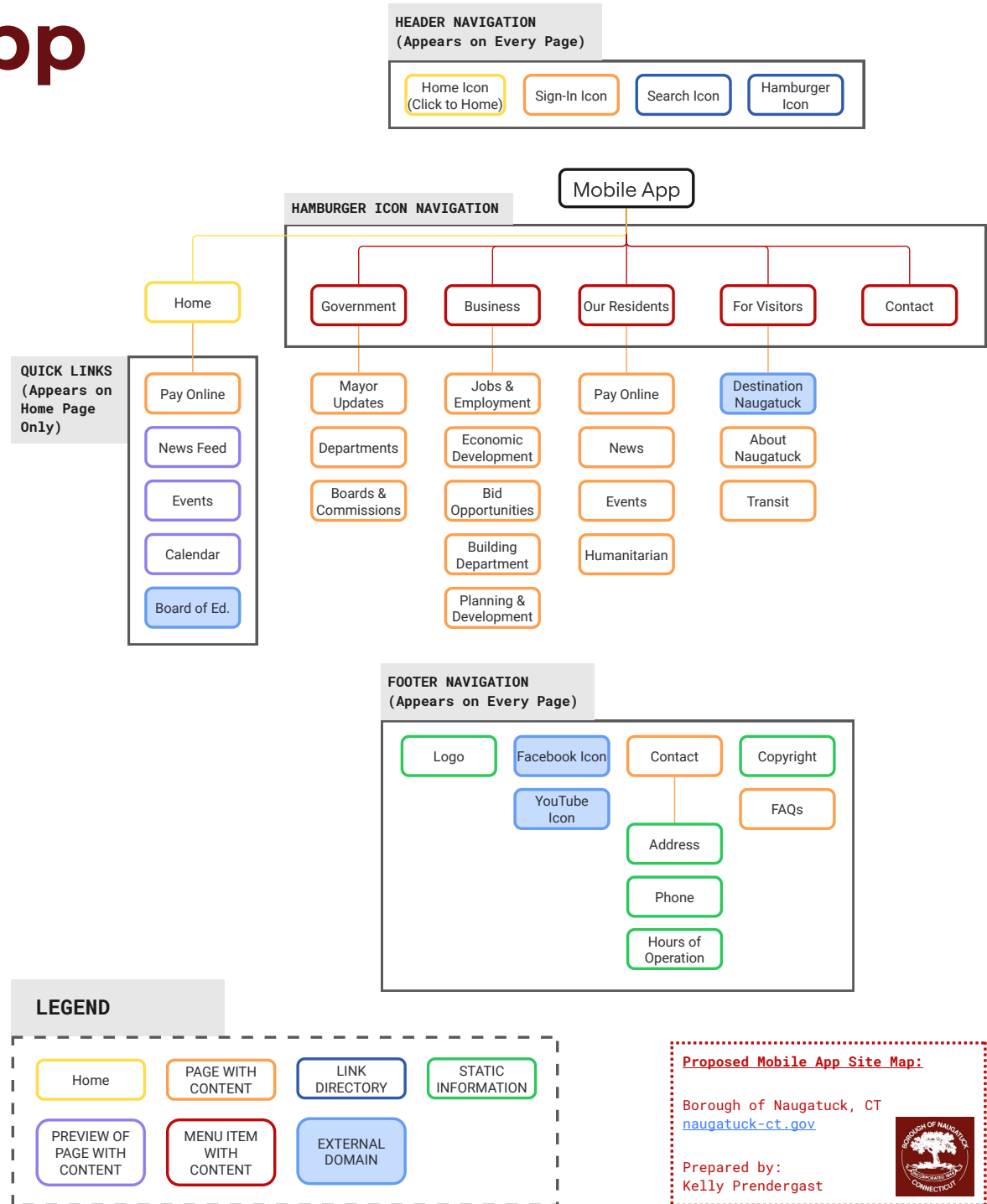
NaugatuckConnect serves as a centralized hub for residents, and visitors to easily access municipal services, real-time updates, and community resources. The app allows users to submit service requests, receive important alerts (such as road closures and emergency notifications), explore upcoming events, make online payments for town services, and more. Designed for convenience and efficiency, it streamlines interactions with local government while fostering greater community engagement.

Kelly Prendergast

Companion App
Site Map

Mobile App

HAMBURGER ICON NAVIGATION

- Home
- Government
- Business
- Our Residents
- For Visitors
- Contact

QUICK LINKS (Appears on Home Page Only)

- Pay Online
- News Feed
- Events
- Calendar
- Board of Ed.

Government
- Mayor Updates
- Departments
- Boards & Commissions

Business
- Jobs & Employment
- Economic Development
- Bid Opportunities
- Building Department
- Planning & Development

Our Residents
- Pay Online
- News
- Events
- Humanitarian

For Visitors
- Destination Naugatuck
- About Naugatuck
- Transit

FOOTER NAVIGATION (Appears on Every Page)

- Logo
- Facebook Icon
- YouTube Icon
- Contact
  - Address
  - Phone
  - Hours of Operation
- Copyright
- FAQs

LEGEND

| Home | PAGE WITH CONTENT | LINK DIRECTORY | STATIC INFORMATION |
| PREVIEW OF PAGE WITH CONTENT | MENU ITEM WITH CONTENT | EXTERNAL DOMAIN | |

Proposed Mobile App Site Map:

Borough of Naugatuck, CT
naugatuck-ct.gov

Prepared by:
Kelly Prendergast

Target Audience

Residents – Everyday citizens who need updates, make payments, or request town services.

Commuters – Individuals who rely on municipal alerts, parking updates, and road closures.

Business Owners – Local entrepreneurs who need town permits, business-related updates, and event participation.

Newcomers & Visitors – Tourists or new residents seeking community engagement and municipal resources.

User Needs

Easy Navigation: Direct access to town services via categorized sections (Residents, Visitors, Business, Government, etc.)

Real-Time Notifications: Push alerts for traffic, emergency updates, and event reminders.

Community Engagement: Direct event registration & news feeds to keep residents informed.

Convenience & Efficiency: Eliminates calls/emails by allowing self-service for requests & payments.
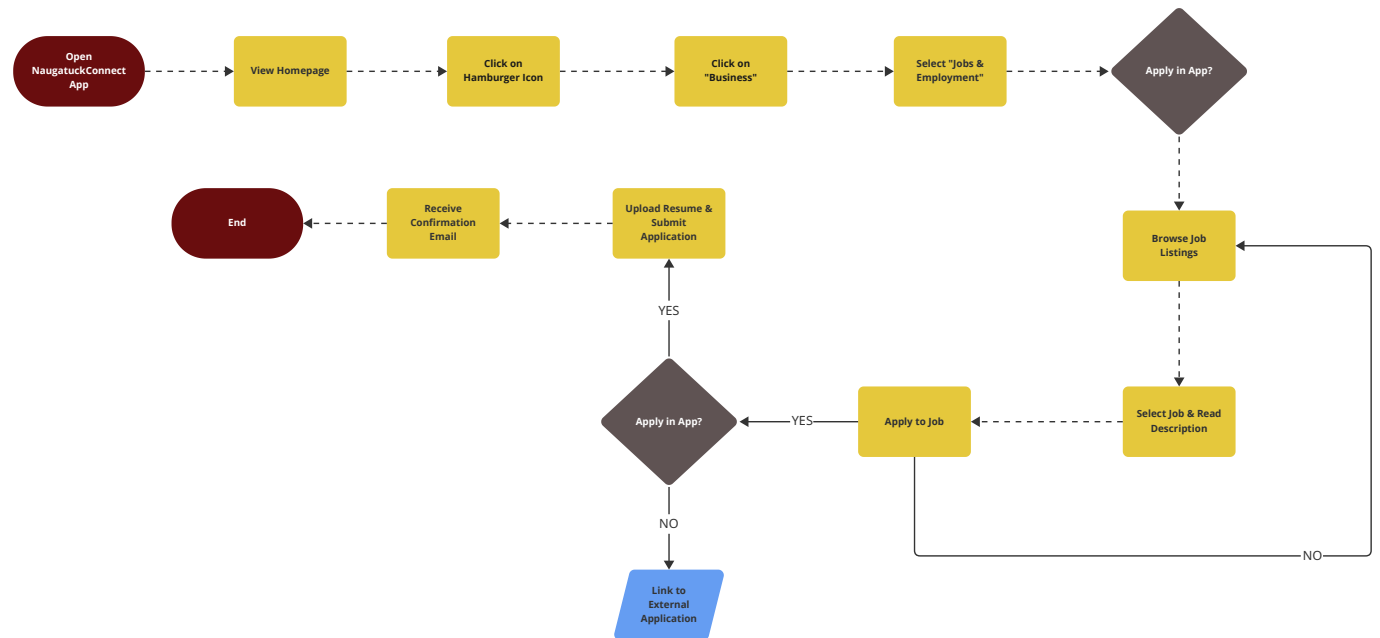
LISA

10+ YEAR RESIDENT

"I am looking to find a job closer to home that aligns with my experience in government."

SCENERIO

Lisa has been searching for a new job and wants something close to home. She remembers hearing that the NaugatuckConnect app has a section for job postings. Instead of spending hours searching multiple websites, she opens the app and heads to the Jobs & Employment section under Business. She finds a Clerk position at Town Hall that fits her skills, reads the job description, and submits her application; all from her phone. A few days later, she gets an email about an interview, feeling relieved that the process was so easy and accessible.

User Flow

Open NaugatuckConnect App → View Homepage → Click on Hamburger Icon → Click on "Business" → Select "Jobs & Employment" → Apply in App?

Apply in App? → Browse Job Listings → Select Job & Read Description → Apply to Job

Apply to Job → Apply in App? — YES → Upload Resume & Submit Application → Receive Confirmation Email → End

Apply in App? — NO → Link to External Application

Select Job & Read Description — NO → Browse Job Listings

Legend

- Start/End
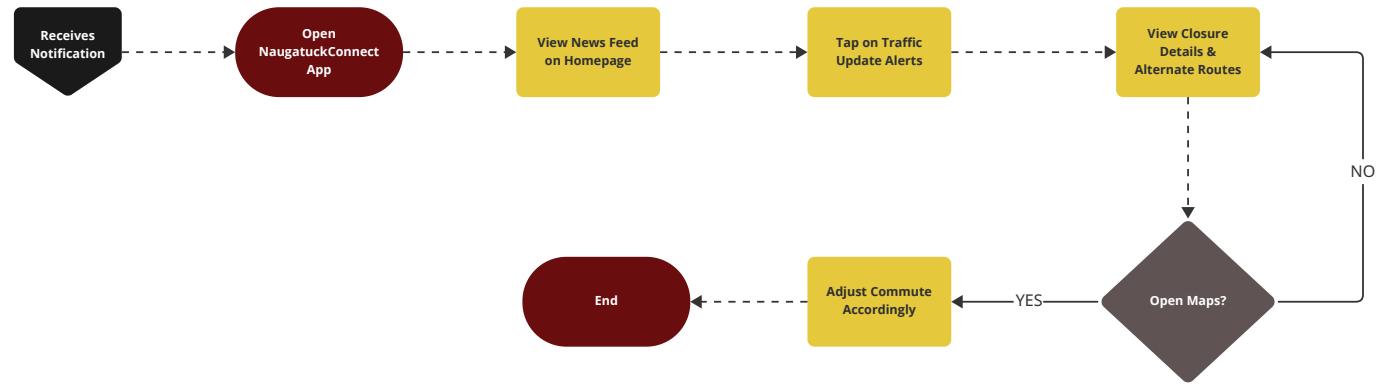- Action
- Descision
- External Link

DAVID

COMMUTER

"I want to receive real-time road closure alerts so that I can adjust my route and avoid delays.'"

SCENERIO

David has a tight morning commute and always checks traffic updates before leaving for work. Just as he's about to head out, he gets a push notification from the NaugatuckConnect app: "Road Closure on Church Street – Check Alternate Routes." He taps on the alert, sees a suggested detour, and adjusts his route in seconds. Thanks to the app, he avoids getting stuck in unexpected traffic and gets to work on time without the stress.

User Flow

Receives Notification → Open NaugatuckConnect App → View News Feed on Homepage → Tap on Traffic Update Alerts → View Closure Details & Alternate Routes

Open Maps? — NO (back to View Closure Details & Alternate Routes)

Open Maps? — YES → Adjust Commute Accordingly → End

Legend

Start/End · Action · Descision · Alert

MARK

NEW RESIDENT

"I want to browse upcoming town events so that I can participate and meet people in my community."

SCENERIO

Mark recently moved to Naugatuck and wants to get involved in the community, but he's not sure where to start. A neighbor mentions that the NaugatuckConnect app has a whole section for local events. Curious, he downloads it and browses upcoming activities. A "Meet Your Mayor" town hall meeting catches his eye, and with a simple tap, he registers. A reminder notification pops up on the day of the event, making sure he doesn't forget.

User Flow

Open NaugatuckConnect App → Open Homepage → Click on "Events" Quick Link → Browse Upcoming Events → Select an Event → Register for Event?

Open Homepage → View Full Calendar → Browse Upcoming Events

Register for Event? → NO → Browse Upcoming Events
Register for Event? → YES → Have an Account?

Have an Account? → YES → Sign-In → Register & Receive Confirmation → Sync to Calendar?
Sync to Calendar? → YES → End
Sync to Calendar? → NO → End

Have an Account? → NO → Register as Guest
Have an Account? → NO → Create an Account

Register as Guest → Enter Personal Information → Register & Receive Confirmation → End

Create an Account → Enter Personal Information → Submit Form → Set Up Profile → Receive Upcoming Event Notifications?
Receive Upcoming Event Notifications? → YES → Allow Push Notifications
Receive Upcoming Event Notifications? → NO → Register & Receive Confirmation

Legend

- Start/End
- Action
- Descision