

City of Portland
Release of PDX Reporter Android App
November 15, 2010

PDX Reporter App

What is the Android App?

It is an application (app) for Android phones that gives community members a way to easily report graffiti, potholes, plugged storm drains/inlets, street light outages, and park maintenance issues right from their phone. It is almost identical to the PDX Reporter app released for iPhones in February 2010.

What is it called?

PDX Reporter, formerly named Citizen Reports.

How can I get it on my phone?

The app can be downloaded through the Android Marketplace. Just search for PDX Reporter.
(iPhone users can download PDX Reporter through iTunes.)

What are the requirements and specifications for my phone?

Any Android phone running OS version v2.1 or greater.

How much does it cost to download or use this app?

There is no charge to download this app, or to submit reports through PDX Reporter.

How exactly do I use it?

Once the app is open on your phone, simply select the type of issue to report, take a photo, locate the issue on the map, add comments, and send a report directly to the appropriate bureau for resolution. The app will walk you through each step. Once submitted, you can receive updates directly to your phone regarding the status of the issue(s).

What can I report?

Presently the app supports the reporting of:

- graffiti
- potholes
- plugged storm drains/inlets
- street lighting outages
- park maintenance related issues

How will I know my report is being processed?

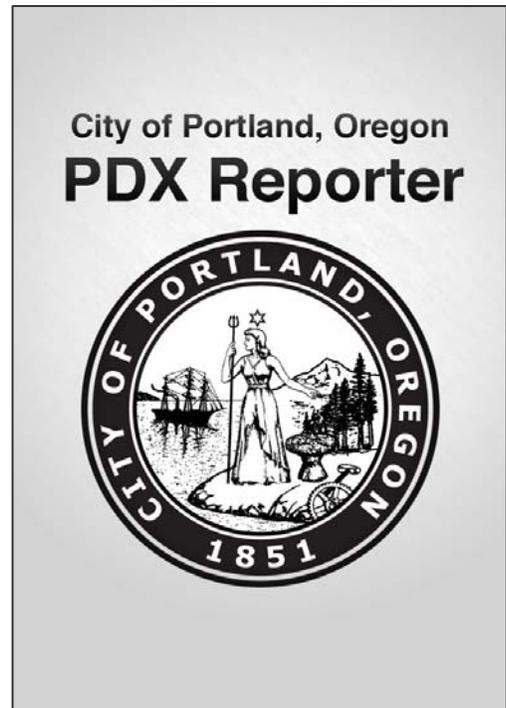
In many cases you may receive a call from City staff to follow up and get additional details related to the report. If you do not receive a call, you will receive updates directly to your phone regarding the status of the issue via the Menu → My Reports screen.

Is this different than the iPhone app?

There is no difference in the type of report that can be submitted. The difference lies in the operating systems of the phone and how the apps were created. There may be slight variations in how different parts of the report look or are filled out based on your phone's functionality.

Who was involved in the creation of this app?

The Bureau of Technology Services, Bureau of Transportation, Portland Parks and Recreation and the Office of Neighborhood Involvement collaborated on this effort. In addition to bureau staff, the City reached out to the community for testing and feedback while developing this app.



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Open Source

Is this app Open Source?

Yes. Licensed under GPLv2, the source code can be found at:
<http://code.google.com/p/pdxandroidapp/source/browse/#svn/trunk>.

What is Open Source Software?

Open source software is developed using an open and collaborative process and licensed under terms that generally give its contributors and users alike the rights to use, copy, modify and redistribute the software. The Linux operating system, Firefox web browser, Apache web server, and OpenOffice suite are just some of the open source software offerings millions of users worldwide depend on each day.

When will the code be released?

Release of the source code will happen with the announcement that the app is available for download and use.

Will my personal information submitted through this app be shared with the community since it is Open Source?

No. While the City releases the source code to the Open Source community, the City does NOT release the information submitted through the reports, which may include your personal contact information.

