

## **Graphical Awards & Innovation Award**

### ***City of Rancho Cucamonga – RC2GO App***

The RC2GO mobile app is a public CRM application built with the Esri JavaScript API, Ionic Cordova and other libraries providing residents an easy means of reporting issues in the community and accessing various maps as well. The app is available on both iOS and android platforms for free. The app has a two-way communication with the residents, allowing city staff to update residents on the status of submitted request. Residents receives an email upon submitting an issue and once an issue is marked closed; another email is sent to the resident. There is a survey 123 component for residents to rate the level of service.

**App iOS download link:** <https://itunes.apple.com/se/app/rc2go/id498473690?l=en&mt=8>

**App Android download link:**

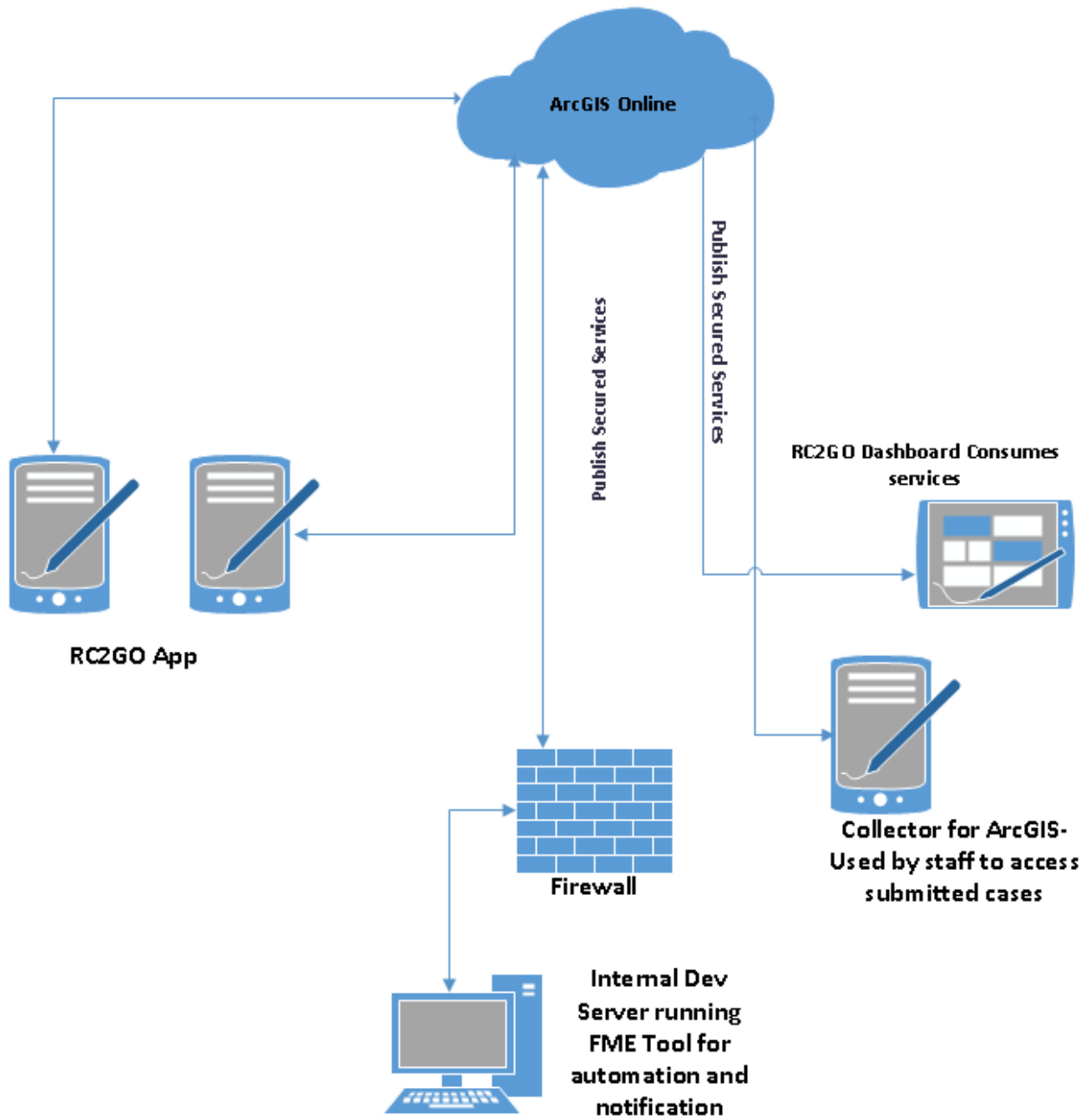
<https://play.google.com/store/apps/details?id=com.cityofrc.RC2GOAppID&hl=en>

The app was developed by the Department of & Technology(DoIT) team.

#### **App Data Architecture**

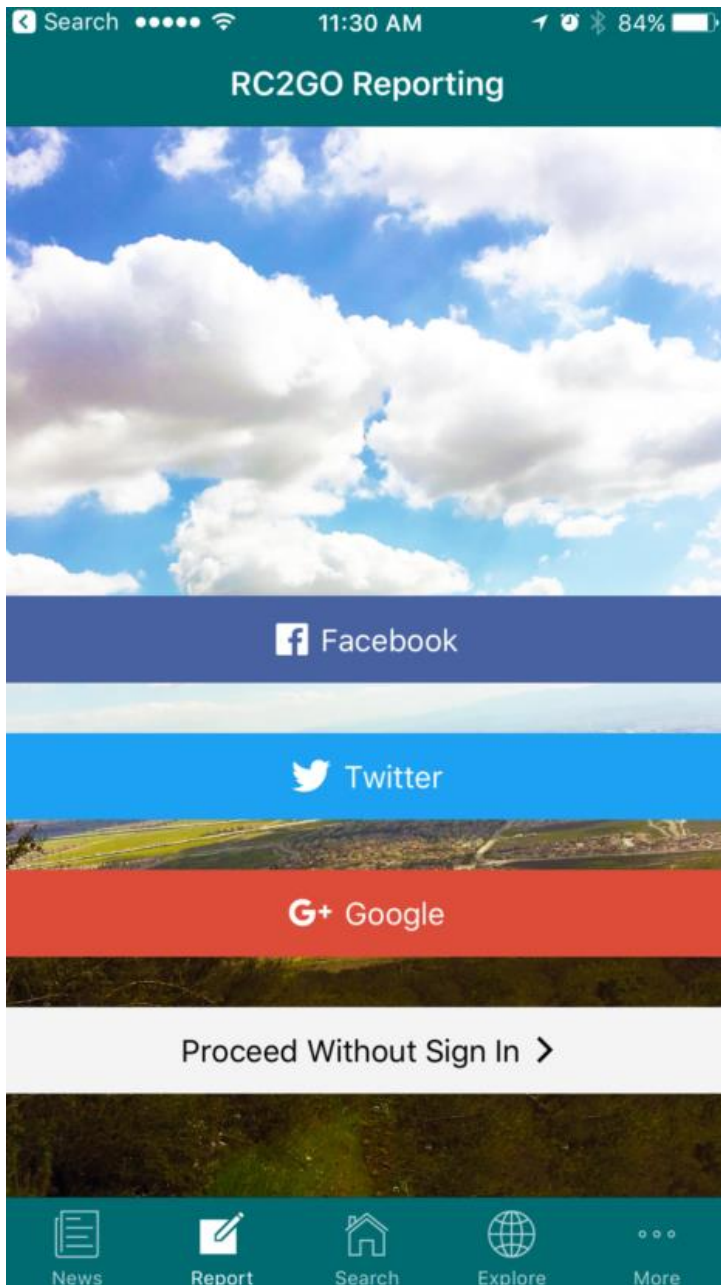
Since the app is developed upon the Esri platform, we have flexibility of integrating the data with existing Esri solutions. All submitted cases are stored on the Esri ArcGIS Online platform and the data is integrated with city staff existing apps. This ensures that request is handled promptly.

## RC2GO Mobile App Data Architecture

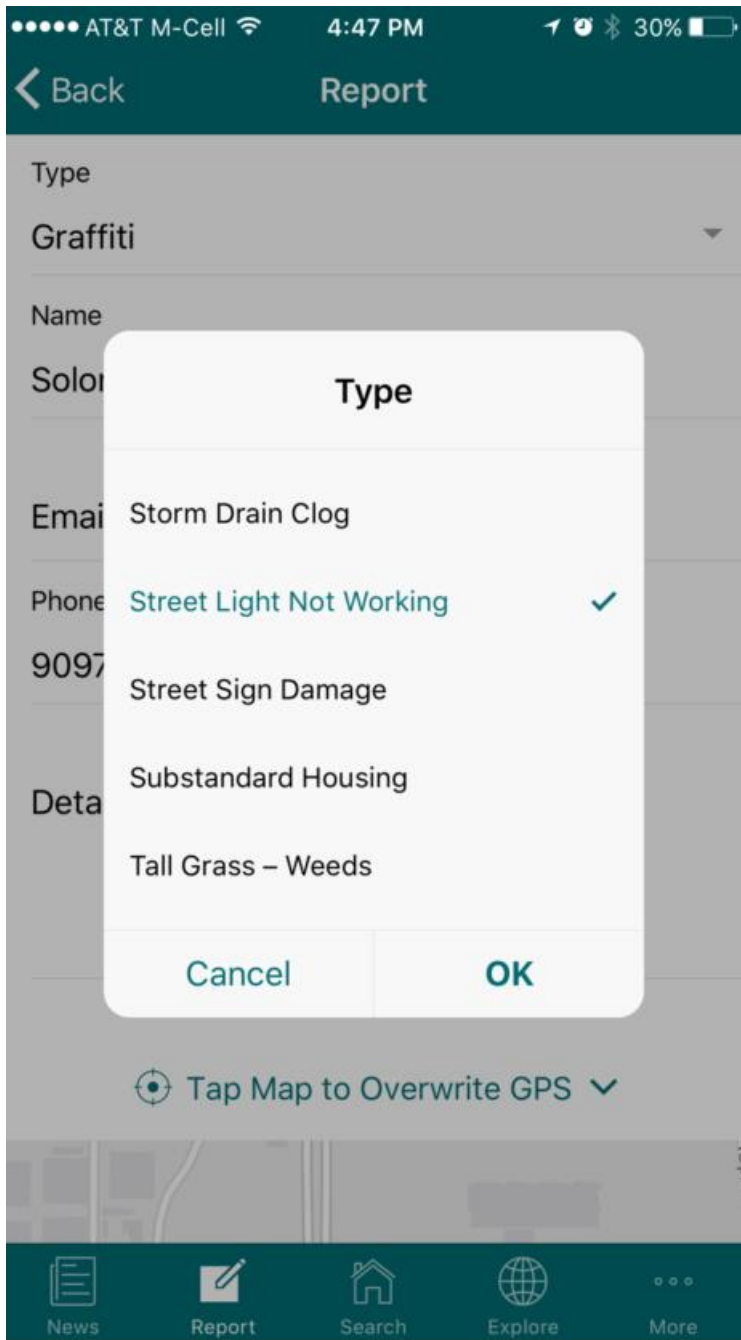


## RC2GO App Graphics

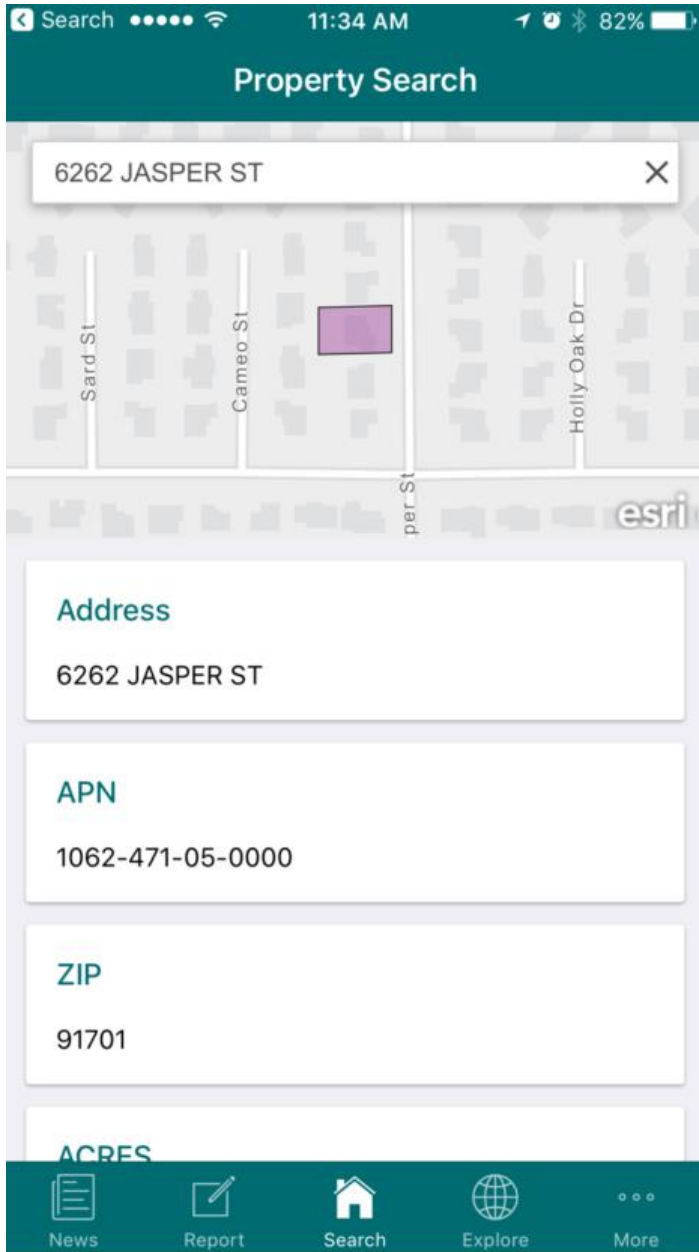




Report an Issue Social Provider page



Report Issue Type



Property Search

# Explore



## Maps



**City Facilities**  
Points of Interest map for RC2...



**EV Charge Stations**  
Charge your electric vehicle.



**P.E. Trail**  
Pacific Electric Trail route.



**Pavement Rehab**

Explore page



Major Projects Update Page



**Public Works - RC2GO** Solomon Nimako

Service Request 1 selected / 78 records

| Location                             | Type of Problem               | Details                                     | Number of Votes | Public View | Name           | User Name     |
|--------------------------------------|-------------------------------|---|-----------------|-------------|----------------|---------------|
|                                      | Irrigation in City Landscapes | Suspected sprinkler head broken on M...     |                 |             | Kolin Hand     |               |
|                                      | Street Sign Damage            | Missing all way plates on four corners      |                 |             | Phillip Ortega |               |
|                                      | Street Sign Damage            | Replace faded R26 signs on the west s...    |                 |             | Phillip Ortega |               |
| w/s San Benito Ave s/o San Mateo Pl. | Graffiti                      | Graffiti on sidewalk                        |                 |             | Marcus Garcia  | Marcus Garcia |
|                                      | Graffiti                      | There is tagging in white paint marker o... |                 |             | Marcus Garcia  | Marcus Garcia |
|                                      | Graffiti                      | Request is for a beige concrete block at    |                 |             | Marcus Garcia  | Marcus Garcia |
|                                      | Graffiti                      | Graffiti on pge trail, between hermosa a... |                 |             | Leticia mowrey |               |
|                                      | Graffiti                      | Request is for the bus bench on northb...   |                 |             | Marcus Garcia  | Marcus Garcia |
|                                      | Graffiti                      | Request for last metal telephone pole o...  |                 |             | Marcus Garcia  | Marcus Garcia |
|                                      | Graffiti                      | Request is for crosswalk signal attached    |                 |             | Marcus Garcia  | Marcus Garcia |
|                                      | Graffiti                      | There is tagging on green tarp of fence     |                 |             | Marcus Garcia  | Marcus Garcia |

Request Type: Graffiti - Completed

Location

Type of Problem: Graffiti

Details: There is tagging in white paint marker on skinnier signal pole at northwest corner of Archibald and Tyron

Number of Votes

Public View

Name: Marcus Garcia

User Name: Marcus Garcia

Phone

Email: garcia.marcustr@gmail.com

## Admin Application Viewer

Home ▾ Graffiti Removal-Pending New Map ▾ Create Presentation ▾ Solomon ▾

Details Add ▾ Edit Basemap Analysis Save ▾ Share Print ▾ Directions Measure Bookmarks Find address or place

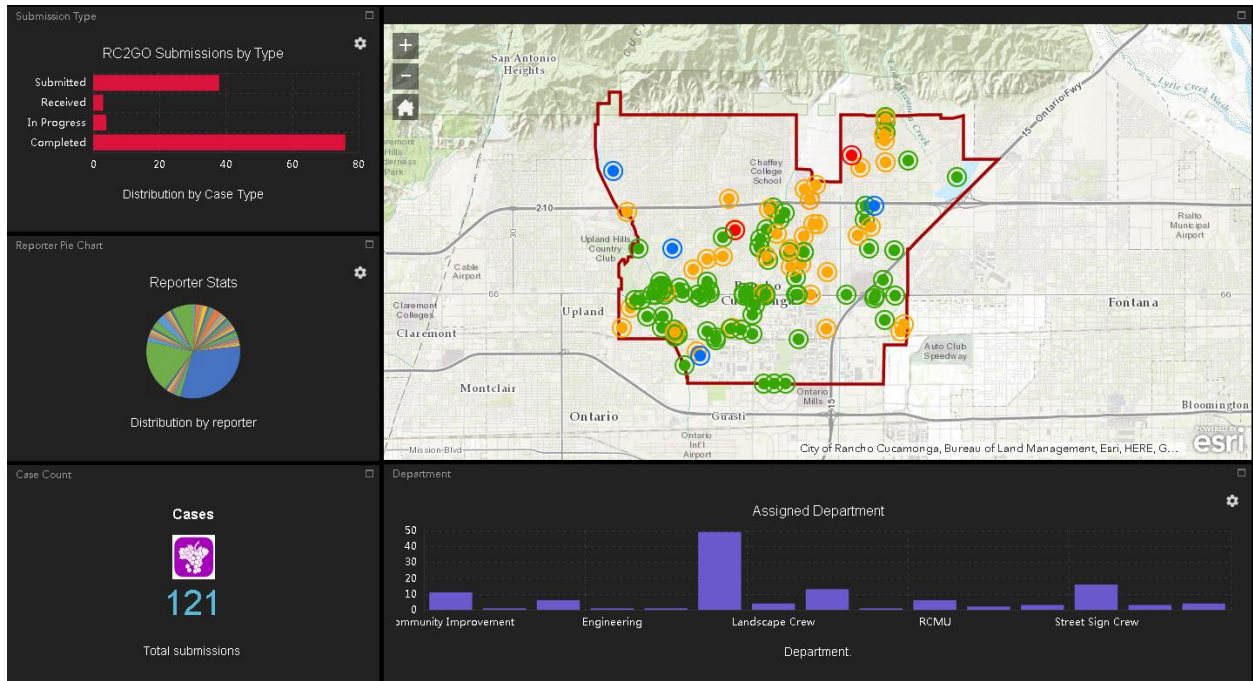
About Content Legend

Contents

- RC2GO Service Request
- Graffiti Inspection
  - Follow Up
  - New Case
  - Removed/Completed
- City Boundary
- Topographic

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## RC2GO data integration with existing Mobile workflow



RC2GO submission Dashboard.