

Mobile App and Website Update

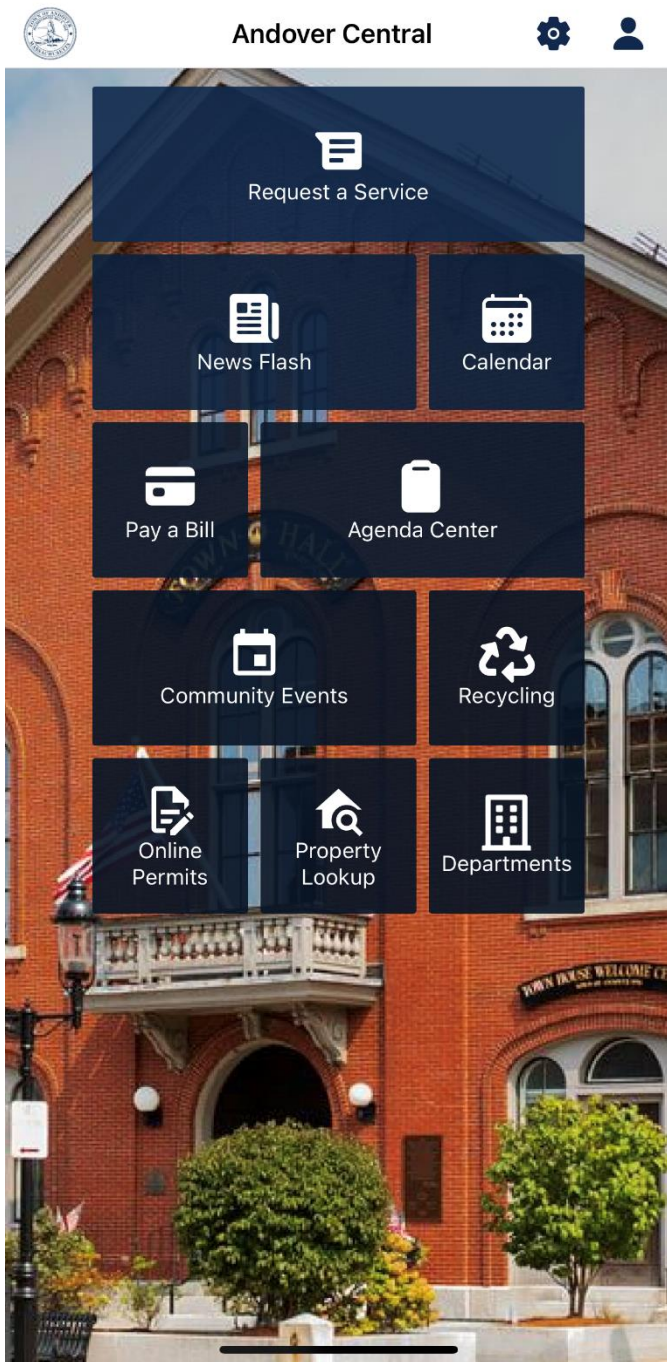




- The town will soon formally launch an upgraded, stand-alone mobile app called ***Andover Central***
- The app is currently available on the App Store and through Google Play – the public launch will begin in early July
- The app was developed through Civic Plus, our website vendor, and has more features to connect with the town on a more user-friendly platform than the previous app
- The app’s branding – Andover Central – is consistent with our one-stop customer service functions for residents, businesses and visitors

Timeline of the town’s integrated customer service delivery model





The mobile app main screen features the town’s most frequently used online and digital services:

- Request a service using the 311 platform
- Read and subscribe to Andover News
- View the Public Meetings Calendar
- Pay bills
- Review agendas and minutes of board and committee meetings
- View upcoming community events through our publicly sourced community events calendar
- Find information on recycling and solid waste
- Visit the online permit center
- Research property information
- Find help from all town departments



Andover News



Affordable Homeownership Opportunities

June 8th, 2022

Qualified buyers should submit applications to Andover Community Trust by Monday, June 20th

Chandler Road Recreation Area Public Meeting

June 3rd, 2022

Join us on June 15th at 6:30 p.m. in Memorial Hall of Memorial Hall Library to envision the future of this site!

Andover Youth Services Steering Committee Seeks Community Input

May 31st, 2022

Town Moderator Seeking Candidates for Finance Committee

May 25th, 2022

Interested candidates should submit a Talent Bank Form by June 13, 2022.

Chandler Road Public Public Engagement Portal

April 14th, 2022

Share your vision for active and passive recreational opportunities on this property.

Andover TV Mobile App

May 13th, 2022

Watch community and municipal video live streamed & on demand on AndoverTV's new mobile app! Now available on Apple and Android.



June 2022

SUN

12

MON

13

375th Anniversary Committee
5:00 pm to 6:00 pm

Board of Health Meeting
6:00 pm to 8:00 pm

Select Board
7:00 pm to 11:59 pm

TUE

14

Flag Day
12:00 am to 11:59 pm

Army Birthday
12:00 am to 11:59 pm

MassHire Merrimack Valley Workforce Board: Planning/Career Center Committee
9:00 am to 11:00 am

Preservation Commission Meeting
6:30 pm to 10:00 pm

Planning Board Meeting - Virtual Meeting
7:30 pm to 9:30 pm



Notification Preferences

Subscribe to receive notifications for new and updated content for each category.

 **Agenda Center** ▼

 **Alert Center** ▼

 **Calendar** ▼

 **News Flash** ▼

- App
- Andover Youth Services Steering Committee
Email
SMS
- Audit Committee
App
Email
- Ballardvale Historic District Commission
App
Email
- Board of Assessors
App
Email
- Board of Health
App
Email
- Commission on Disability
App
Email
- Commission on Diversity, Equity, and Inclusion
App
Email
SMS
- Conservation Commission
App
Email
- Council on Aging
App
Email

Category	Subscribers
Newsflash	2145
Alert Center	783
Board of Health	401
Select Board	257
School Committee	222
Planning Board	203
Conservation Commission	194
Andover Green Advisory Board	181
Andover Cultural Council	176
Council on Aging	173
Elder Services Task Force	156
Historic Mill District Task Force	145
Memorial Hall Library Board of Trustees	141
Zoning Board of Appeals	140
Economic Development Council	132
Preservation Commission	131
Finance Committee	127
Ballardvale Historic District Committee	114
Board of Assessors	113
Design Review Board	95
Permanent Town Building Advisory Committee	94
Commission on Disability	72
Audit Committee	63
Town Governance Study Committee	60
Revenue and Expenditure Task Force	59
West Elementary School Building Committee	56
Spring Grove Cemetery Trustees	52
375th Anniversary Committee	39
Commission on Diversity, Equity and Inclusion	38
Open Space Task Force	37
Master Plan Steering Committee	22
Town Yard Selection Committee	20
Investment Committee	18
Retirement Board	14
Town Seal Review Committee	10
Andover Youth Services Steering Committee	2
100 B Committee	1

Current Engagement – Notification Preferences

www.andoverma.gov/news

Sign up for texts or emails for: Andover News Flash, Sustainability News, Agenda Notifications, Alerts, Bid Postings, Community Events Calendar, and Project News

Website Refresh and Update

- The current website was launched in 2016
 - Aesthetic and format enhancements have been made to the site since its launch, but there have not been substantial design changes
- The site's re-design will focus on what we know about our user's activity, and creating an experience that is simpler and more user friendly
- Andover's website is a portal for all town activity and services including permitting, licensing, information about elections, requests for services, emergency alerts and notifications and is the legal and official posting location for the Open Meeting Law.
 - These vast and competing needs makes the municipal web design challenging, and very different from a private company or single service agency
- The website will remain a fully de-centralized resource

Website Refresh and Update – Process

- An internal team has been established to serve as the Steering Committee for the new website, with representation from the following departments:
 - Town Manager's Office
 - Information Technology
 - Department of Public Works
 - Department of Community Services
 - Community Development and Planning
- The Steering Committee will drive the internal decision-making process based on the experience of the power users from those departments
- Once the initial concept design is developed, a resident group will be assembled for testing and feedback – these results will be integrated into the new site