



Techniques

@markcridge

25th January 2017

Our mission

mySociety is a not-for-profit social enterprise
with a mission to **invent** and **popularise** digital tools
that enable citizens to exert power
over institutions and decision makers.

Three practice areas

The image displays three separate web browser windows side-by-side, each showing a different mySociety project:

- EveryPolitician** (Top Center): A data visualization tool showing political representation. It features a world map and a prominent teal banner stating "70,942 politicians from 233 countries (so far)". A search bar allows users to "Find representatives from your country".
- WhatDoTheyKnow** (Bottom Left): A platform for making freedom of information requests. It includes a search bar, a "Get answers from the government and public sector" section, and a "Want to know something?" form. It also displays a large image of a person in a public space and a "How it works" section.
- FixMyStreet** (Bottom Right): A platform for reporting local problems. It features a search bar for UK postcodes, a "Report, view, or discuss local problems" heading, and a "How to report a problem" section with four steps. It also shows a "Recently reported problems" list with items like "13 Calmont Road" and "Hedge Hazard".

44 countries worldwide



Questions to answer

Who are the people we really help?

What impact do we actually have?

How do we reach more people?

Paired with Research

mySociety

October 2015

Who benefits from civic technology?

Demographic and public attitudes research into the users of civic technologies

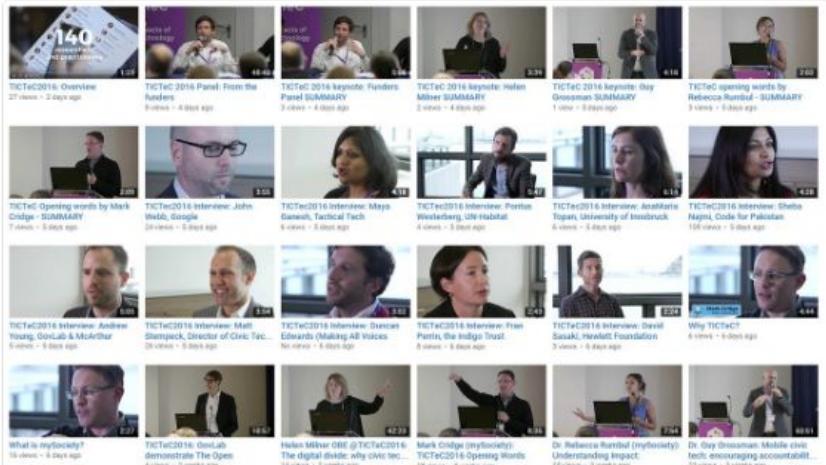
Rebecca Rumbul, Head of Research, mySociety

A collage of nine images arranged in a grid, each representing a different aspect of civic technology and its users. The images include: 1. A large, intricate wireframe structure, possibly a geodesic dome or a complex network visualization. 2. A person in a white shirt looking at a computer screen. 3. A person holding a sparkler. 4. A person's hands wearing a textured glove. 5. A close-up of a person's face. 6. A person sitting at a table with a laptop. 7. A person holding a small green plant. 8. A person sitting on a bench. 9. A person standing in a public space with a building in the background.



Following

Re-experience **#TICTeC**, mySociety's Impacts of Civic Technologies Conference. All videos: youtube.com/channel/UCWI1G...



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8:30 PM - 30 Jun 2016



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FixMyStreet

FixMyStreet.com

Report a problem Your reports All reports Local alerts Help mySociety

FixMyStreet

Report, view, or discuss local problems

(like graffiti, fly tipping, broken paving slabs, or street lighting)

Enter a nearby UK postcode, or street name and area:

e.g. 'B2 4QA' or 'Tib St, Manchester'

GO

... or locate me automatically

How to report a problem

- 1 Enter a nearby UK postcode, or street name and area
- 2 Locate the problem on a map of the area
- 3 Enter details of the problem
- 4 We send it to the council on your behalf

Recently reported problems

- 13 Calmont Road
17:29 today
- Hedge Hazard
17:11 today
- Abandoned bike lock wrapped around a tree
16:57 today
- Overgrown hedges encroaching on footpaths
15:00, 11 Dec 2016

Viewing a location :: FixMyStreet.com

Report a problem Sign in All reports Local alerts Help mySociety

CLICK MAP TO REPORT A PROBLEM

Show All reports about Everything

Sort by Newest

Needs proper paving not grass! Looks awful and is causing conflict between neighbours
11:46 today

Dog fouling
11:24, 11 Jan 2017

Fallen tree blocking road
08:38, 11 Jan 2017

Kids playing football in road screaming in another language waking residents children and hitting parked cars will football
20:51, 15 Dec 2016

Overgrown trees blocking path
19:44, 13 Dec 2016

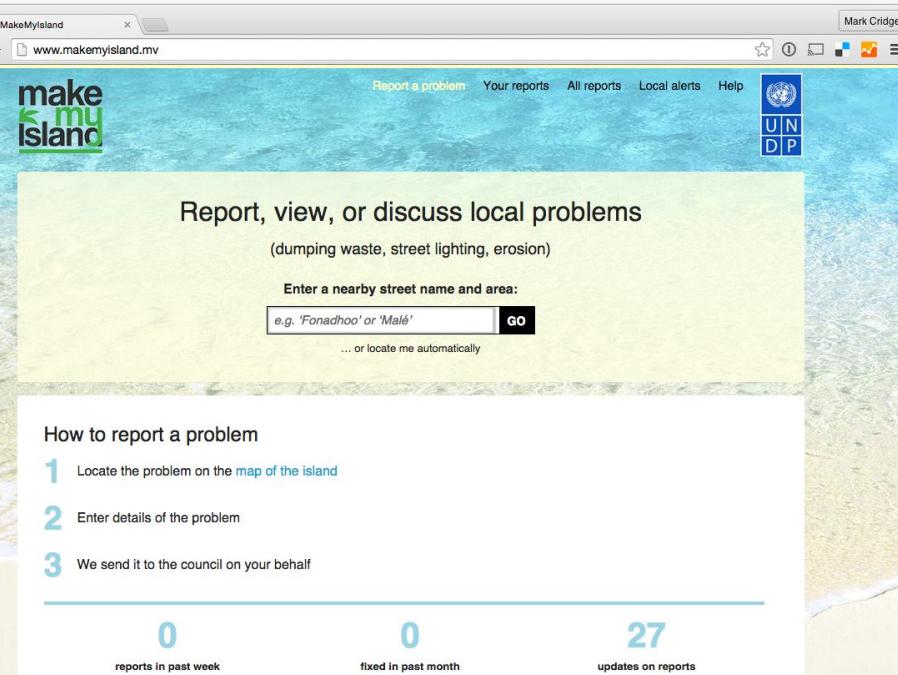
Pavement slabs uneven and cracked.
15:00, 11 Dec 2016, last updated 16:31, 8 Jan 2017

Drains are blocked and rain water gathers everytime it rains. Also this water splashes on pedestrians as they walk by.
14:59, 11 Dec 2016, last updated 16:32, 8 Jan 2017

Get updates

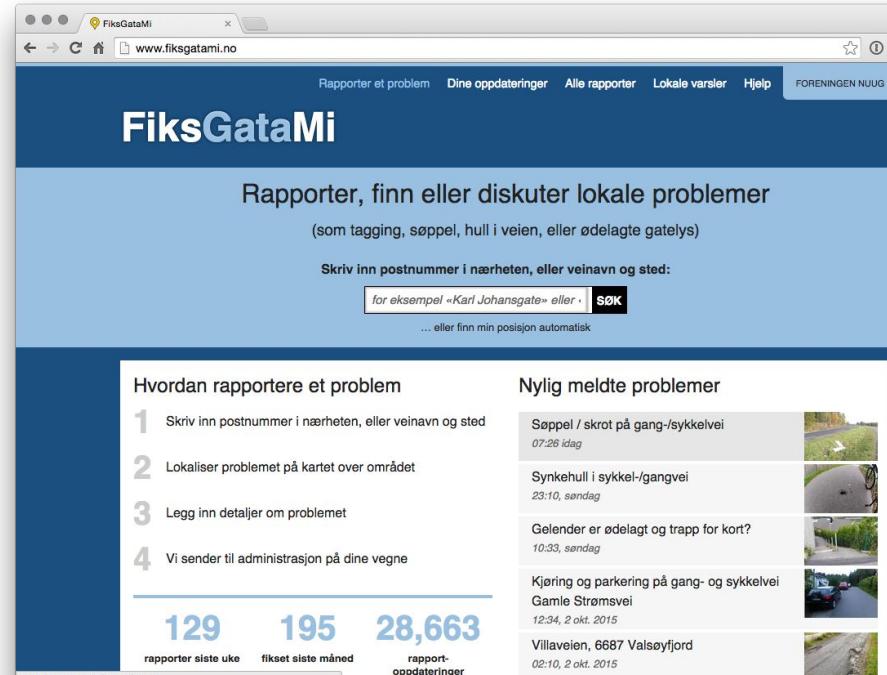
Hide pins Show old Permalink

MakeMyIsland Mauritius



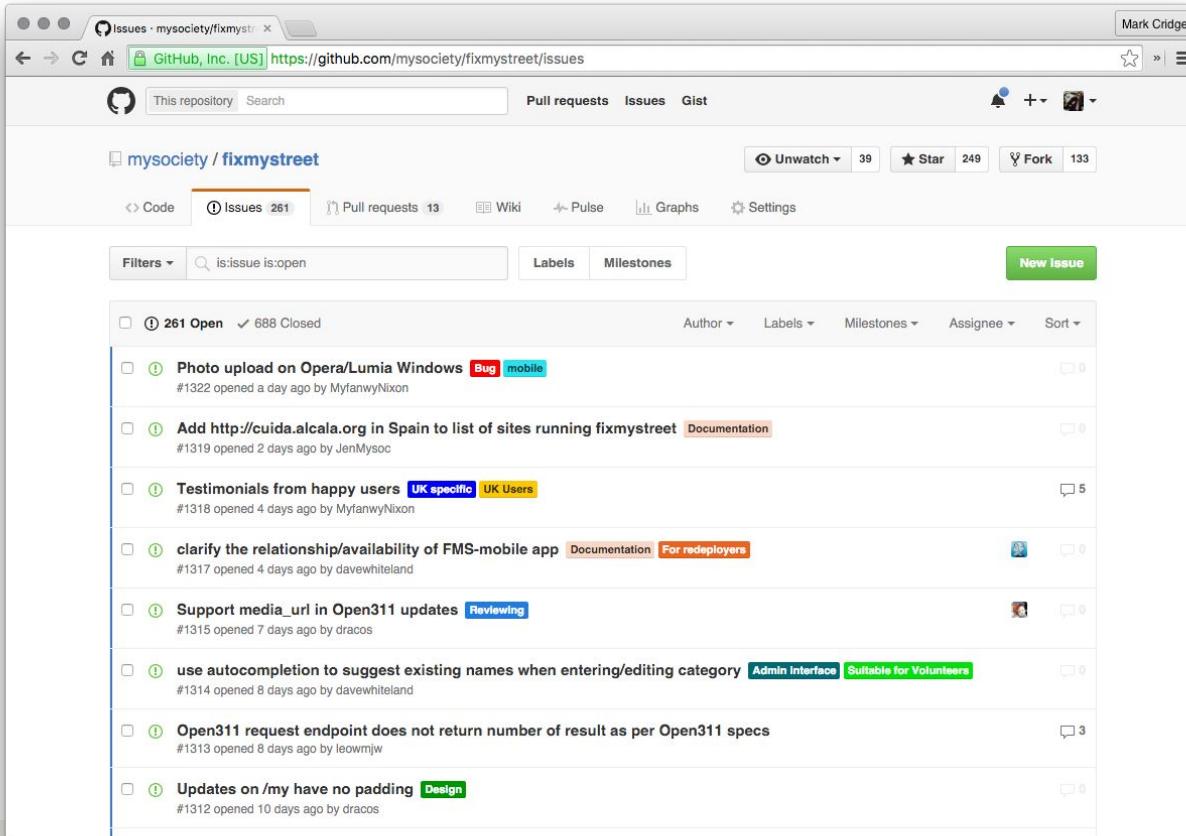
The screenshot shows the homepage of the MakeMyIsland Mauritius website. At the top, there is a navigation bar with links for 'Report a problem', 'Your reports', 'All reports', 'Local alerts', and 'Help'. The UNDP logo is also present. The main heading 'Report, view, or discuss local problems' is followed by a subtext '(dumping waste, street lighting, erosion)'. Below this is a search bar with placeholder text 'e.g. 'Fonadhoo' or 'Malé'' and a 'GO' button. A link '... or locate me automatically' is also visible. The 'make my island' logo is on the left. The 'How to report a problem' section contains three numbered steps: 1. Locate the problem on the map of the island, 2. Enter details of the problem, and 3. We send it to the council on your behalf. At the bottom, there are three statistics: '0 reports in past week', '0 fixed in past month', and '27 updates on reports'. The background features a photograph of a beach and ocean.

FiksGataMi Norway



The screenshot shows the homepage of the FiksGataMi Norway website. The top navigation bar includes links for 'Rapporter et problem', 'Dine oppdateringer', 'Alle rapporter', 'Lokale varsler', 'Hjelp', and 'FORENINGEN NUUG'. The main heading 'FiksGataMi' is followed by the subtext 'Rapporter, finn eller diskuter lokale problemer (som tagging, søppel, hull i veien, eller ødelagte gatelys)'. Below this is a search bar with placeholder text 'Skriv inn postnummer i nærheten, eller veinavn og sted: for eksempel «Karl Johansgate» eller ...' and a 'SØK' button. A link '... eller finn min posisjon automatisk' is also present. The 'Hvordan rapportere et problem' section lists four steps: 1. Skriv inn postnummer i nærheten, eller veinavn og sted, 2. Lokaliser problemet på kartet over området, 3. Legg inn detaljer om problemet, and 4. Vi sender til administrasjon på dine vegne. At the bottom, there are three large numbers: '129 rapporter siste uke', '195 fikset siste måned', and '28,663 rapportoppdateringer'. The 'Nylig meldte problemer' section lists several recent reports with small thumbnail images: 'Søppel / skrot på gang-/sykkelvei 07:26 idag', 'Synkehull i sykkel-/gangvei 23:10, senddag', 'Gelender er ødelagt og trapp for kort? 10:33, senddag', 'Kjøring og parkering på gang- og sykkelvei Gamle Strømsvei 12:34, 2 okt. 2015', and 'Vilaveien, 6687 Valsøyfjord 02:10, 2 okt. 2015'.

FixMyStreet on GitHub



Issues · mySociety/fixmystreet

GitHub, Inc. [US] https://github.com/mySociety/fixmystreet/issues

This repository Search

Pull requests Issues Gist

Unwatch 39 Star 249 Fork 133

mysociety / fixmystreet

Issues 261 Pull requests 13 Wiki Pulse Graphs Settings

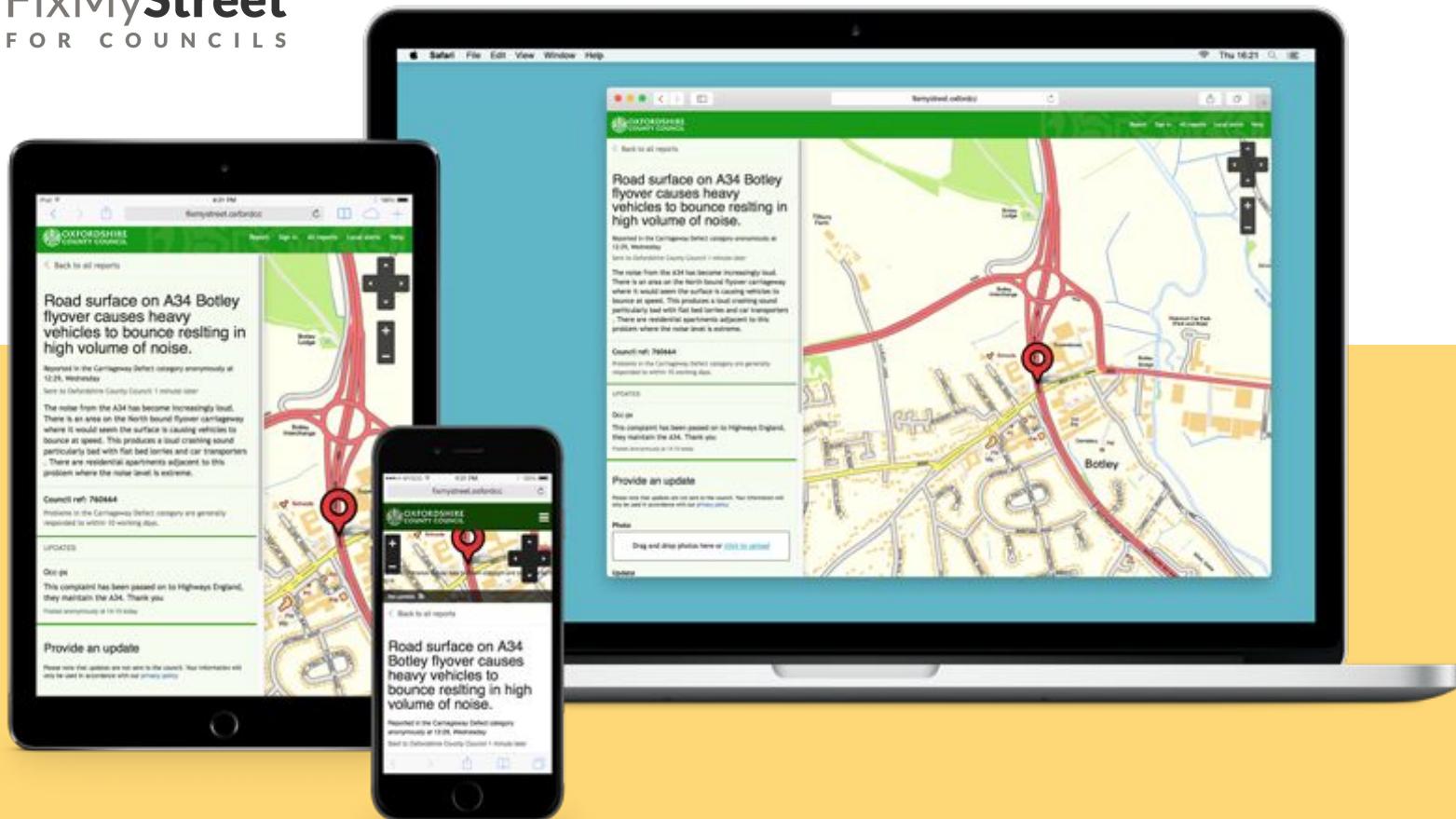
Filters is:issue is:open Labels Milestones New Issue

Author	Labels	Milestones	Assignee	Sort
261 Open	✓ 688 Closed			
Photo upload on Opera/Lumia Windows Bug mobile #1322 opened a day ago by MyfanwyNixon				
Add http://cuida.alcala.org in Spain to list of sites running fixmystreet Documentation #1319 opened 2 days ago by JenMysc				
Testimonials from happy users UK specific UK Users #1318 opened 4 days ago by MyfanwyNixon				
clarify the relationship/availability of FMS-mobile app Documentation For redeployers #1317 opened 4 days ago by dave whiteland				
Support media_url in Open311 updates Reviewing #1315 opened 7 days ago by dracos				
use autocompletion to suggest existing names when entering/editing category Admin Interface Suitable for Volunteers #1314 opened 8 days ago by dave whiteland				
Open311 request endpoint does not return number of result as per Open311 specs #1313 opened 8 days ago by leowmjw				
Updates on /my have no padding Design #1312 opened 10 days ago by dracos				



FixMyStreet
FOR COUNCILS

Reliable fault-reporting and case management
for councils, based on the nation's most popular
street reporting service, FixMyStreet.com



For Local Authorities of all shapes and sizes

Since 2007, FixMyStreet's user-centered design has given UK citizens an easy, intuitive way to report street issues.

That same focus on usability is reflected in the management interface for council staff, working in tandem with each of your existing systems.

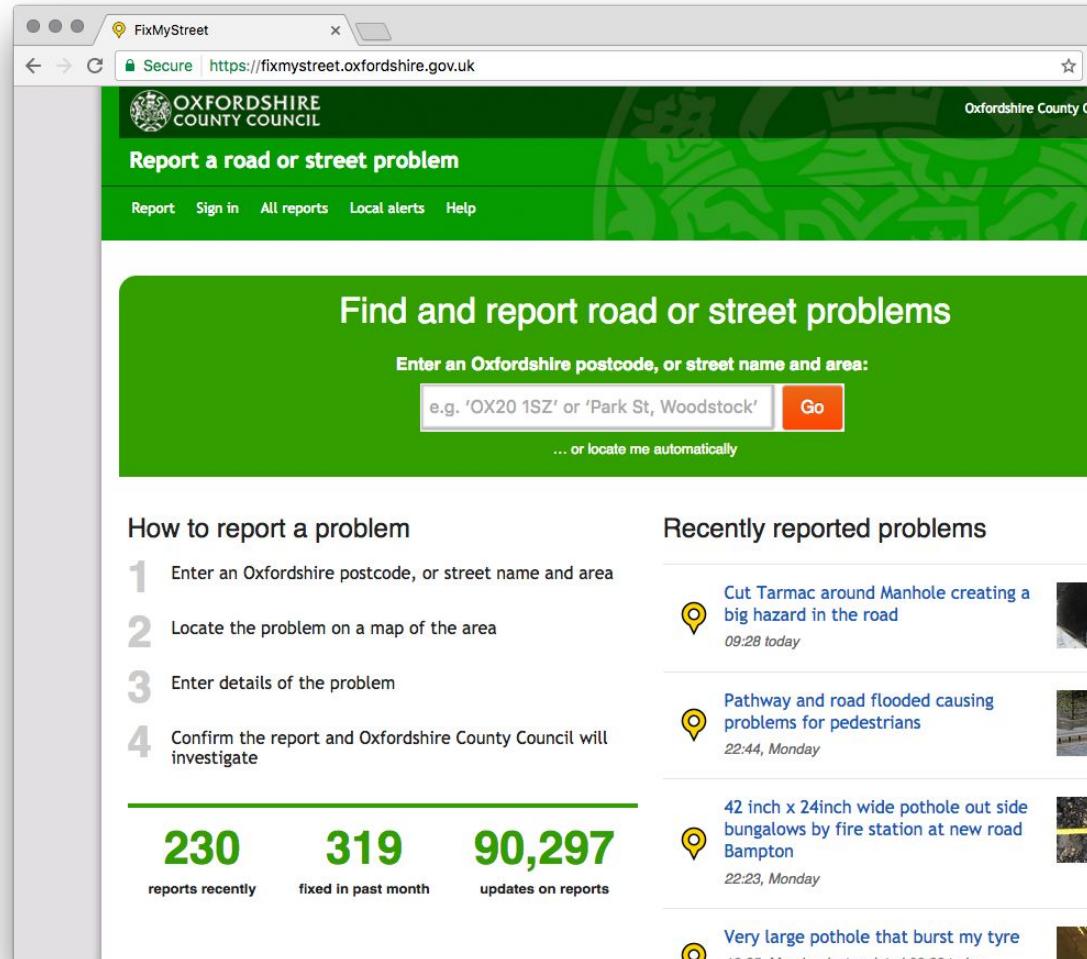
The result? Satisfied residents and happy council colleagues.



Four simple steps

1. Enter a postcode
2. View the map
3. Make a new report or see existing reports
4. Reports are sent to the correct council department

Residents are kept up-to-date on their report until it's resolved



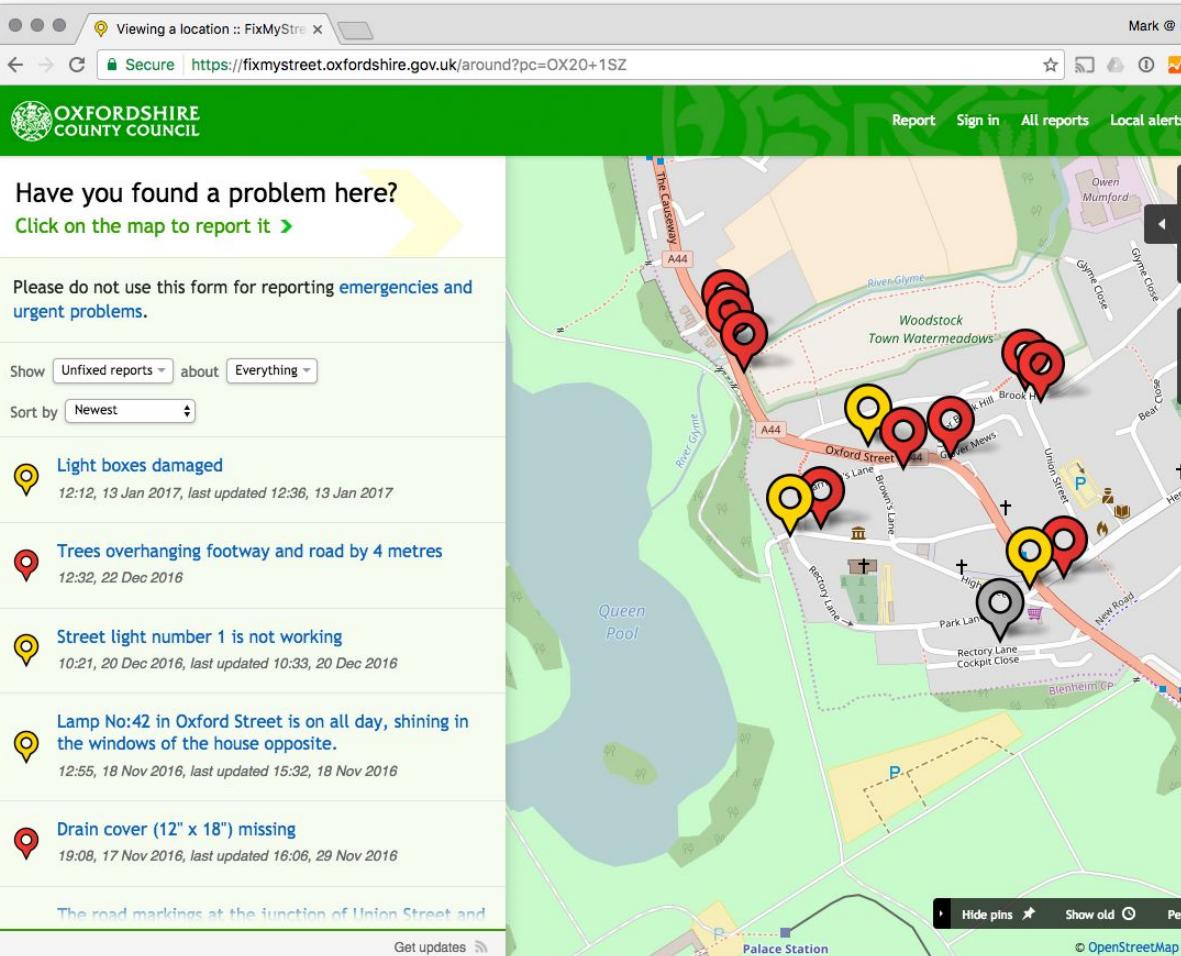
The screenshot shows the FixMyStreet website for Oxfordshire County Council. The header includes the council's logo and a navigation bar with links for 'Report', 'Sign in', 'All reports', 'Local alerts', and 'Help'. The main content area has a green header 'Find and report road or street problems' and a search bar asking 'Enter an Oxfordshire postcode, or street name and area:'. Below the search bar are buttons for 'e.g. 'OX20 1SZ' or 'Park St, Woodstock'' and a red 'Go' button. There is also a link to '... or locate me automatically'. To the right, a section titled 'Recently reported problems' lists several recent reports with icons: a yellow location pin for 'Cut Tarmac around Manhole creating a big hazard in the road' (09:28 today), a yellow location pin for 'Pathway and road flooded causing problems for pedestrians' (22:44, Monday), a yellow location pin for '42 inch x 24inch wide pothole out side bungalows by fire station at new road Bampton' (22:23, Monday), and a yellow circle with a 'C' for 'Very large pothole that burst my tyre' (19:25, Monday, last updated 09:28 today). At the bottom, there are three large green numbers: '230' with 'reports recently', '319' with 'fixed in past month', and '90,297' with 'updates on reports'.

See all the reports in your local area

If an issue has already been reported you will see it immediately on the map.

Residents receive real time updates on what is being done to rectify the issue.

This makes it quick and easy for you to keep the whole community up to date.



The screenshot shows a web browser window for 'Viewing a location :: FixMyStreet'. The page is secure, as indicated by the padlock icon and the URL <https://fixmystreet.oxfordshire.gov.uk/around?pc=OX20+1SZ>. The header features the 'OXFORDSHIRE COUNTY COUNCIL' logo. A main heading asks 'Have you found a problem here? Click on the map to report it'. A note below says, 'Please do not use this form for reporting emergencies and urgent problems.' A sidebar on the left lists recent reports:

- Light boxes damaged (12:12, 13 Jan 2017, last updated 12:36, 13 Jan 2017)
- Trees overhanging footway and road by 4 metres (12:32, 22 Dec 2016)
- Street light number 1 is not working (10:21, 20 Dec 2016, last updated 10:33, 20 Dec 2016)
- Lamp No:42 in Oxford Street is on all day, shining in the windows of the house opposite. (12:55, 18 Nov 2016, last updated 15:32, 18 Nov 2016)
- Drain cover (12" x 18") missing (19:08, 17 Nov 2016, last updated 16:06, 29 Nov 2016)

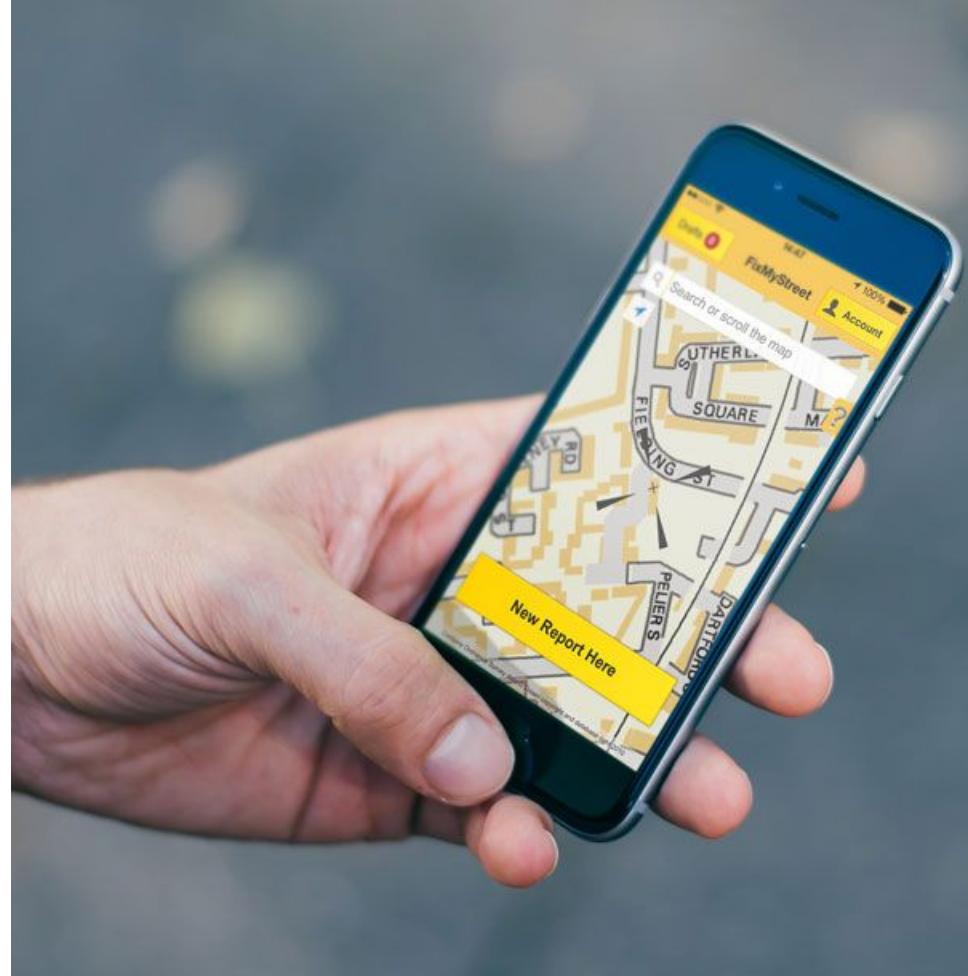
The main area of the page is a map of the Woodstock area, showing roads like A44, The Cuckoo Way, and Oxford Street, along with landmarks such as Queen's Pool, Palace Station, and the Palace. Numerous colored pins (red, yellow, blue) are placed on the map, indicating the locations of reported issues. A legend in the bottom right corner of the map area shows 'Hide pins' and 'Show old' buttons, and the text '© OpenStreetMap'.

Available on the move

The web service is responsive and works across desktop, tablet and mobile as standard.

We have a branded mobile application currently available for both iOS and Android.

Most people use the website, but in some cases up to a third of all reports are reported via our mobile apps.



Works with all common Customer and Asset services

FixMyStreet for Councils fully integrates with existing systems.

We work with councils IT team to connect FixMyStreet with your CRM, CMS and Case Management services.

Integration for all of these services comes out of the box, and as we use the industry standard Open311 will stay connected as services evolve.

Customer Management

Lagan	MS Dynamics
Sharepoint	Salesforce
Jadu	Agilisys
Archimed	Elise

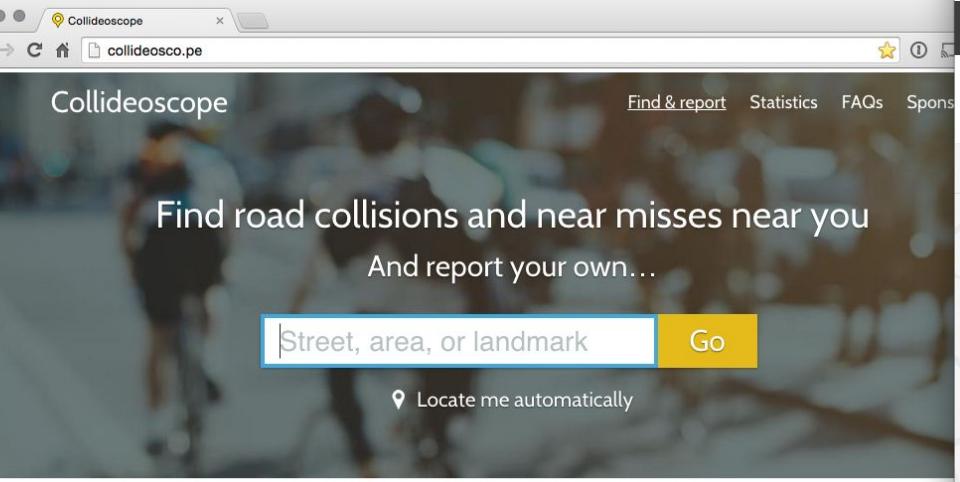
Asset management

Confirm	Exor
SAP EAS	IBM Maximo
IFS	

Geographic Information Systems

ESRI ArcGIS

Collideosco.pe



The homepage features a blurred background image of a cyclist. At the top, there's a navigation bar with links for 'Find & report', 'Statistics', 'FAQs', and 'Spons...'. Below the navigation is a main heading 'Find road collisions and near misses near you' followed by a sub-instruction 'And report your own...'. A search bar with the placeholder 'Street, area, or landmark' and a yellow 'Go' button are positioned below. A 'Locate me automatically' button with a location pin icon is also present. The overall design is clean and modern.

How Collideosco works



Find a location by postcode, street, or landmark



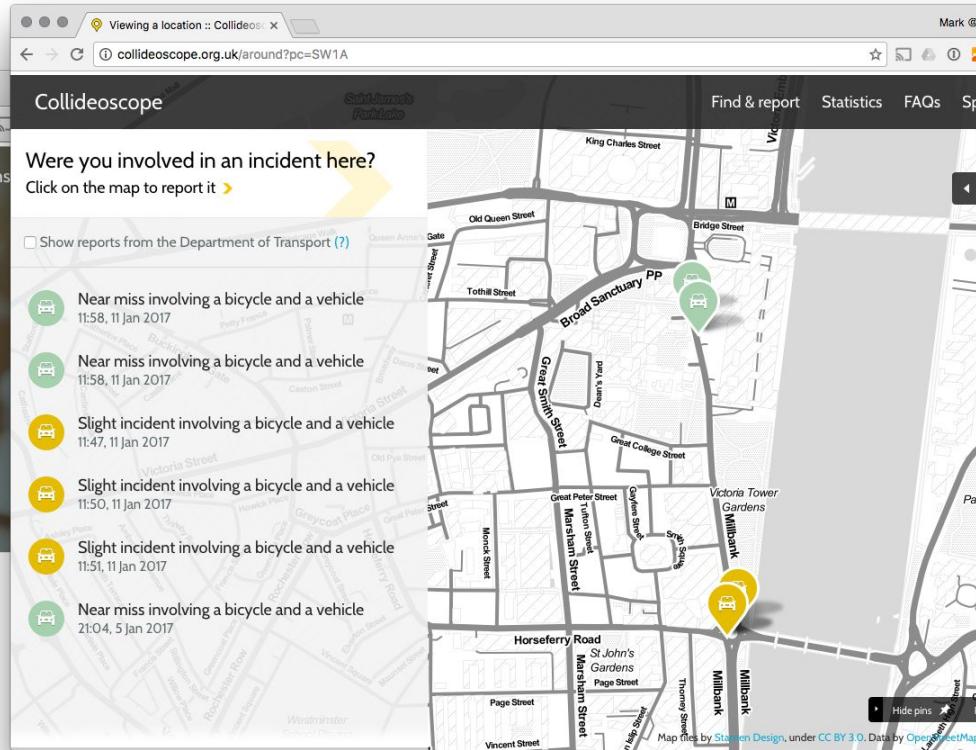
Tell us about your incident and upload a photo



We notify the highways department...



...And use your data to make the streets safer

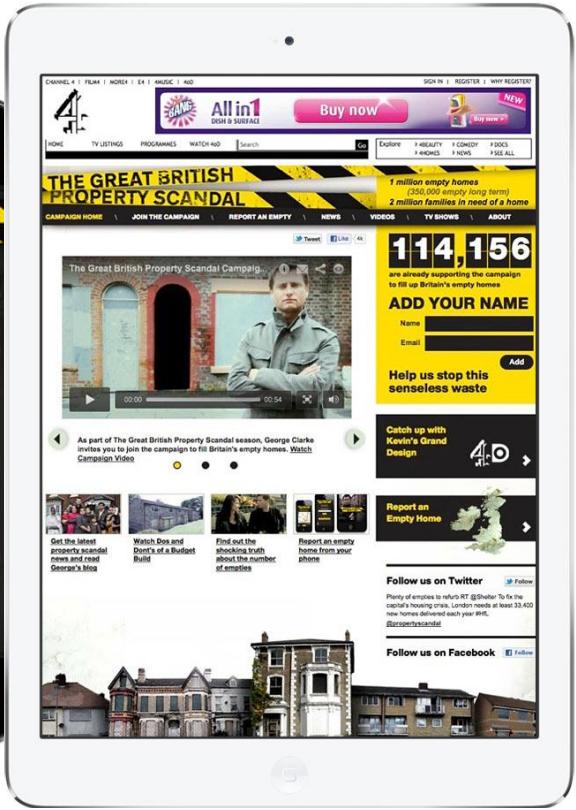
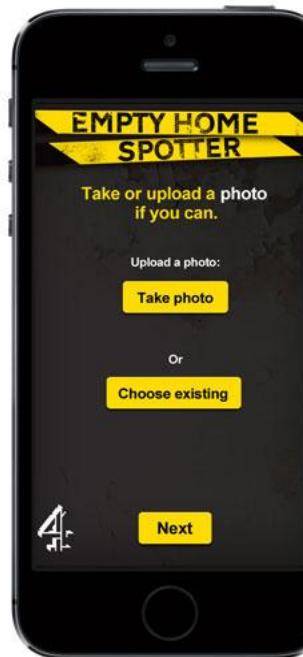


The screenshot shows a map of a central London area, specifically the Westminster and City of London regions. A yellow pin is placed on the map near the Palace of Westminster. A list of incidents is displayed on the left side of the map interface:

- Near miss involving a bicycle and a vehicle 11:58, 11 Jan 2017
- Near miss involving a bicycle and a vehicle 11:58, 11 Jan 2017
- Slight incident involving a bicycle and a vehicle 11:47, 11 Jan 2017
- Slight incident involving a bicycle and a vehicle 11:50, 11 Jan 2017
- Slight incident involving a bicycle and a vehicle 11:51, 11 Jan 2017
- Near miss involving a bicycle and a vehicle 21:04, 5 Jan 2017

The map shows various streets including King Charles Street, Old Queen Street, Bridge Street, Broad Sanctuary, Great Smith Street, Great College Street, Victoria Tower Gardens, Horseferry Road, St John's Gardens, and Millbank. A legend at the top right indicates 'Sight & Sounds Published'.

EmptyHomes



SeeSomethingSaySomething



A screenshot of a computer browser displaying the Safer Travel Partnership website. The header features the 'SAFERTRAVEL PARTNERSHIP' logo and a navigation menu with links to 'HOME', 'ABOUT', 'NEWS', 'ADVICE', 'ASB', 'EDUCATION', 'GALLERY', and 'CONTACT'. A banner at the top reads 'NON EMERGENCY INCIDENT REPORTING: 0800 40 50 40 (RAIL AND METRO) 101 (BUS)'. Below the banner is a photo of a police officer on a bus. A call-to-action button says 'Non Emergency Online Reporting > Click here to report an incident'. The main content area is titled 'Welcome to the Safer Travel Partnership' and includes a paragraph about the partnership and its commitment to safety. A 'Latest News' sidebar on the right lists recent events: 'Your Public Transport Matters Virtual Event 19 November 2015', 'Cadbury College Stay Safe Week 30 October 2015', and 'Project Empower 22 October 2015'.

Ask Me Anything