



# Techniques

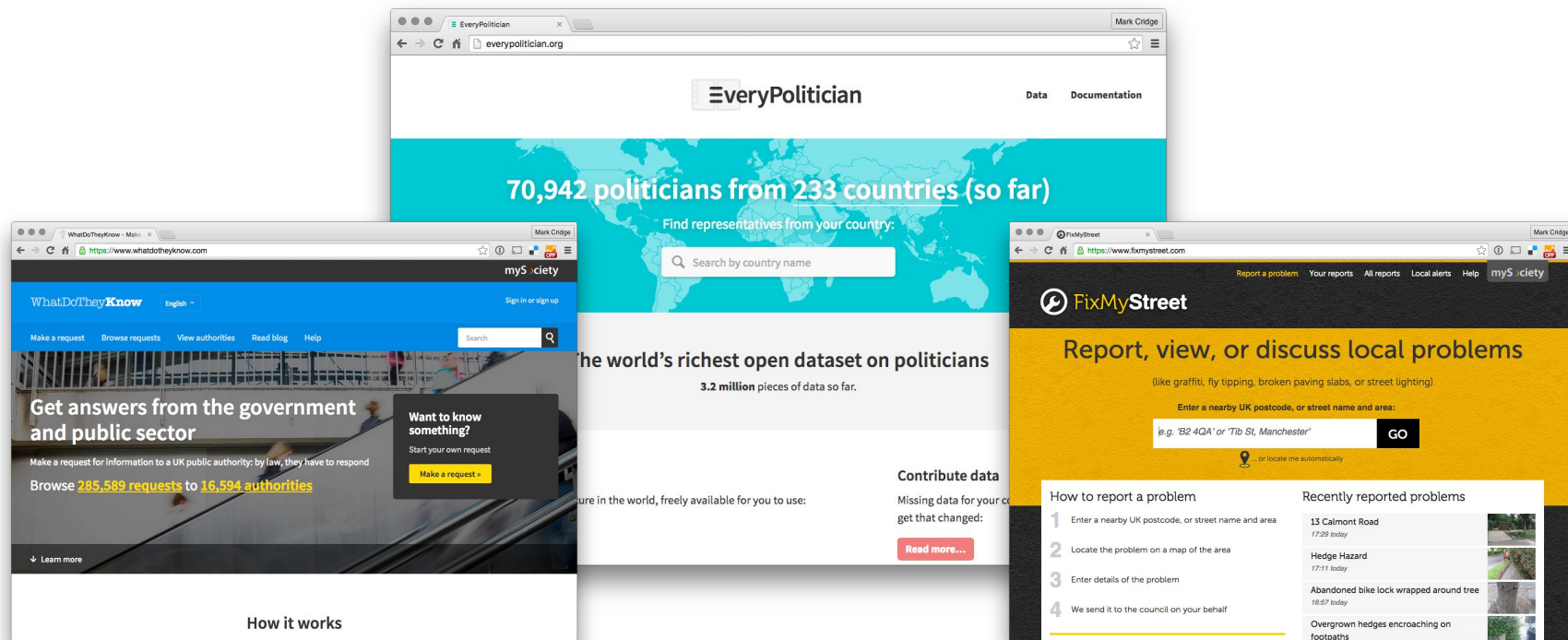
@markcridge

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.

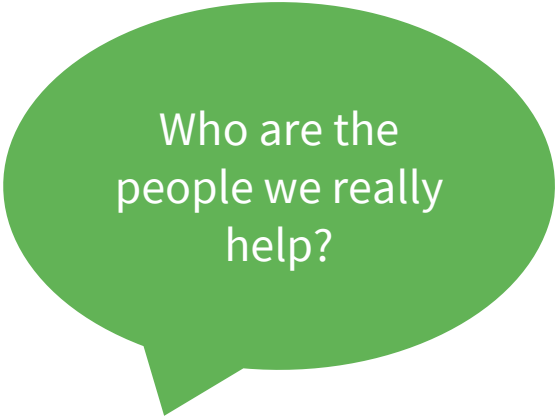
# Three practice areas




# 44 countries worldwide




# Questions to answer



Who are the  
people we really  
help?



What impact do  
we actually  
have?



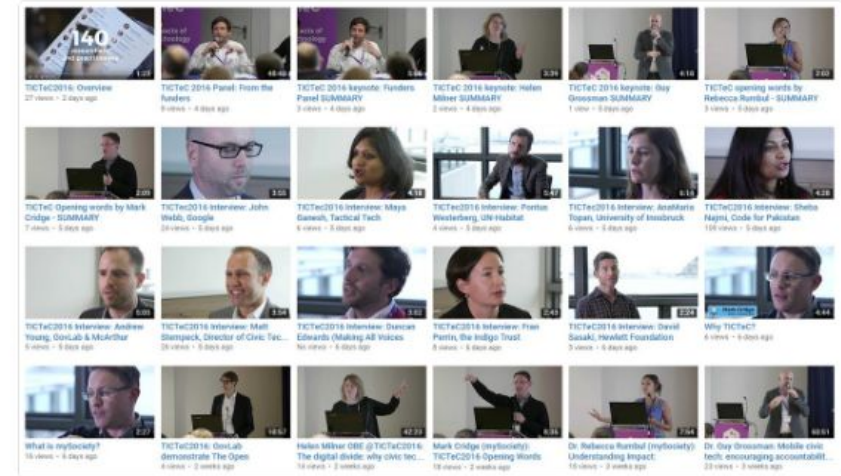
How do  
we reach more  
people?

# Paired with Research



Following

Re-experience #TICTeC, mySociety's Impacts of Civic Technologies Conference. All videos: [youtube.com/channel/UCWI1G ...](https://youtube.com/channel/UCWI1G...)



RETWEETS

6

LIKE

1



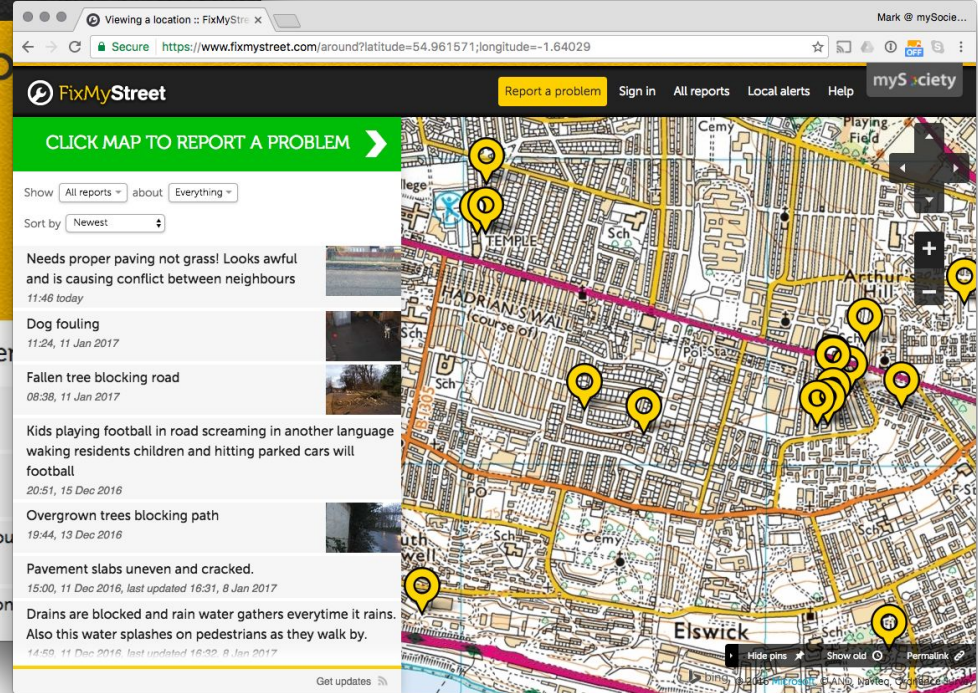
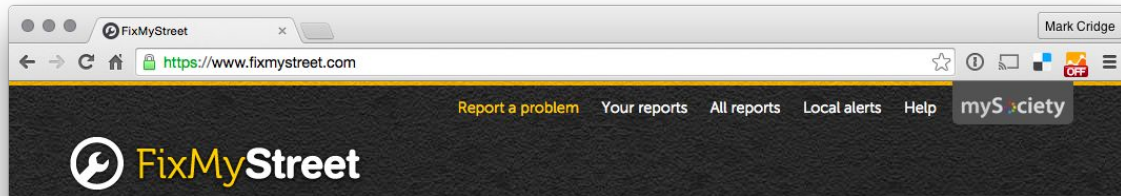
8:30 PM - 30 Jun 2016



mySociety

**FixMyStreet**





## How to report a problem

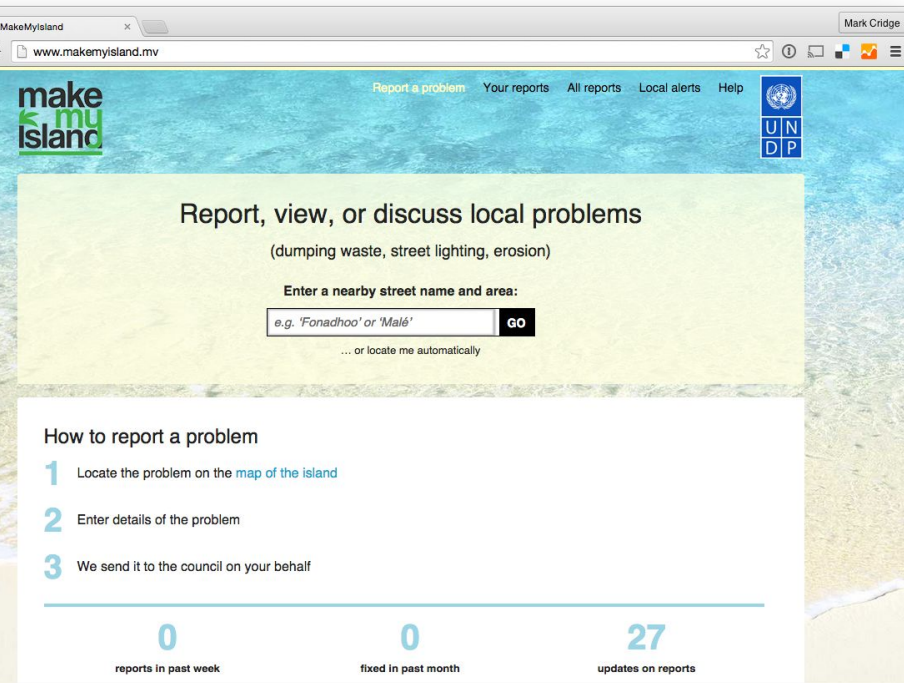
- 1 Enter a nearby UK postcode, or street name and area
- 2 Locate the problem on a map of the area
- 3 Enter details of the problem
- 4 We send it to the council on your behalf

## Recently reported problems

- 13 Calmont Road  
17:29 today
- Hedge Hazard  
17:11 today
- Abandoned bike lock wrapped around  
16:57 today
- Overgrown hedges encroaching on  
footpaths



# MakeMyIsland Mauritius



# FiksGataMi Norway



# FixMyStreet on GitHub

The screenshot shows the GitHub interface for the `mysociety/fixmystreet` repository. The browser address bar displays `https://github.com/mysociety/fixmystreet/issues`. The repository name `mysociety / fixmystreet` is at the top, with statistics: 39 Unwatch, 249 Stars, and 133 Forks. Navigation tabs include Code, Issues (261), Pull requests (13), Wiki, Pulse, Graphs, and Settings. A search bar contains the text `is:issue is:open`. Below the filters, a list of 261 open issues is shown, each with a title, a brief description, and associated labels. The issues are sorted by default, and the list includes details like the issue number, when it was opened, and by whom.

Issue #	Title	Labels	Opened	By
#1322	Photo upload on Opera/Lumia Windows	Bug, mobile	a day ago	MyfanwyNixon
#1319	Add <code>http://cuida.alcala.org</code> in Spain to list of sites running fixmystreet	Documentation	2 days ago	JenMysoc
#1318	Testimonials from happy users	UK specific, UK Users	4 days ago	MyfanwyNixon
#1317	clarify the relationship/availability of FMS-mobile app	Documentation, For redeployers	4 days ago	davewhiteland
#1315	Support <code>media_url</code> in Open311 updates	Reviewing	7 days ago	dracos
#1314	use autocomplete to suggest existing names when entering/editing category	Admin interface, Suitable for Volunteers	8 days ago	davewhiteland
#1313	Open311 request endpoint does not return number of result as per Open311 specs		8 days ago	leowmjw
#1312	Updates on /my have no padding	Design	10 days ago	dracos



Reliable fault-reporting and case management  
for councils, based on the nation's most popular  
street reporting service, [FixMyStreet.com](https://www.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.



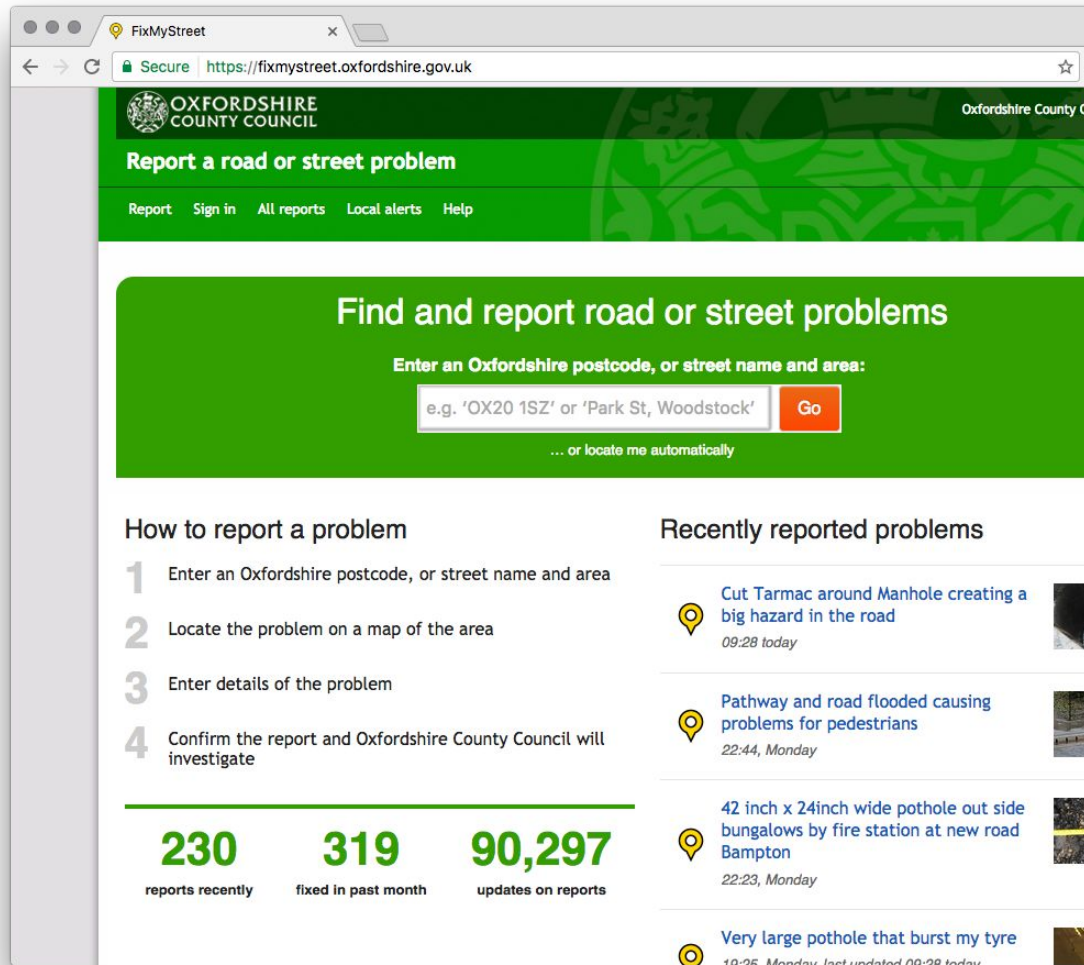
Stadt Zürich



# 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





# 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 the FixMyStreet website for Oxfordshire County Council. The page has a green header with the council's logo and navigation links: Report, Sign in, All reports, and Local alerts. Below the header, a yellow banner asks "Have you found a problem here?" with a link to "Click on the map to report it". A green box contains the instruction: "Please do not use this form for reporting emergencies and urgent problems." Below this, there are filters for "Show" (Unfixed reports, about, Everything) and "Sort by" (Newest). A list of reports is displayed, each with a pin icon, a title, and a timestamp. The reports are: "Light boxes damaged" (12:12, 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), "Lamp No:42 in Oxford Street is on all day, shining in the windows of the house opposite." (12:55, 18 Nov 2016), and "Drain cover (12" x 18") missing" (19:08, 17 Nov 2016). At the bottom of the list, a partial report is visible: "The road markings at the junction of Union Street and". To the right of the list is a map showing the area around Woodstock Town Watermeadows, with several red and yellow pins indicating reported issues. The map includes labels for "Queen Pool", "A44", "Oxford Street", "Union Street", "Blenheim CP", and "Palace Station". At the bottom right of the map, there are links for "Hide pins", "Show old", and "OpenStreetMap".

Viewing a location :: FixMyStre X

Secure https://fixmystreet.oxfordshire.gov.uk/around?pc=OX20+1SZ

OXFORDSHIRE COUNTY COUNCIL

Report Sign in All reports Local alerts

Have you found a problem here?  
Click on the map to report it >

Please do not use this form for reporting emergencies and urgent problems.

Show Unfixed reports about Everything

Sort by Newest

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 road markings at the junction of Union Street and

Get updates

Hide pins Show old 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 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

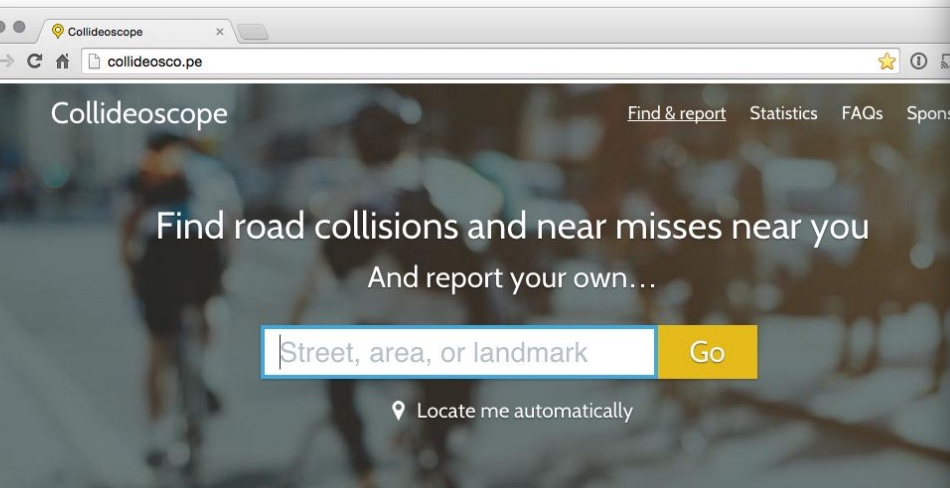
## Asset management

Confirm	Exor
SAP EAS	IBM Maximo
IFS	

## Geographic Information Systems

ESRI ArcGIS

# Collideosco.pe




Collideoscope

[Find & report](#) [Statistics](#) [FAQs](#) [Spons](#)

Find road collisions and near misses near you  
And report your own...

Street, area, or landmark

 Locate me automatically

## How Collideoscope works



Find a location by  
postcode, street, or  
landmark



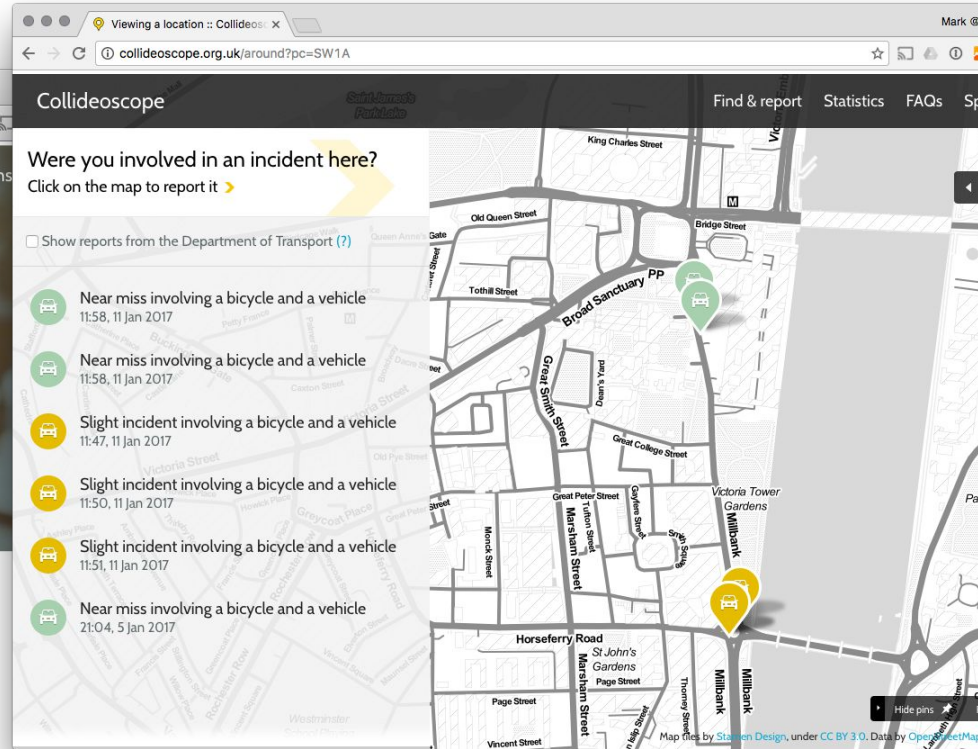
Tell us about your  
incident and upload a  
photo



We notify the  
highways  
department...



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









Collideoscope

[Find & report](#) [Statistics](#) [FAQs](#) [Spons](#)

Were you involved in an incident here?  
Click on the map to report it >

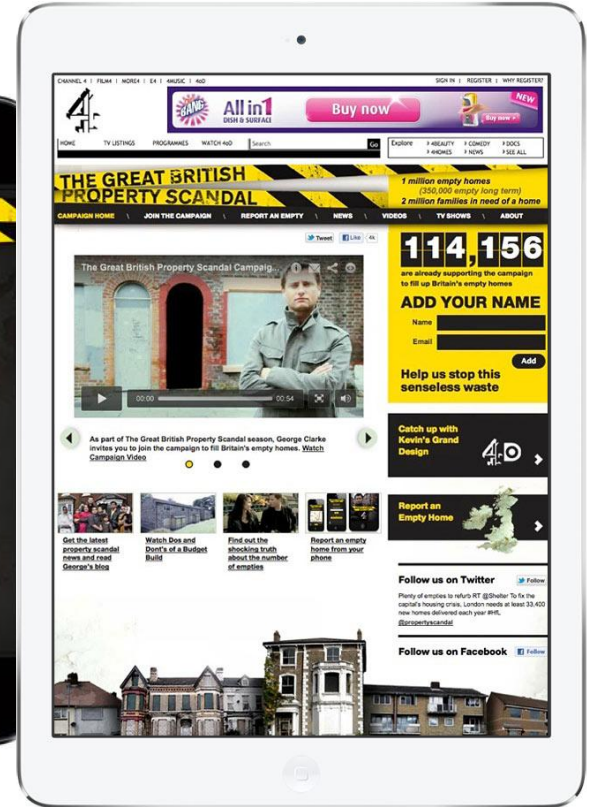
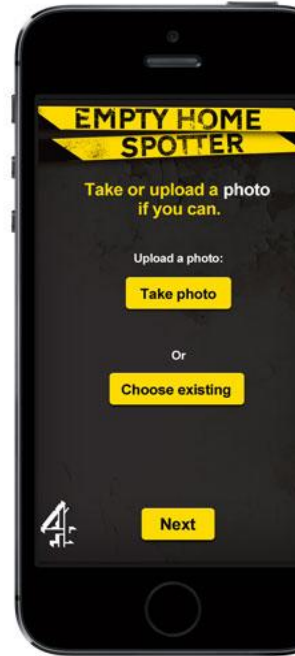
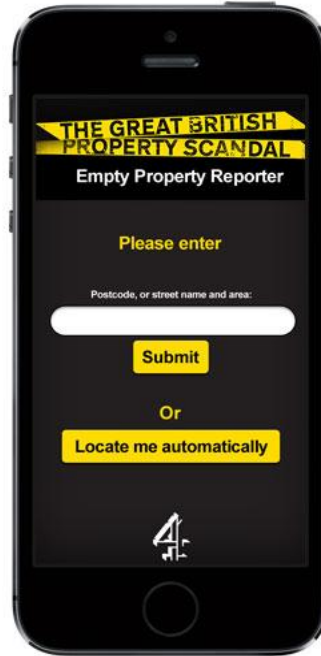
☐ Show reports from the Department of Transport (?)

-  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

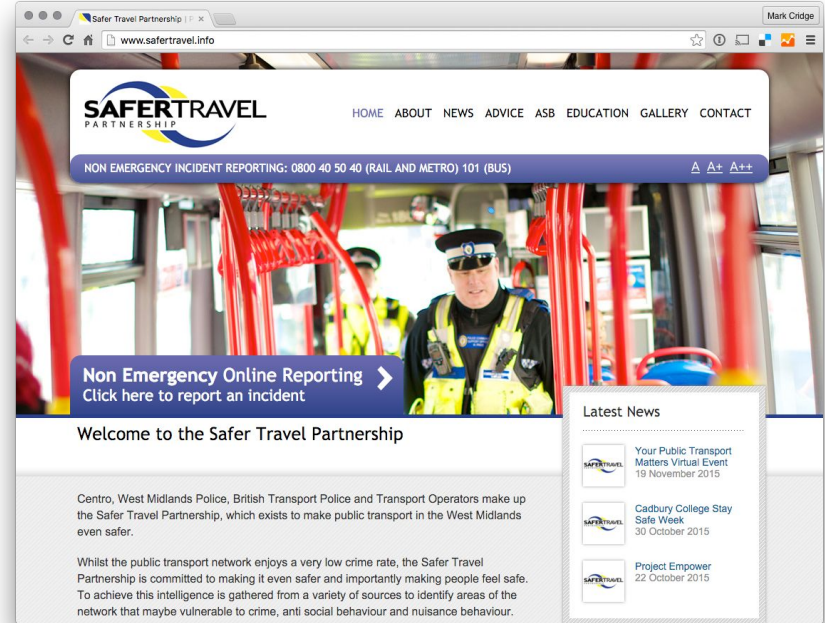
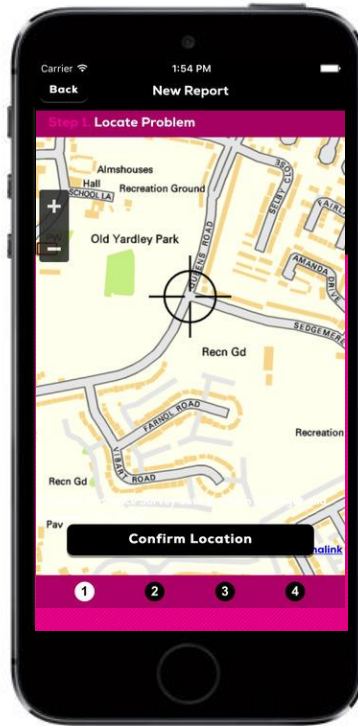
Map by [Stamen Design](#), under [CC BY 3.0](#). Data by [OpenStreetMap](#)



# EmptyHomes



# SeeSomethingSaySomething





**Ask Me Anything**