Crowdsourcing can put many eyes to work spotting critical problems citizens face. FixMyCommunity, originally created by civic tech NGO MySociety, routes citizen-submitted reports together with photos to the key government institutions who can address them. By making complaints and government updates visible to the public, the tool helps officials demonstrate that they are taking action on the issues that concern citizens. Systems like FixMyCommunity have been used for reporting everything from potholes to bribes and are a useful bridge between citizens and their representatives.

Overview of Features

- Citizens document, discuss, and submit reports to local government via SMS or web.
- Ability to attach photos to reports helps provide context and urgency.
- Citizens can view the problems their neighbors face and understand common concerns.
- Government leaders can demonstrate and document the actions they are taking in response to citizen issues.
- Provides government leaders with the ability to run reports on responsiveness and time to resolution for identified issues from their staff.
- Citizen reporters receive automated updates on report status and can track their issues online.
- Integrates with common government databases via API or submit reports via email.
- Full SMS reporting and follow-up capabilities support those in low-tech environments.
- Customizable themes makes access to data more efficient and appealing.
- Report status dashboards let managers track progress towards resolution.
- Analysis tools let leaders see the most common problems and areas most affected.
- Easy hosting and management with Docker containers.
- Proven effectiveness in over a dozen countries with millions of reports received.
Digital Tools for Governments, Parties and Civic Groups

Internet access and powerful communication technologies are spreading around the world at an extraordinary rate, transforming the way citizens live and interact with each other. Social media drives a global conversation of ideas. Smartphone cameras produce on-the-scene reporting of events that can be put up for international analysis. Massive amounts of data are collected and made accessible in compelling visualizations. With the many benefits that citizens experience from these advanced technologies, there is also the expectation that leaders in government, civil society, and politics will keep up and meet them where they are – online.

Meet Civi
Organizations are about relationships. Civi is a powerful contact and relationship management system that lets civic organizations, political parties, members of parliament or others build lists of their supporters, track their contacts, schedule events and connect with citizens via SMS, email, or Facebook Messenger.

Meet DemGames
Gamified learning platforms offer a unique opportunity to provide light-touch, broad-reach training for youth with a technology approach that meets them where they are – on their phones. DemGames hosts simple games for youth engagement at scale for civic organizing, political inclusion, and other democratic concepts.

Meet Apollo
Civic watchdog groups play an important role in monitoring elections and other political processes to determine whether they truly represent the will of the citizens. Civil society groups need to collect reports from hundreds or thousands of observers, crunch the numbers to know what it all means, and then be able to present the facts to the public.

Meet FixMyCommunity
Citizens know where the problems in their societies are. With FixMyCommunity, created by MySociety, governments can crowdsource the identification of infrastructure or public service delivery issues and keep citizens informed as their leaders act on them.

DemTools By the Numbers

- 120 active Civi sites, with 30 new installations of Civi globally since 2018.
- More than 150 partners have managed relationships with hundreds of thousands of contacts using Civi.
- Over one million data points have been processed by Apollo from election observers around the world.
- In Kosovo, FixMyCommunity has been used by nearly 35,000 citizens.
- 87% of DemGames users would recommend the app to someone else.