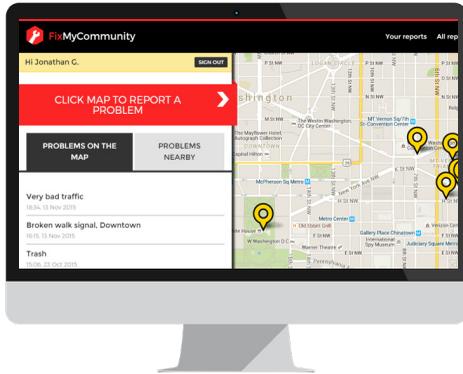




FixMyCommunity

Empowers citizens to flag problems in their communities and to bring them to the attention of those who can fix them - or to rally the public around unaddressed issues



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.

FixMyCommunity in Action

Democracy Plus (D+) in Kosovo is using FixMyCommunity to improve local government accountability with the platform Ndreqe.com ("Fix it" in Albanian). Ndreqe has been deployed in all 38 municipalities of Kosovo, with nearly 35,000 citizens logging into the platform.

Citizens have filed over 2,700 reports to their elected officials, receiving updates on progress as they are closed. D+ worked hard to inform citizens about the platform and build buy-in with local municipalities and government authorities, eventually leading the Ministry for Local Government Administration to

incorporate the Ndreqe response rate into the set of indicators for city transparency and efficiency.



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 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 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 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.

