

Fix My Community (FMC) Product Implementation Guide

1. Description/Overview of tool

Fix My Community (FMC) is NDI's branding of the Fix My Street tool developed by MySociety. The tool allows users to report on any issues in their community, creating a crowdsourced map that government officials can then respond to and update as they tackle the problem. The platform was originally designed for issues like potholes, trash collection, and broken streetlights, but it theoretically can be used for a wide range of issues and themes. The platform is not meant to be adversarial with government, but rather to enhance communication between citizens and government, and allow citizens to easily report and have issues resolved, and for governments to get a list of issues of concern and be able to demonstrate their efficacy and in getting them fixed.

2. What need does it fill

FMC is fairly unique as a platform that allows for crowdsourcing the reporting of issues to governments. Unlike other citizen engagement platforms, FixMyStreet is focused on fixing specific finegrain community issues, rather than generally gauging citizen sentiment or broadly surveying people on issues of concern. FMC is best used in contexts where the government is actively interested and bought into the use of the platform, and wants to use it to demonstrate their efficacy in resolving issues.

3. Language for proposals/General pitch of the tool

Fix My Community is a unique tool for effectively connecting citizens with government. Unlike other tools like helplines or 311 reporting, Fix My Community has much greater transparency, allowing citizens to see other people's reports and to see the government's progress in addressing them, with the government able to keep everyone updated on a timeline for expected completion, and report when the issue has been addressed. In addition, it can be set up to ensure that any issue reported is automatically sent to the correct government agency and jurisdiction. This enhanced level of communication and openness helps to both strengthen trust in government, and make citizens feel that they can get issues of concern to them addressed.

4. Use Case/Case study

See [here](#)

5. Budget for implementing

Hosting a server for FMC will require around \$30-\$50 a month. In addition, an organization should budget for a significant amount of an employee's position being dedicated to maintaining the platform. An organization should also budget for a technical in-house staff person to spend time maintaining the platform, and/or an outside developer to support the hosting and maintenance of the site.

6. Technical capacity required

MySociety, the creator of the platform, will help to host and maintain a site for a fee (see [here](#)). Alternatively, since the product is open source, any organization can deploy it themselves, assuming they have experience hosting software applications.

7. Level of effort to implement

In addition to any technical support needed to maintain FMC, an organization should have a staff member that dedicates a significant portion of their time to acting as a site administrator and overseeing the upkeep of the site, including responding to reports, making sure they're being followed up, and moderating the platform. See [here](#) for more details on the role of an administrator.

8. Contextual Considerations

a. Cybersecurity

The application itself is not a commercial application and is an open-source platform built by a single organization, and so it has not been tested at the very highest levels for cybersecurity, but in general is quite secure.

b. Languages

FMC has been at least partially translated into over 50 languages. See [here](#) for a list of the languages it has been translated into, and what percentage of it has been translated in a given language.

c. Availability of Support/Sustainability, communities supporting the tool, public documentation, etc

While there is not as robust a community of support around the application as other applications, there is various support available. The creator of the application, MySociety, is behind much of the support. The main page for support can be found [here](#), which includes

things like documentation and an email mailing list you can sign up for that offers support on issues being encountered.

d. Other limiting factors (not designed for closed societies, etc)

Because of the public nature of reports filed on FMC, while users do not have to use their real identities to post, it is generally recommended that the platform be used in contexts where citizens would be comfortable if their identity were made known.

9. Any additional information/materials (links to user guides/technical guides, demo, etc)

The main Fix My Street site run by MySociety can be found at fixmystreet.com, and an NDI demo site is available at fmcdemo.demcloud.org. As mentioned above, various documentation can be found at fixmystreet.org.