



Shift reporting to the web, reduce costs and demonstrate value for money

Moving issue reporting online

Online transactions cost only a fraction of telephone conversations with the council.*

Most street scene issues could be reported online – yet these are among the top reasons for telephoning a council. And, if residents do not know if an issue has already been reported, they are likely to report it again. What a waste of resources!

This is where **FixMyStreet** comes in. Implemented on your website, our award-winning service will:

- ➊ Enable quick and efficient online reporting of street problems
- ➋ Reduce duplicate reports by showing residents what has already been reported
- ➌ Give your residents a simple, attractive online service to interact with the council, getting rid of phone waiting times
- ➍ Show your residents just how much work you do to improve their streets.

FixMyStreet is a proven success with users in the UK and internationally. Local authorities are increasingly enjoying the benefits of a branded **FixMyStreet** service on their websites – examples include London Borough of Barnet and Southampton City Council.

Meeting your needs

FixMyStreet Web includes online reporting forms, a real-time map of issues, ability for the council to respond and update problem status, location identification, and statistical data.

The system is maintained by mySociety and seamlessly inserted into your website, matching your website's look and feel perfectly.

FixMyStreet Mobile offers the same functionality, optimised for mobile. Your residents can report issues on internet-enabled phones without downloading any applications.

If you'd like additional features we will work with you to adapt the solution to your needs.



London Borough of Barnet **FixMyStreet** page

Linking to your back-office

We can also create a direct link between your **FixMyStreet** system and your CRM or fault management system.

This will dispense with re-keying time, enabling two-way updates, and let you display and track all issues online, saving even more time and money.

An experienced, reliable partner

mySociety Ltd provides web systems for many private and public sector clients, including over forty local councils. We understand how councils' IT processes work, and are equally experienced in working with in-house teams and third party outsourcers.

To find out how FixMyStreet can help you, get in touch with us on hello@mysociety.org

* Average cost of a council telephone transaction is £2.90 while a web transaction costs £0.32 according to SOCITM research ("Better served: customer access, efficiency and channel shift", 2011)

Features overview

Features	FixMyStreet Web	FixMyStreet Mobile	Back-office integration
Branded interface and your own URL	✓	✓	✓
Custom categories and explanatory text	✓	✓	✓
Unlimited problem reporting and mapping	✓	✓	✓
Auto-locate feature	✓	✓	✓
Online list and map of issues	✓	✓	✓
Public and in-house reports	✓	✓	✓
Mobile problem reporting		✓	
Report delivery to the council	Email	Email	Direct API link
Full integration with backoffice			✓
Other channel issues published online			✓
Maintenance, support and user training	Included		

Pricing (ex VAT)

No contract obligation after year one

FixMyStreet Web

£3,500 in year one, £1,500 p.a. thereafter

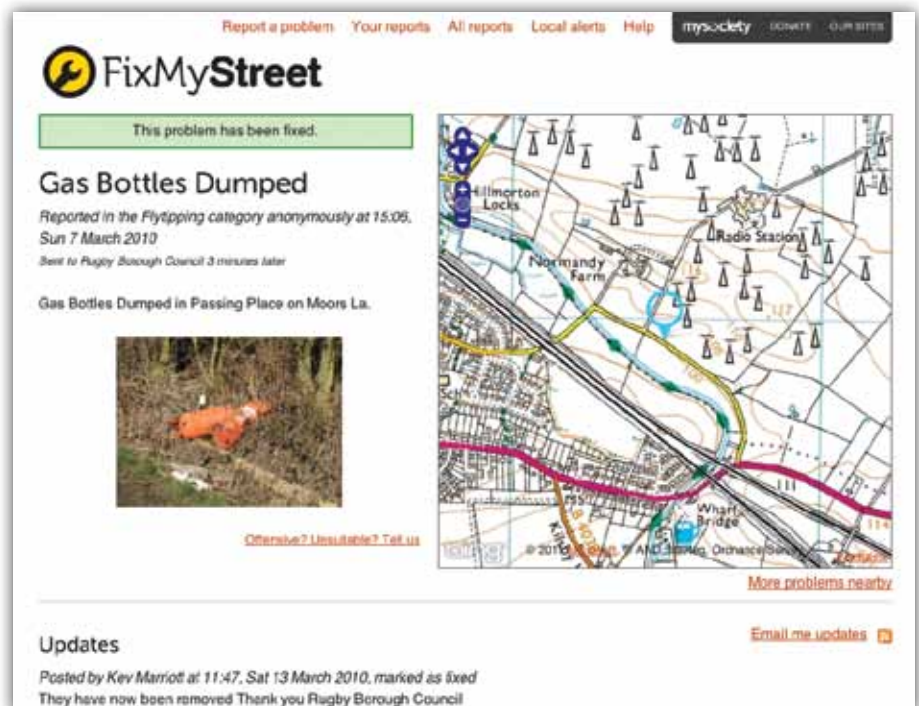
FixMyStreet Mobile

£3,000 in year one, £1,000 p.a. thereafter when purchased with FixMyStreet Web

Back-office integration

Depending on systems and requirements, from £3,500 in year one / £1,500 p.a. thereafter

To discuss your requirements please get in touch with us at hello@mysociety.org



The screenshot shows a FixMyStreet report page. At the top, there are navigation links: 'Report a problem', 'Your reports', 'All reports', 'Local alerts', 'Help', and a user profile for 'mysociety'. The main heading is 'FixMyStreet'. A green box states 'This problem has been fixed.' The title of the report is 'Gas Bottles Dumped'. Below the title, it says 'Reported in the Flytipping category anonymously at 15:05, Sun 7 March 2010' and 'Sent to Rugby Borough Council 3 minutes later'. The report text reads 'Gas Bottles Dumped in Passing Place on Moors La.' There is a small photo of orange gas bottles lying on the ground. To the right is a map showing the location near 'Hillmorton Locks' and 'Normandy Farm'. At the bottom, there is an 'Updates' section: 'Posted by Kev Marriot at 11:47, Sat 13 March 2010, marked as fixed. They have now been removed Thank you Rugby Borough Council'. There are also links for 'More problems nearby' and 'Email me updates'.

A sample issue report