

# Using Crowd-Sourcing to Identify and Solve Community Problems

Craciun Catalin

Cozma Rares

Eminovici Andrei

Fechete David

Group: 30443

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# 1 Reporting Local Issues

Citizens can report problems such as potholes, broken streetlights, or waste management issues in their neighborhoods through a simple interface.

- **User:** Citizens in the community.
- **Action:** Report the issue via the app.
- **Reason:** To inform local authorities of problems needing attention.
- **Context:** Users may be at home or out in the community when they notice an issue.
- **Start:** “Report an Issue” section
- **Steps:**
  - Select the category of the issue (e.g., roads, lighting).
  - Insert a description of the issue.
  - Add a photo (optional).
  - Submit the report.

# 2 Voting on Issues

Users can upvote or downvote reported issues to help prioritize them based on community feedback and urgency.

- **User:** Community members engaging in local governance.
- **Action:** Vote on reported issues.
- **Reason:** To help local authorities prioritize issues based on community interest.
- **Context:** Users can vote anytime within the app.
- **Start:** “Issues List” section.
- **Steps:**
  - Browse the list of unresolved issues.
  - Upvote/downvote based on priority or interest.

### 3 Proposing Solutions

Citizens can propose possible solutions to community problems, contributing creative or practical ideas to tackle the issues.

- **User:** Active citizens wanting to contribute.
- **Action:** Submit a proposal for a solution.
- **Reason:** To encourage community involvement in problem-solving.
- **Context:** Users may brainstorm solutions at home or in community meetings.
- **Start:** "Issues List" section.
- **Steps:**
  - Browse the list of unresolved issues.
  - Click on the "Propose a solution".
  - Provide your solution.
  - Submit.

### 4 Participating in Surveys and Polls

The application can include regular surveys or polls on city improvements, allowing users to voice their opinions on ongoing or future projects.

- **User:** Residents interested in city planning.
- **Action:** Complete surveys or polls.
- **Reason:** To gather community opinions on important issues.
- **Context:** Users can participate at their convenience.
- **Start:** "Surveys & Polls" section.
- **Steps:**
  - Browse the list of open surveys and polls.
  - Answer the questions to provide feedback.
  - Submit your responses.

## 5 Joining Local Volunteer Programs

Active citizens can sign up for local volunteer efforts, such as park clean-ups, neighborhood safety patrols, or charity drives, through the app.

- **User:** Community members looking to volunteer.
- **Action:** Register for a volunteer program.
- **Reason:** To promote civic engagement and community support.
- **Context:** Users may be looking for opportunities while on the go or at home.
- **Start:** "Volunteer Opportunities" section.
- **Steps:**
  - Browse available volunteer programs.
  - Select a program to learn more.
  - Register for the program and provide any required details.

## 6 Tracking Issue Resolution Progress

Users can monitor the status of reported issues, including how long it will take for the city to address the problem, updates, and milestones.

- **User:** Citizens who reported issues.
- **Action:** Check the status of their reported issues.
- **Reason:** To stay informed about the resolution process.
- **Context:** Users can track progress via the app at any time.
- **Start:** "Reported Issues" section.
- **Steps:**
  - Browse the list of open issues you have submitted.
  - Click on an issue to view more details (i.e., status, updates).

## 7 Attending Community Meetings Virtually

The app can provide live streams or recordings of city council meetings and other community discussions, allowing citizens to attend and participate remotely.

- **User:** Citizens interested in local governance.
- **Action:** Join virtual meetings or watch recordings.
- **Reason:** To stay informed and participate in community discussions.
- **Context:** Users can attend from home or any location with internet access.
- **Start:** "Community Meetings" section.
- **Steps:**
  - Select a live meeting or past recording.
  - Participate in discussions if live.
  - Watch a recorded session.

## 8 Suggesting Community Events

Citizens can suggest local events, such as block parties, public forums, or educational workshops, to foster more community engagement.

- **User:** Community members wanting to engage others.
- **Action:** Submit event suggestions.
- **Reason:** To enhance community interaction and involvement.
- **Context:** Users may suggest events from home or in social settings.
- **Start:** "Events" section.
- **Steps:**
  - Click the "Suggest an Event" button.
  - Provide the event details (name, location, description).
  - Submit the suggestion for approval.

## 9 Subscribing to Alerts for Specific Areas

Users can subscribe to get notifications or alerts when new issues arise in specific neighborhoods or interest areas (e.g., environment, safety, transportation).

- **User:** Residents wanting to stay updated on local issues.
- **Action:** Set up alerts in the app.
- **Reason:** To remain informed about issues affecting their communities.
- **Context:** Users can manage subscriptions at their convenience.
- **Start:** “Settings” menu.
- **Steps:**
  - Go to the “Manage Alerts” section.
  - Select areas or topics to receive alerts for.
  - Set preferences for receiving notifications (i.e., frequency, specific types of issues).

## 10 Contributing to Idea Challenges

The app can host periodic challenges or competitions for the best ideas to solve specific problems, encouraging innovation from the community.

- **User:** Citizens interested in creative problem-solving.
- **Action:** Submit ideas for challenges.
- **Reason:** To inspire innovative solutions for community problems.
- **Context:** Users can contribute from anywhere with access to the app.
- **Start:** “Idea Challenges” section.
- **Steps:**
  - Browse current challenges.
  - Submit your idea for a specific challenge.
  - Wait for feedback.

## 11 Connecting with Stakeholders

Citizens can directly engage with local officials, organizations, and other stakeholders via messaging, discussion boards, or Q&A sessions.

- **User:** Community members wanting to communicate with decision-makers.
- **Action:** Send messages or participate in discussions.
- **Reason:** To increase direct dialogue between citizens and local leaders.
- **Context:** Users can initiate conversations whenever they have inquiries or concerns.
- **Start:** “Stakeholders” section.
- **Steps:**
  - Select a stakeholder to communicate with.
  - Send a message or join an open discussion.
  - Wait for a response.

## 12 Providing Feedback on City Services

Users can leave feedback on public services (transportation, healthcare, education) through a rating system to inform improvements based on community input.

- **User:** Residents utilizing public services.
- **Action:** Rate and provide feedback through the app.
- **Reason:** To improve the quality of public services based on user experiences.
- **Context:** Users can give feedback at their convenience, from home or on the go.
- **Start:** “Feedback” section.
- **Steps:**
  - Select the “Rate City Services” option in the dashboard.
  - Choose the service you want to rate.
  - Provide a rating and optional feedback.
  - Submit your rating.