

One-liner

Fixr turns messy “there’s a pothole here” reports into **structured, privacy-safe, shareable civic reports**—so more issues get reported, reports are actionable, and communities can coordinate faster.

Problem Statement

Reporting civic issues (potholes, illegal dumping, broken streetlights, flooding, blocked sidewalks) is often high-friction and fragmented. People either don’t report or submit low-quality reports because:

- Reports are incomplete (missing location accuracy, severity, context, photo evidence)
- Reporting takes too long (finding the right portal, picking categories, writing details)
- Unclear routing (city vs county vs state; wrong department = no action)
- Low trust / low reward (no visibility, no confirmation, no coordination)
- Privacy concerns (accounts, identity, exact location/photos being stored)

Result: fewer reports, slower fixes, higher operational overhead, and issues that persist longer than they should.

What does Fixr do?

Fixr is a **structured intake + drafting + sharing** system that converts a quick user input into a complete civic report that’s ready to submit and easy to share.

Fixr focuses on the real bottleneck: **reducing friction and increasing report quality** so people actually follow through.

Core Features

1. Guided Issue Intake
 - Standardized form captures consistent information:
 - issue type (pothole / dumping / streetlight / etc.)
 - location (GPS + pin confirmation)
 - severity / impact (safety risk, obstruction, urgency)
 - optional photo
 - short, category-specific prompts (e.g., “lane blocked?”, “near intersection?”)
2. Drafting & Prioritization
 - Generates a clean “city-ready” report paragraph using structured inputs
 - Suggests a priority level (low/medium/high) based on impact + urgency + safety
 - User can edit and override anything before saving

3. Shareable Proof + Community Visibility
 - Creates a shareable report link (for neighbors, HOA, community groups)
 - Optional community map pin for visibility and coordination (“this is real, it’s not just me”)
 - (Optional) “possible duplicate nearby” warning to reduce repeated submissions
4. Privacy-first Defaults
 - No account required
 - No personal info fields collected
 - Photo storage OFF by default (opt-in only)
 - Optional approximate location mode (round coordinates)

Benefits / Impact

For residents / reporters

- Report in under a minute without knowing the “right process”
- Higher-quality reports with less effort (more likely to be acted on)
- Share link provides immediate reward and makes follow-through easier

For communities (neighbors / student orgs / clean-up groups)

- Map visibility helps coordinate and prioritize local action
- Shared links reduce “is anyone else seeing this?” friction
- Less duplicated effort; clearer hotspots

For cities / responders (future-facing)

- More complete reports → less back-and-forth
- Better prioritization signals (safety/urgency)
- Cleaner reporting data for trend analysis

Practical outcomes (judge-friendly)

- Reduced time from “I noticed it” → “I submitted something actionable”
- Increased report completeness (location + severity + context)
- Reduced vague reports that require clarification
- Increased reporting participation due to privacy + instant shareable output

Drawbacks + Mitigations (1:1)

1. Drawback: Wrong category / wrong priority

If the issue is mislabeled, it may be routed poorly or treated with the wrong urgency.

Mitigations

- Always allow manual override of category + priority before saving
- Safety flag (“urgent hazard”) fast-path
- “Needs Review” state if confidence is low (if you show AI suggestions)

2. Drawback: Wrong jurisdiction / wrong reporting channel
A perfect report sent to the wrong authority still won't get fixed.
Mitigations
 - Clearly label: "Fixr drafts the report; submission channel depends on your area"
 - Provide suggested submission options (city portal / email / 311 link) as future work
 - Let users add a short landmark to improve real-world usability
3. Drawback: Low-quality submissions (garbage-in)
Users may still submit vague descriptions or nonsense.
Mitigations
 - Minimum required fields: category + pin + short description
 - Category-specific prompts to capture missing context quickly
 - Basic validation (prevent empty/too-short descriptions)
4. Drawback: Duplicate reports / spam floods
Repeated reports can overwhelm the map and reduce signal.
Mitigations
 - Basic rate limiting on submissions
 - "Possible duplicate nearby" warning (same category + close distance + recent time window)
 - Soft dedupe on the map (cluster pins / collapse duplicates)
5. Drawback: AI-generated text could hallucinate or exaggerate
If AI invents details, the report becomes inaccurate.
Mitigations
 - Constrain generation: only use user-provided info; don't invent measurements
 - "AI draft—please review" banner + editable text
 - Fallback template generation if AI fails (also protects demo reliability)
6. Drawback: Emergencies mistakenly reported in Fixr
Users might try to report urgent emergencies (fire, injury, active danger).
Mitigations
 - Keyword detection + banner: "For emergencies, call 911"
 - Warn users that Fixr is not an emergency response tool
7. Drawback: Hackathon scope creep
Too many features leads to an unfinished demo.

Mitigations
 - Hard MVP boundary: create report → generate draft → save → share link → map pin
 - Stub "future features" with demo data (no half-built integrations)
 - Keep components modular so it can scale after the hackathon

MVP Demo Flow (What Judges Will See)

1. User opens Fixr and submits an issue through a guided intake form
2. Fixr generates a structured civic report draft (category + priority + clean paragraph)
3. User saves and gets a share link (opens in a new tab)
4. The report appears on the map as a pin with a preview panel

5. (Optional) User sees privacy toggles (approx location / photo storage off)

What's Next (Post-Hackathon)

- Direct submission integrations (where available) + notifications (email/SMS)
- Better dedupe + confirmation/upvote mechanics for communities
- Analytics: hotspots, time-to-fix, trends by category
- Moderation tools for spam + sensitive content
- Improved routing logic by city/agency boundaries