

## **Journal paper, in preparation**

### **User contributed data: a case study of FixMyTransport**

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#### **ABSTRACT:**

FixMyTransport ([www.fixmytransport.com](http://www.fixmytransport.com)) was built by mySociety to enable members of the public to more easily and effectively report problems with public transport. By specifying the problem, and locating it (including GPS for a mobile interface), complaints can be routed automatically to the body responsible for the problem (e.g. city councils for bus stops, operating companies for buses or trains). The success of FixMyTransport is based on the widespread reporting of transport issues from a variety of travellers, including those who are not normally inclined to make complaints about the transport network. This case study reports an analysis of the use of FixMyTransport by members of the public. It is based on analysis of the problems reported, an online questionnaire that the public were invited to complete, and a series of follow up interviews with selected complainants. The results describe how FixMyTransport is being used, what level of impact it is having, the barriers to wider use, and ways in which it may be developed further.