CityLinks

App2Action Challenge

ICMA — Leaders at the Core of Better Communities

USAID — FROM THE AMERICAN PEOPLE

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Background

Housed under the USAID-funded, ICMA CityLinks program, the App2Action Challenge brings together software developers, municipal leaders, and subject-matter experts to develop phone or web-based tools that help address the following water sector challenges in Nablus Municipality: 1. increasing the efficiency in water distribution, 2. Automating communication systems for water management concerns and 3. incentivizing and encouraging on time payment for water services.

Objectives

- Enhance municipal decision-making and quality of services by increasing the use of technology and data.
- Address WASH challenges in municipalities by developing innovative software solutions that utilize data for municipal government use and provide tools replicable through USAID programs.
- Build connections between community members, civic organizations, the private sector, and local government to foster transparency, civic engagement, and multilateral collaborations.
- Create a replicable model as a tool for Missions and local governments in developing collaborative locally tailored technical solutions.

Initiatives

Tech Jam: A one day workshop between local water and sanitation sector experts and local government officials from Nablus Municipality, partner organizations, and participants. This was a chance for the developers better understand the challenge statements and the technical areas. This will also be integral to kick off the development of relationships between the civic community and municipal officials.

Showcase: A one day award ceremony where all participants were invited to demonstrate their app to a panel of judges to compete for cash prizes as well as network with private and public stakeholders.

Incubation: A three month testing and implementation period. With the support of a local partners, the winning team will further develop, test, and integrate their app into the municipality's infrastructure.

Results

A total of five teams submitted apps for consideration. The winners are moving forward with a plan for the Incubation phase which will be approved by stakeholders from the municipality.

Each app was developed with open source software and is available for free. If you are interested in using any of the code or working with the developers, contact Senior Program Manager Jessica Johnston (jjohnston@icma.org). You can learn more about the App2Action Challenge here.

App	Purpose	Function(s)	Creators
Reporting System App *Grand Prize Winner	Automates communication systems for water management concerns	Allows customers to upload maintenance requests directly to municipality servers. These reports include location, photo, description, and phone number. All users can see reports (without personal data) and interact with them using a like feature to let the municipality know how many people the issue is affecting. The municipality can update the status of each report for customers to see its progress.	Radi Barq, Ahmed Amer
CityLinks Water/Mobile	Automates communication systems for water management concerns

Incentivizes and encourages on time payment for water services | Allows customers to view previous and current bills and submit trouble tickets to the municipality. It helps collectors automate some of the water meter reading process. It provides a real-time task list for maintenance workers out on the job. The app also provides data and trouble ticket management options for the municipality. | Ram Zaher, Musab Shqair |
| Locator, Maintenance, Customer App *Best Use of Esri Winner | Automates communication systems for water management concerns

Incentivizes and encourages on time payment for water services | The application enhances maintenance procedures by using a locating system to provide the customer with the position of the municipality's nearest maintenance worker and the estimated time arrival time. The app also facilitates the payment process by introducing coded cards with a defined value to the market place. The codes on the card are to be entered into the application and thus the customer could pay their bill while sitting at home. A reward system funded by ad space available in the app encourages clients to pay on time. | Mohammad Sayeh, Moen Anabtawi, Ahmed Irshaid |
| Water Eye *Second Place Winner | Increases the efficiency in water distribution | The application contains three modules that allows the municipality to: see previous water distribution data through graphs and search functionalities; auto-schedule future water distribution based on projections from analysis of previous data; and automate the customer survey process with push notifications and real-time data recording, | Ahmad Abu-Omar, May Awayes, Ihab Haje, Naje Karaja |
| Show Me My Bills | Incentivizes and encourages on time payment for water services | The application focuses helping people track their consumption and expected fees at any point of time to prepare them for the monthly invoice. The last bill section allows users to see detailed information about their last bill from the municipality. The previous bills section allows users to see their previous bills graphically or in list form. | Taher Dweikat, Yousef Balout |