Can social networking improve transport?

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GreenCityStreets.com

ITS World Congress 2012 - Vienna
SIS-36: Social Networking and ITS: Roadmap to a Revolution?
"Why is everyone's valuable input so stupid?"
Answer:

1. Transport is *complex*

2. Public input is *limited*
   - People who can attend meetings
   - People who benefit directly
   - People fixated on one issue

*True for many planning problems*
Can we use information technology to improve citizen involvement?
2 Graffiti - Public - Other_enter_additional_details_below
Acknowledged
290-298 7th St San Francisco, CA 94103, USA - South Of Market
reported about 6 hours ago
SF311 about 6 hours ago
Your request to SF311 has been accepted. Your service request ID is 992366

Join the conversation!

2 Garbage and/or overgrowth near building Acknowledged
142 Brighton Ave San Francisco, CA 94112, USA - Ingleside
reported about 9 hours ago
SF311 about 9 hours ago
Your request to SF311 has been accepted. Your service request ID is 992355

Join the conversation!

2 Graffiti - Public - Other_enter_additional_details_below Acknowledged
Ocean Ave & Aptos Ave San Francisco, CA 94127, USA - Ingleside
reported about 9 hours ago
SF311 about 9 hours ago
Your request to SF311 has been accepted. Your service request ID is 992333

Join the conversation!

2 Illegal Dumping Acknowledged
1927 Alemany Blvd San Francisco, CA 94112, USA - Outer Mission
reported about 15 hours ago
SF311 about 15 hours ago

Join the conversation!
Had a bad train journey?

Report your problem with a:

STOP or STATION
JOURNEY or ROUTE

and we will help you get it fixed

Follow us on Facebook
Follow us on Twitter

FixMyTransport Launches!

Welcome to FixMyTransport, a site specially built for public transport users in Britain who want to make public transport better for us all. We’ve worked hard to make the site work well, but we’re sure there are plenty of things we won’t have got quite right – so please do send us feedback if there’s anything that’s not right, or anything you’d like to see added or improved.

If you’re here and you don’t have a problem to report today, why don’t you look through the list of recent problem reports, or browse your local area. If you’re feeling sunny you could even leave a compliment about a route or station that you think is particularly...
Defect: Wegdek is in slechte staat
In de omgeving van: Gulden Winckelplantsoen 7 TVM
Categorie: Slecht wegdek
Status: Open
Toegevoegd door: René van Poelgeest
Toegevoegd op: 20-08-2012
Melding ID: 21003

Geschiedenis van deze melding:
Bekijken

Beschrijving:
Op genoemde plek zitten er allerlei kullen in het wegdek. Dit zo en vroeg zicht waarom dit zo blijft. Daarnaast zijn de markeringen

Lijnen:
21

Richting:
cs

E-mailadres:

Foto:

Deze melding delen:
http://gwb_master.localhost/Amsterdam/wegdek-is-in-slechte-staat

Reacties (0):
Citizens Connect App

The Citizens Connect mobile app helps residents make their neighborhoods even better. The app, which works on Android phones and iPhones, makes it easier for constituents to report potholes, graffiti, and other service issues. We encourage you to download the app or take a look at some of the recently reported issues.
Participatory Chinatown
Boston
GreenCityStreets is an integrated application using Web 2.0 techniques to:

- **Educate** people about sustainable transport,
- **Create a forum** for submitting ideas, and
- **Provide tools** enabling public transport agencies to effectively use and respond to input.
BusMeister Game: A fun way to learn about public transport.

Sustainable Urban Transport
Helping you make transport in your city more sustainable.

Enter your city

GreenCityStreets Forum
The GreenCityStreets Forum provides a place for you to recommend sustainable transportation ideas for your community. You can support (Like) or comment on ideas already in the Forum or add your own ideas. Use the links to display all the ideas for a city, for a public transport line or from another user.

Beta Version - Everyone can read GreenCityStreets Forum posts but currently you need to login via Facebook to add posts, support or comment.

Latest Forum Posts

Wien | 13A stuck in traffic
in mariahilfstrasse 60, Wien
by Andrew Butcher Nash about 1 hour ago

Wien | Tram 49 comes in bunches
in Westbahnstrasse, Wien
by Andrew Butcher Nash about 1 hour ago
Benefits of Social Networking

• Generates *better ideas*
  – *Detailed neighborhood knowledge & fresh perspective*

• Provides clear show of *political support*
  – *Especially important for tough decisions (like bus lanes)*

• Creates *committed customers*
  – *People willing to help (maybe pick-up newspapers?)*

Notice: *They all help your bottom line!*
What do organizations say?

**Attitude:** “Why would we buy something that lets passengers complain about our service?”

**Answer:** Complaints are good, they’re suggestions.

**Added Work:** “Responding will be too much work!”

**Answer:** Design efficient response processes.

**Fear of Change:** Developing emotional connections with passengers is a huge and risky change … especially in a conservative and political industry.

**Answer:** Not trying is more risky in the long term.
### GVB Amsterdam – Back End

### Issue tracking and analysis

(verbeterdebuurt system)
WANTED:

innovative public transport agency interested in working closely with customers in making service more attractive and efficient

contact: GreenCityStreets.com
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