

GreenCityStreets.com

**An integrated application for improving citizen
involvement in public transport**

Public transport is in trouble ...

We *need it more* than ever ...

- Global warming
- Demographic change
- Oil prices and shortages
- Rapid urbanization

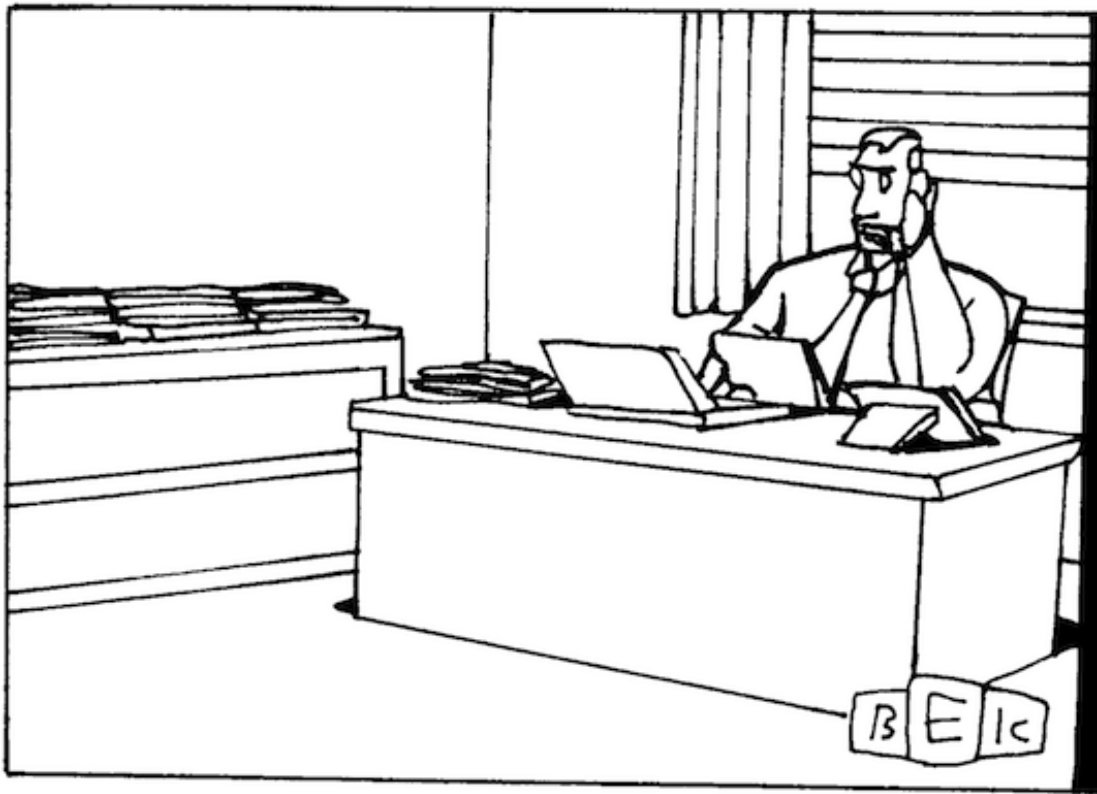
... but have *less money available* to provide it.

And, no surprise

I'm going to tell you ...

... social networking is the answer.

But first, we have a small problem



"Why is everyone's valuable input so stupid?"

**Unfortunately, this is the attitude in
many public transport agencies.**

And, it's probably right.

1. Public transport is *complex*
2. Often input is *limited* to:
 - People & organizations with time to participate in meetings
 - People who benefit directly
 - People fixated on public transport

On the other hand ...

Project-based citizen involvement programs have worked.

They have generated:

- Better ideas
- Political support for projects

But, project-based approaches have several *drawbacks* ...

- Limited time
- Limited scope (one project)
- Every project creates its own information
- Every project develops its own process/tools
- Expensive

Our solution: information technology ...

[Forum](#)[Game](#)[Best Practices](#)[Login with Facebook](#)[Log In](#)

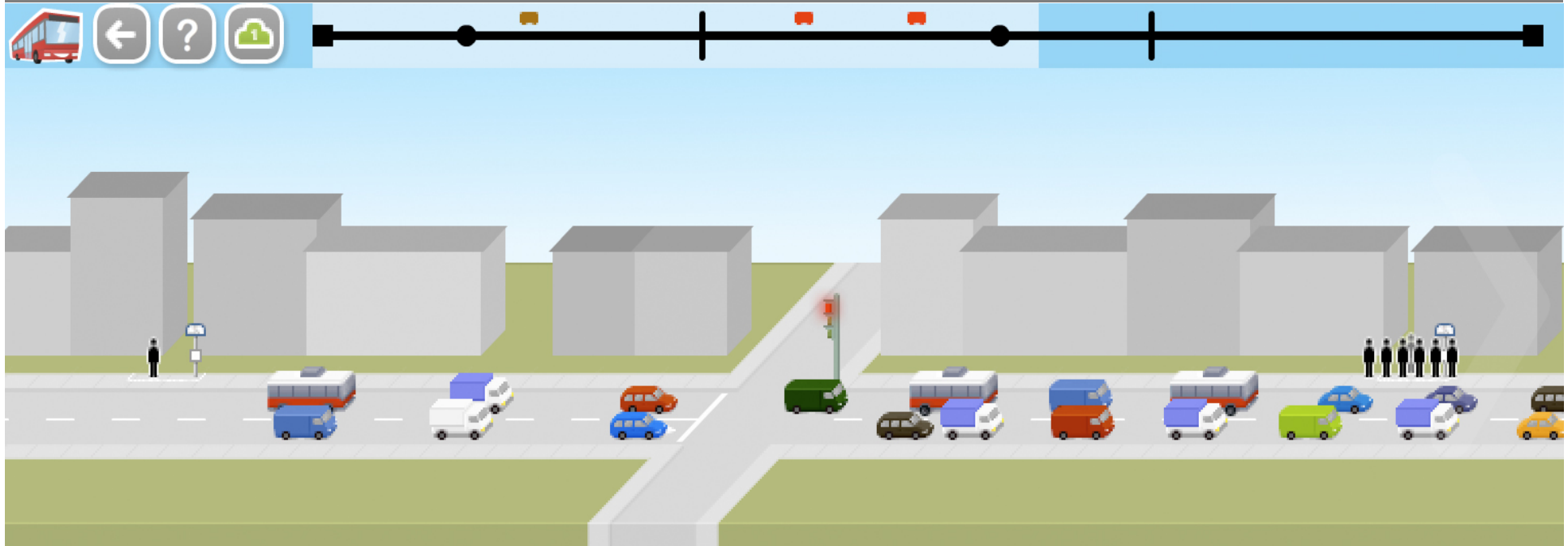
GreenCityStreets is an integrated application using Web 2.0 techniques to:



- ***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.

[Suggest](#)[Play](#)[Learn](#)

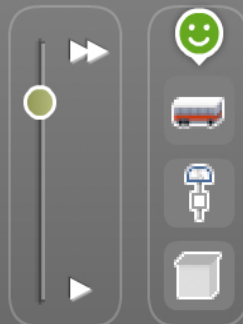
BusMeister Game: A fun way to learn about public transport.



  **Simulate**



1:16




Reset
Level



Restart
simulation

Statistics

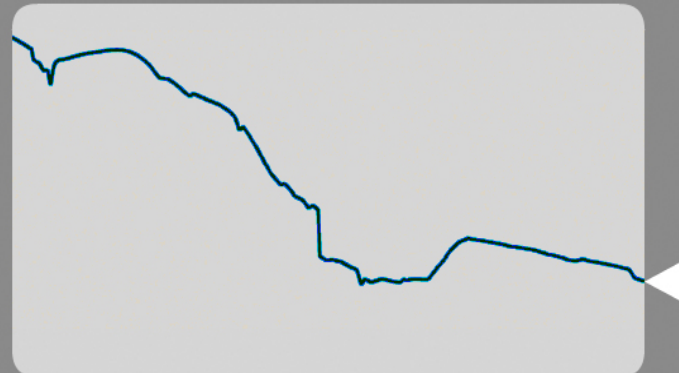
 **Happiness**

 **Costs**

 **More**



Σ Total



BusMeister wiki: For learning the details.

guest · Join · Help · Sign In · wikispaces

 **BusMeister**

★ intro_best_practices

PAGE ▾

DISCUSSION

HISTORY

NOTIFY ME

 PROTECTE

 Join this Wiki

 Recent Changes

 Manage Wiki



This wiki describes public transport priority: simple measures for improving public transport. Here are links to the main topics:

- **Improve Public Transport!**
- Table of Contents
- Case Study Cities
- PT Priority FAQ
- PT Priority Best Practices
- Organizations
- Photos & Videos
- Bus Meister Game

Please help improve the wiki by [adding information](#).

Improve Public Transport!



A traffic signal allows this Zurich tram to go ahead of private vehicles. (Source: Andrew Nash, 2002; click on photo for flickr group photos).

1. Introduction

This wiki presents recommendations for making public transport more attractive to customers and efficient to operate. Recommendations focus on relatively simple and inexpensive improvements that can be implemented quickly rather than more expensive and complicated measures like building new rail-based systems (we leave these improvements to other web pages).

2. Recommendations

To improve public transport in your city:

1. [Speed-up the vehicle boarding process.](#) How?
 - Use proof-of-payment fare collection;
 - Use low floor vehicles;
 - Improve vehicle design;

Table of Contents

- [1. Introduction](#)
- [2. Recommendations](#)
- [3. More Information](#)
- [4. Please Help](#)
- [About the Project](#)

GreenCityStreets blog: Top level pages and news.

GreenCityStreets Wiki

Web 2.0 for Sustainable Urban Transport



[Home](#) [BusMeister Game](#) [Improve Public Transport](#) [About the Project](#) [Best Practices wiki](#)

BusMeister Classroom Guide (Draft) available

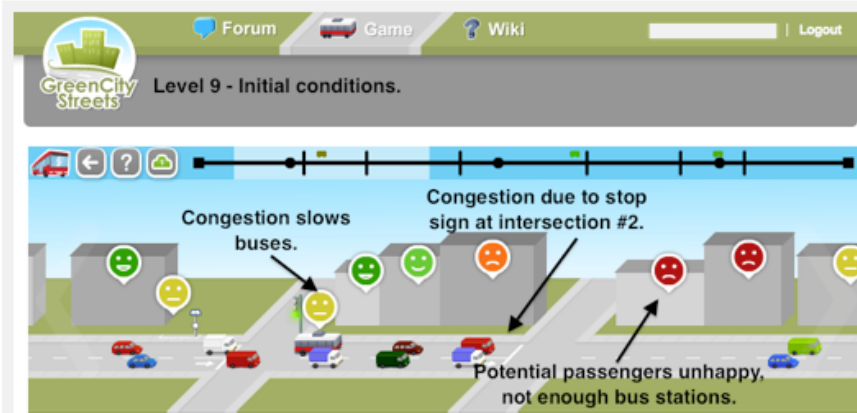
Posted on [August 22, 2011](#) by [Andy Nash](#)

The first draft of [Using the BusMeister Public Transport Game in the Classroom](#) is now available. We welcome your comments!

Posted in [Uncategorized](#) | [Leave a comment](#) | [Edit](#)

Using BusMeister Game in the Classroom

Posted on [August 20, 2011](#) by [Andy Nash](#)



About

GreenCityStreets uses on line games, a social network, a best practices wiki and this blog to support more sustainable urban transportation. See www.greencitystreets.com for links and more information.

Recent Posts

- [BusMeister Classroom Guide \(Draft\) available](#)
- [Using BusMeister Game in the Classroom](#)
- [citysandbox](#)
- [Information management is critical](#)
- [Public Transport Frequent Rider Programs](#)

Resources

- [Bus Meister: Best Practices Wiki](#)

Archives

- [August 2011](#)
- [July 2011](#)
- [June 2011](#)
- [April 2011](#)

Recent Comments

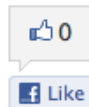
GreenCityStreets Forum: Social network for public transport.



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



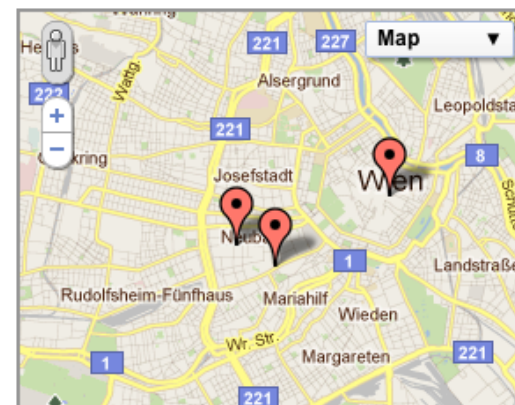
Wien | 13A stuck in traffic **13A**

in mariahilfstrasse 60, Wien
by [Andrew Butler Nash](#) about 1 hour ago



Wien | Tram 49 comes in bunches **49**

in Westbahnstrasse, Wien
by [Andrew Butler Nash](#) about 1 hour ago





 Forum

 Game

 Best Practices

Login with Facebook

 Log In

The prototype works:

- BusMeister is fun
- You can play on Facebook
- Forum is online
- Best Practices Library has many pages of information



But no one is using it ... why not?

 Suggest

 Play

 Learn

Prototype identified several *problems*

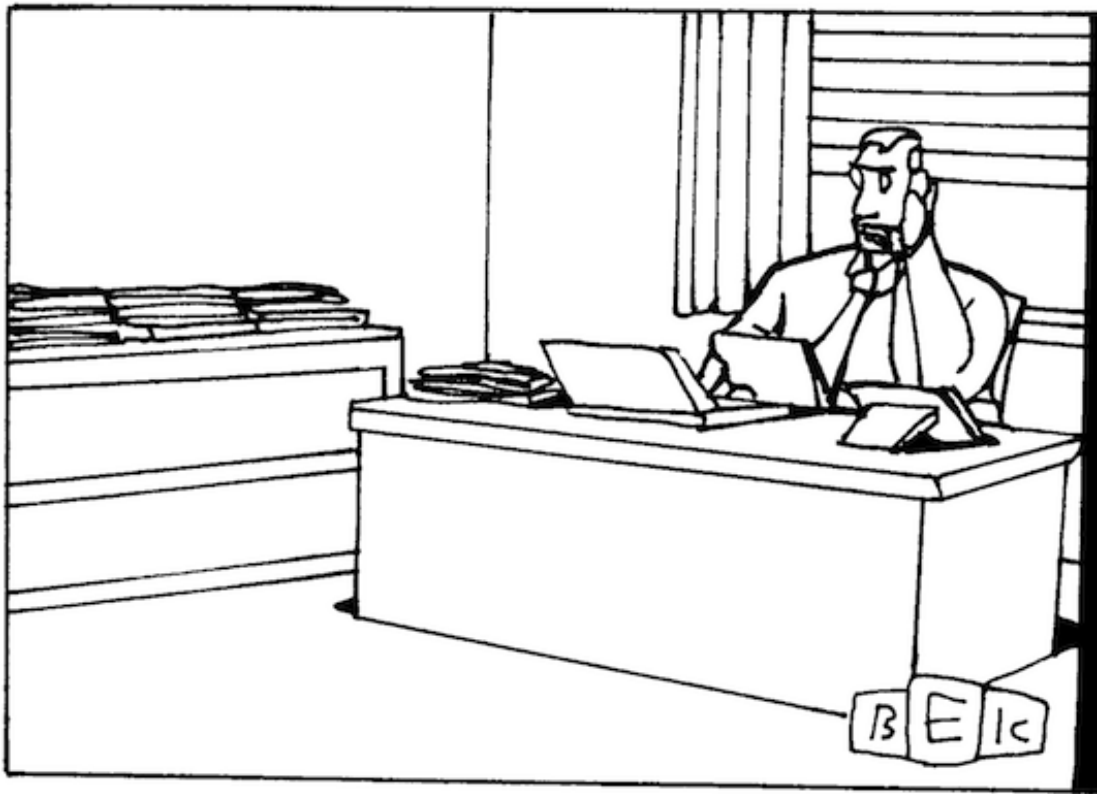
- Fun game, but complex user interface
- Social network limited to Facebook users
- Hard to get people to contribute to the best practices wiki
- Website organization is suboptimal

But most importantly ...

Our business model was wrong ...

BusMeister may be fun, but *it's no Farmville* and besides, a *game alone* won't attract enough people to accomplish our goal.

To attract sufficient users the application *needs to be part* of a public transport agency website.



"Why is everyone's valuable input so stupid?"

But, if this is the attitude,

Or, as one agency told us ...

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

What's to be done?

The answer is another question:

When is a complaint not a complaint?

(When you use it.)

Innovative companies use customer input to:

- Develop new products
- Improve existing products
- Build relationships and loyalty

Why not try this in public transport?

- Better *ideas*
 - Detailed neighborhood knowledge
 - Fresh perspective (why not?)
- Clear show of *political support* for controversial plans (like bus lanes)
- Creates *committed customers* - people who have a stake in public transport

Won't this generate extra work?

*No, you'll respond **more efficiently** to public input:*

- Refer to best practices library
- On-going record of complaints & responses
- Committed citizens monitor Forum
- Agency input tracking application will help

*No, but it will **change the work** you do:*

- Taking input seriously means planning differently
- And, it means building real relationships too

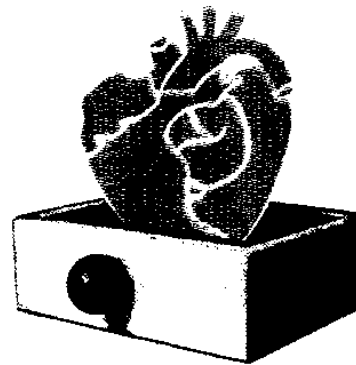
ANZEIGEN

(Tel. 0650/894 54 05) und Dr. Günther Ditzelmüller, Psychotherapeut (Tel. 0650/350 04 25; www.gestalt.co.at).

Yoga!!! (Iyengar certyfiert), Mag. Klaus Neyer, 1070 Wien, Tel. 523 29 70, E-Mail: Klaus.Neyer@gmx.at

Wiener Hellseherin bietet Ihnen treffsichere Zukunftsanalyse, Beratung und Problemlösungen für alle Lebensbereiche. Tel. 0664/302 72 41

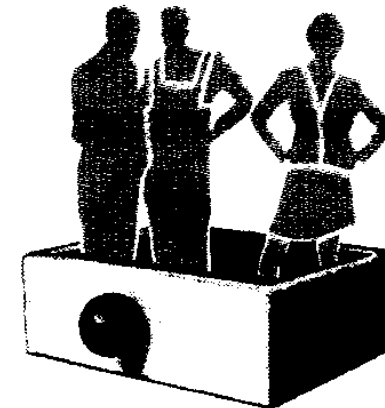
Zen – Meditation jeden Montag, 19 Uhr, Währinger Straße 26, 1090 Wien. Tel. 0650/879 57 23,



Kontakt w/m

Frau, 38, famos u. fehlerhaft, mag bücher, berge, laufen, radeln; wünscht sich ein du: mann bis 50, ...

Hauptmiete gesucht: 110 m², 4 Zimmer, Miete kalt ca. 800 Euro, U-Bahnanbindung. Tel. 0650/420 32 49.



Jobs

Diplomarbeiten, Briefe - vom Schriftsteller korrigiert, getippt, u.v.a.m. von GAV-Mitglied. P. Campa., 2 Euro/Seite. Tel. 597 60 62, E-Mail: pk.campa@gmail.com

Maler. Schnell, sauber, preiswert. Tel. 0676/384 19 30.

PC-Soforthilfe: Ich helfe Ihnen rasch vorort bei Problemen mit Windows, Internet, Virenschutz/Spam Filter, Datenrettung, Installation, Netzwerk, etc. Tel. 0699/12 66 10 02

Arbeitslose – helfen beim Räumen, Übersiedeln und bei Transporten. Bus vorhanden. auch

Wanted: Innovative public transport agency interested in working closely with customers in making service more attractive and efficient
contact: GreenCityStreets.com

Sommeryoga im Atha Yoga Studio: 4.7.–29.9, jeweils Mo–Do, offene Stunden, verschiedene Le-

E-Mail: green.city.streets@gmail.com
Orientalischer Gentleman, 32, sucht nette Dame zum Kennenlernen u. mehr. Tel. 0699/12 31 42 35.

Thanks for your attention



www.greencitystreets.com

Andrew Nash

andy@andynash.com

www.andynash.com



FixMyTransport

Euston, we have a problem

BETA

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Had a bad train journey?

Report your problem with a:

STOP or STATION

JOURNEY or ROUTE

and we will help you get it fixed



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Follow us on Twitter

How does it work?

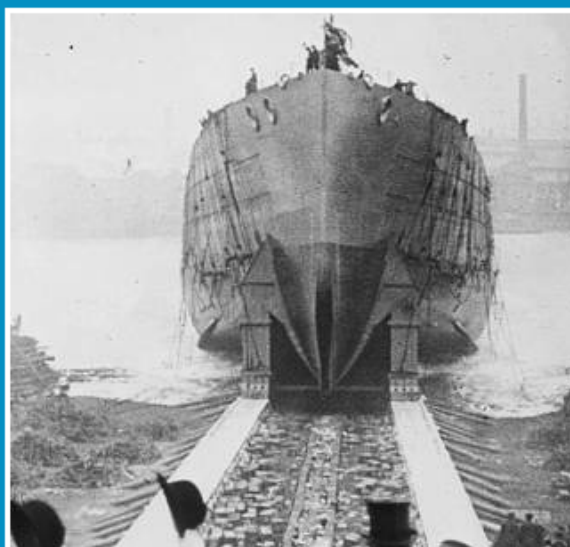
What FixMyTransport does

- ✉ Reports problems
- 🔍 Finds people responsible
- ♥ Grows support
- 📶 Tracks progress
- ✓ Gets things done

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



Browse Site

[View recent issues](#)

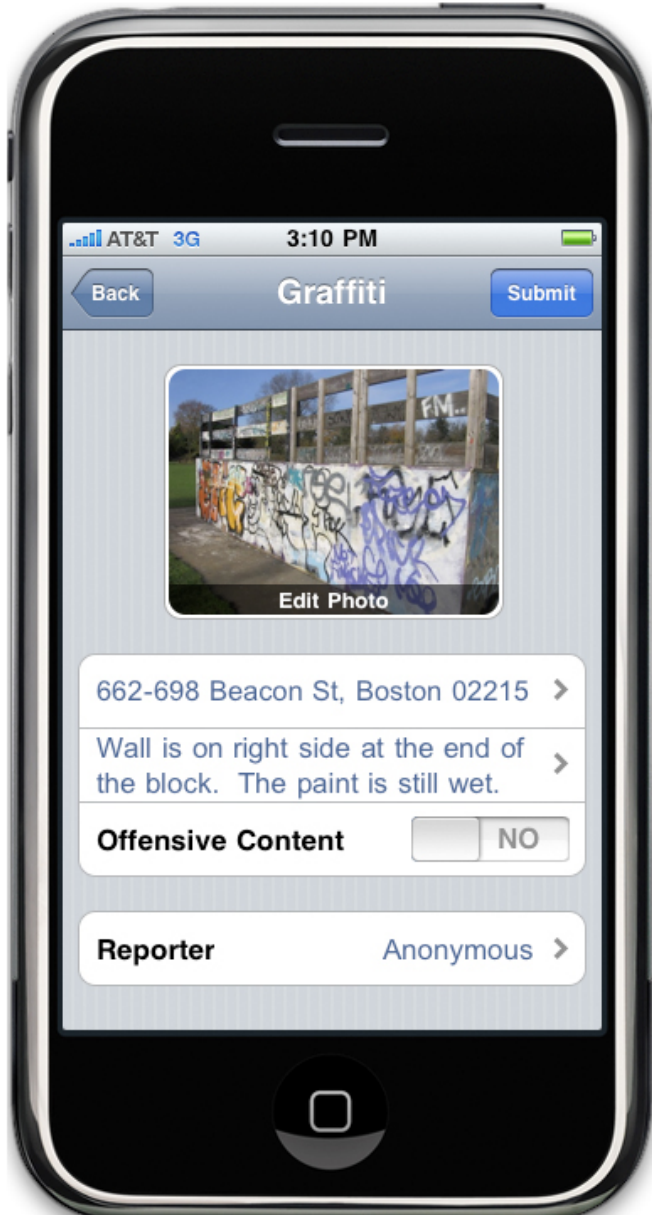
[View routes by region](#)

[Map of issues](#)



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 helps constituents 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](#).



Reporting broken elevators and graffiti is important but

...

GreenCityStreets is about:

- Educating residents so they provide better input.
- Adding loyalty.
- Maybe actually sharing in service provision?

Kevin Kelly: Why the impossible happens more often

I've had to persuade myself to believe in the impossible more often. In the past several decades I've encountered a series of ideas that I was conditioned to think were impossibilities, but which turned out to be good practical ideas....

- Wikipedia
- Google Streetview - Google Maps
- eBay

... Connected, in real time, in multiple dimensions, at an increasingly global scale, in matters large and small, with our permission, we will operate at a new level, and we won't cease surprising ourselves with impossible achievements. ...

(http://www.kk.org/thetechnium/archives/2011/08/why_the_impossi.php)

So, why not transport planning by social networking?

Engineering

In This Section

Schedule E1 Engineering Design Standards

2011 Capital Engineering Program

Transportation Master Plan

Submit using a Mobile App

Residents have the ability to add their suggestions to the map using a handy mobile app. Please visit the links below to download the appropriate app for your mobile device, or to view a short iPhone demo video.

- Mobile Apps Link
- iPhone App Demo Video

Map Instructions

Adding a New Concern / Solution

1. To add a new item to the map, click on the "REPORT" tab located in the top left portion of the map frame

2. Click on the marker and drag it to your desired location.

3. A street address will automatically be filled in on the left side of the map. Click "Next."

4. Choose the appropriate category for your concern / solution and fill out the remaining information.

> [Home](#) > [City Government](#) > [Departments](#) > [Engineering](#) > [Transportation Master Plan](#)

Transportation Master Plan

The City of Leduc is developing a Transportation Master Plan in response to 40 per cent growth in the past five years. The new plan will review current traffic patterns and develop recommendations to meet current and long-term traffic needs. The scope of the review will include personal vehicles, transit and other means of travel, such as walking and biking.

On the map below please indicate what transportation concerns or solutions you may have for the City of Leduc under the following four categories:

- Vehicle Congestion
- Transit Improvements
- Walking and Cycling Improvements
- Other Transportation-Related Issues

Click the "REPORT" tab to create a new marker

Drag your marker to the location of your choice

ISSUES **REPORT**

Recent · Top

A public transformation within leduc (1)
Keystone Cres Leduc, AB
4 days ago · Fix it! · Share

B Future Lrt/Transit hub (1)
48st And Black Gold Drive Leduc, AB
6 days ago · Fix it! · Share

C Speed limit needs to be increased (1)
Black Gold Drive Leduc, AB
9 days ago · Fix it! · Share

D lack of sidewalks (1)
5310 Discovery Way Leduc, AB

Search for issues nearby

