

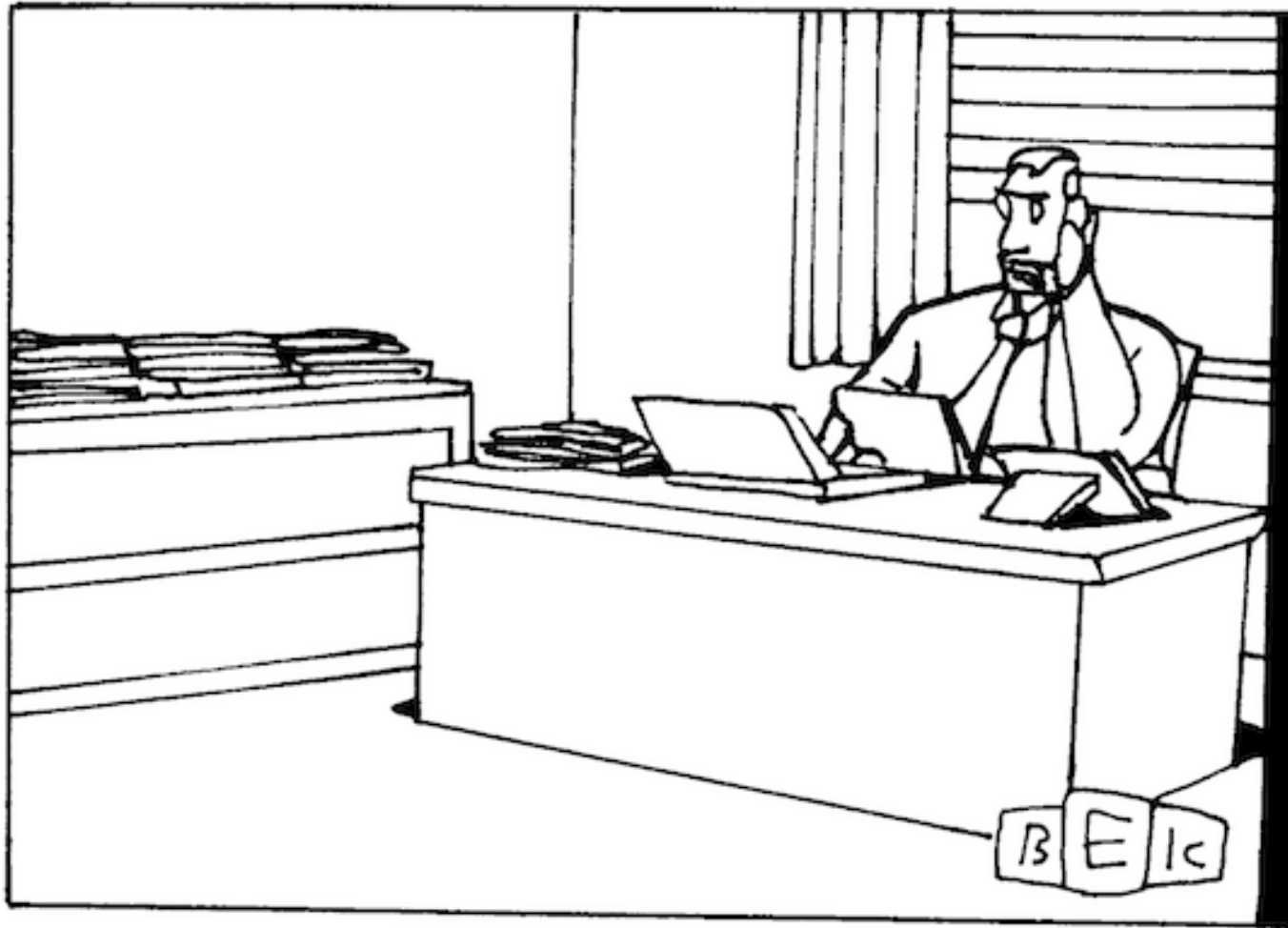
3 questions

2 answers ...

... your ideas?

Andrew Nash

Question 1



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

Answer:

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

These are true of many urban planning problems not just public transport.

On the other hand ...

Project-based citizen involvement programs have worked.

They have generated:

- Better ideas
- Political support for projects

Question 2

Can we use information technology to improve citizen involvement?

Answer:

Yes! There are many examples ...

Report an Issue

Follow this Place

Sort by: Hotness ▾

2 Graffiti - Public - Other_enter_additional_details_below Acknowledged

290-298 7th St San Francisco, CA 94103, USA - South Of Market

reported about 8 hours ago

SF311 about 8 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 992335

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

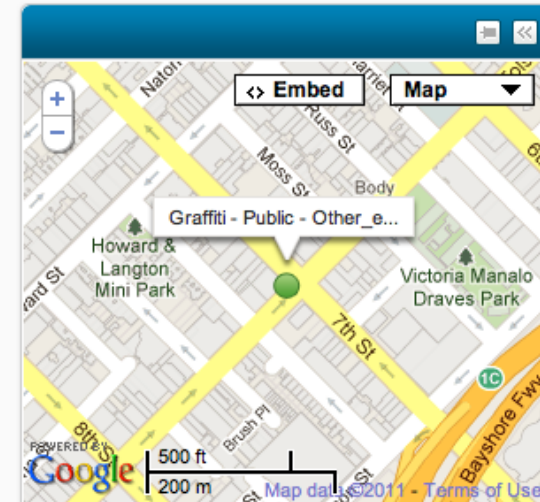
Join the conversation!

2 Illegal_Dumping Acknowledged

1927 Alemany Blvd San Francisco, CA 94112, USA - Outer Mission

reported about 15 hours ago

SF311 about 15 hours ago



Top Users Who's Watching

Sinclair

Raph

Neighboreyes

hubbert

sodapop

More Top Users Nearby >



FixMyTransport

Euston, we have a problem

BETA

[ABOUT](#)

[FEEDBACK](#)

[mysociety](#)

[DONATE](#)

[OUR SITES](#)

[Sign in or sign up](#)

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

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](#)

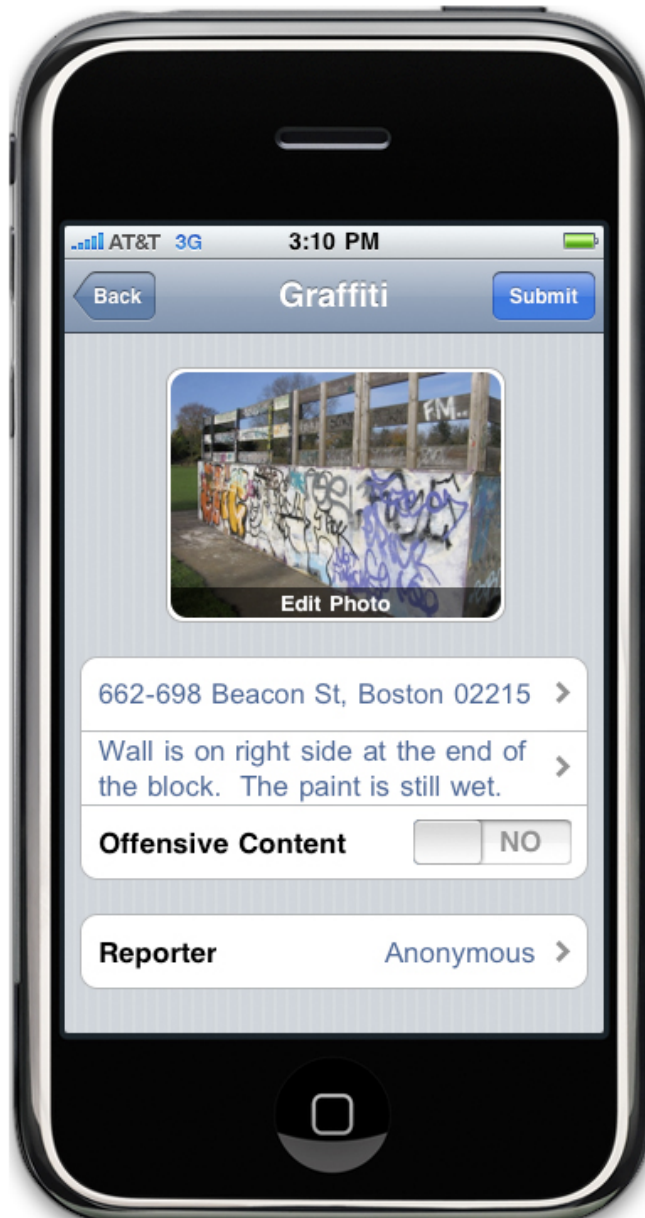
[View routes by region](#)

[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](#).



Most of these applications focus on
identifying problems.

But we want to do more.

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

- To add a new item to the map, click on the "REPORT" tab located in the top left portion of the map frame
- Click on the marker and drag it to your desired location.
- A street address will automatically be filled in on the left side of the map. Click "Next."
- 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

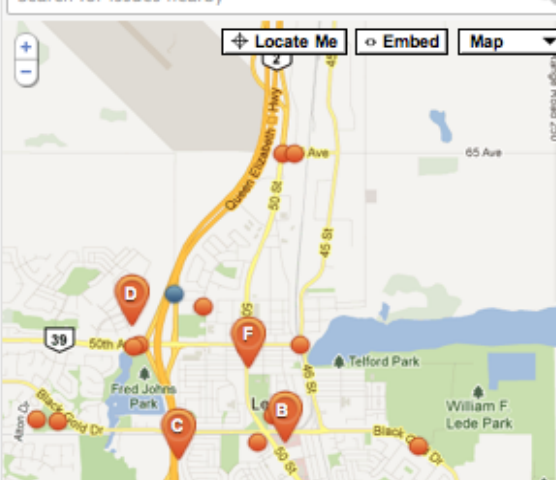
Drag your marker to the location of your choice

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



And, finally, some games!

Participatory Chinatown by MAPCMetroBoston



Participatory Chinatown Boston





Play the game. Plan the future.

SIGN IN



Community PlanIt is an online engagement game that gives everyone the power to help shape their community's future

Games

Past Games

NoQuWo:
Neighborhoods on the
Move

Metro Boston • Happening right now!



a presentation of
EMERSON COLLEGE

Asian Community
Development Corporation

Sustainable
Metro
Boston



Metro Areas

[Detroit](#)

[Metro Boston](#)

BRING COMMUNITY
PLANIT TO YOU!

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

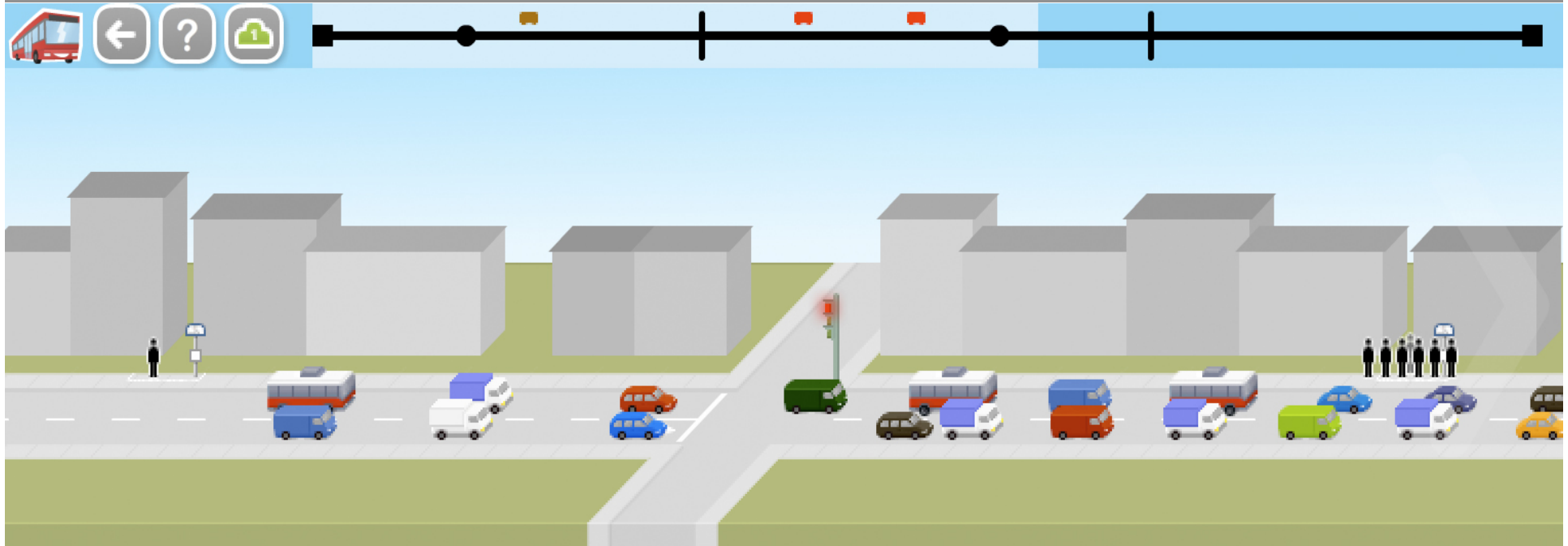
GreenCityStreets is an integrated application using Web 2.0 techniques to:



- **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



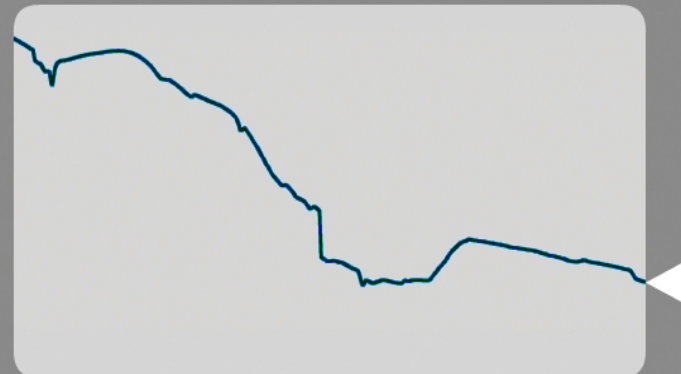
Costs



More



Σ Total



<http://www.youtube.com/watch?v=nBrSaN2acyw>

**“BusMeister Game” video from ...
Andrew Nash channel on YouTube**

Or the music video parody version?

<http://www.youtube.com/watch?v=kvSeKimW8ks>

BusMeister wiki: For learning the details.

guest · Join · Help · Sign In · 

 **BusMeister**

★ intro_best_practices **PAGE** ▾ DISCUSSION HISTORY NOTIFY ME

 PROTECTSPACE

 Join this Wiki

 Recent Changes

 Manage Wiki

Search 

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

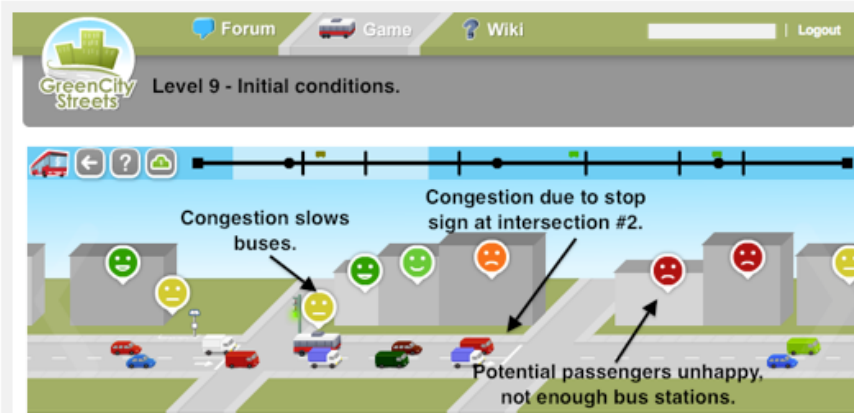
Posted on [August 22, 2011](#) by [Andy Nash](#)

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

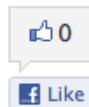
GreenCityStreets Forum: Social network for public transport.



GreenCityStreets Forum

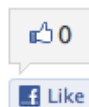
The GreenCityStreets Forum provides a place for you to recommend sustainable transportation ideas for your community. You can support (Like) or comment on ideas already in the Forum or add your own ideas. Use the links to display all the ideas for a city, for a public transport line or from another user.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



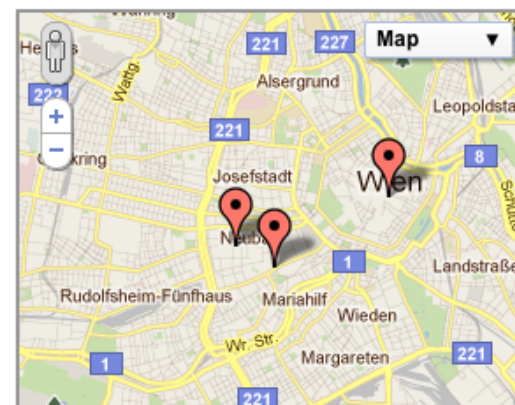
Wien | 13A stuck in traffic 13A

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

Problems

- Technical: game interface, website, wiki all could be much better ...
- No sponsor: we need someone to take the comments seriously.

This is the unanswered question:

How do we get organizations to use online games to improve the urban planning process?

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: *Using an online approach to public involvement will change the work you do and mean developing a new type of relationship with customers.*

Benefits of using IT for public involvement:

- Better *ideas*
 - Detailed neighborhood knowledge
 - Fresh perspective (why not?)
- Clear show of *political support* for controversial ideas (like bus lanes)
- Creates *committed customers* - people who have a stake in public transport
- Inevitable: If you don't do it someone else will and *you won't control the data!*

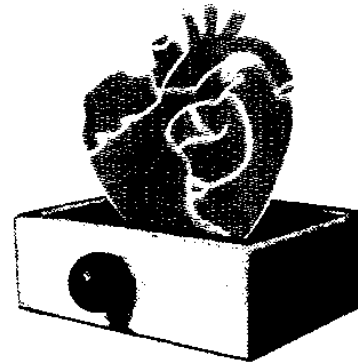
ANZEIGEN

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

Yoga!!! (Iyengar certfyied), 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

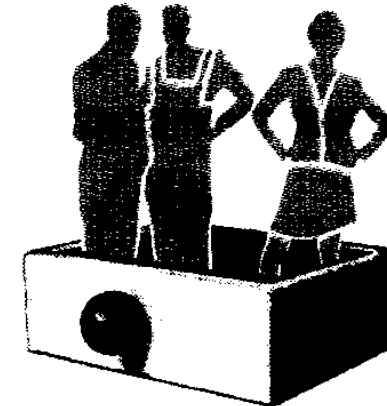
Zen – Meditation jeden Montag, 19 Uhr, Währinger Straße 26, 1090 Wien. Tel. 0650/879 57 23,



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-

Orientalischer Gentleman, 32, sucht nette Dame zum Kennenlernen u. mehr. Tel. 0699/12 31 42 35.

www.greencitystreets.com

Andrew Nash

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www.andynash.com

[@andrewbnash](#)



GreenCityStreets was made possible
through generous support from ZIT,
the City of Vienna's Technology Agency
www.zit.at



zit

Die Technologieagentur
der Stadt Wien

<http://www.youtube.com/watch?v=nBrSaN2acyw>

**“BusMeister Game” video from ...
Andrew Nash channel on YouTube**

Or the music video parody version?

<http://www.youtube.com/watch?v=kvSeKimW8ks>