

Can social networking improve transport?



Andrew Nash
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?***

[Issues](#)

[Neighbors](#)

[Watch Areas](#)



[Report an Issue](#)

[Follow this Place](#)

Sort by: **Hotness** ▾



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!](#)



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!](#)



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!](#)



Illegal_Dumping

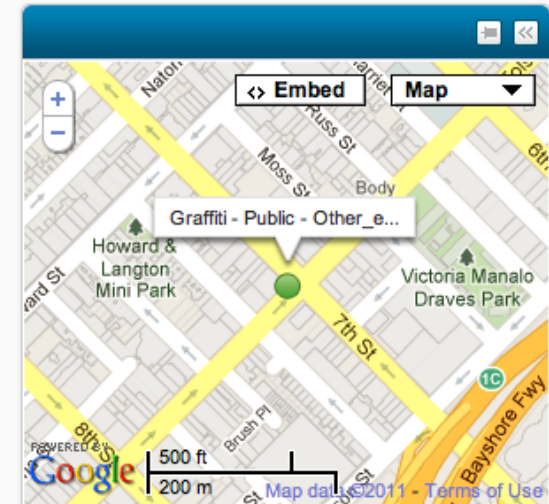
Acknowledged

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](#)

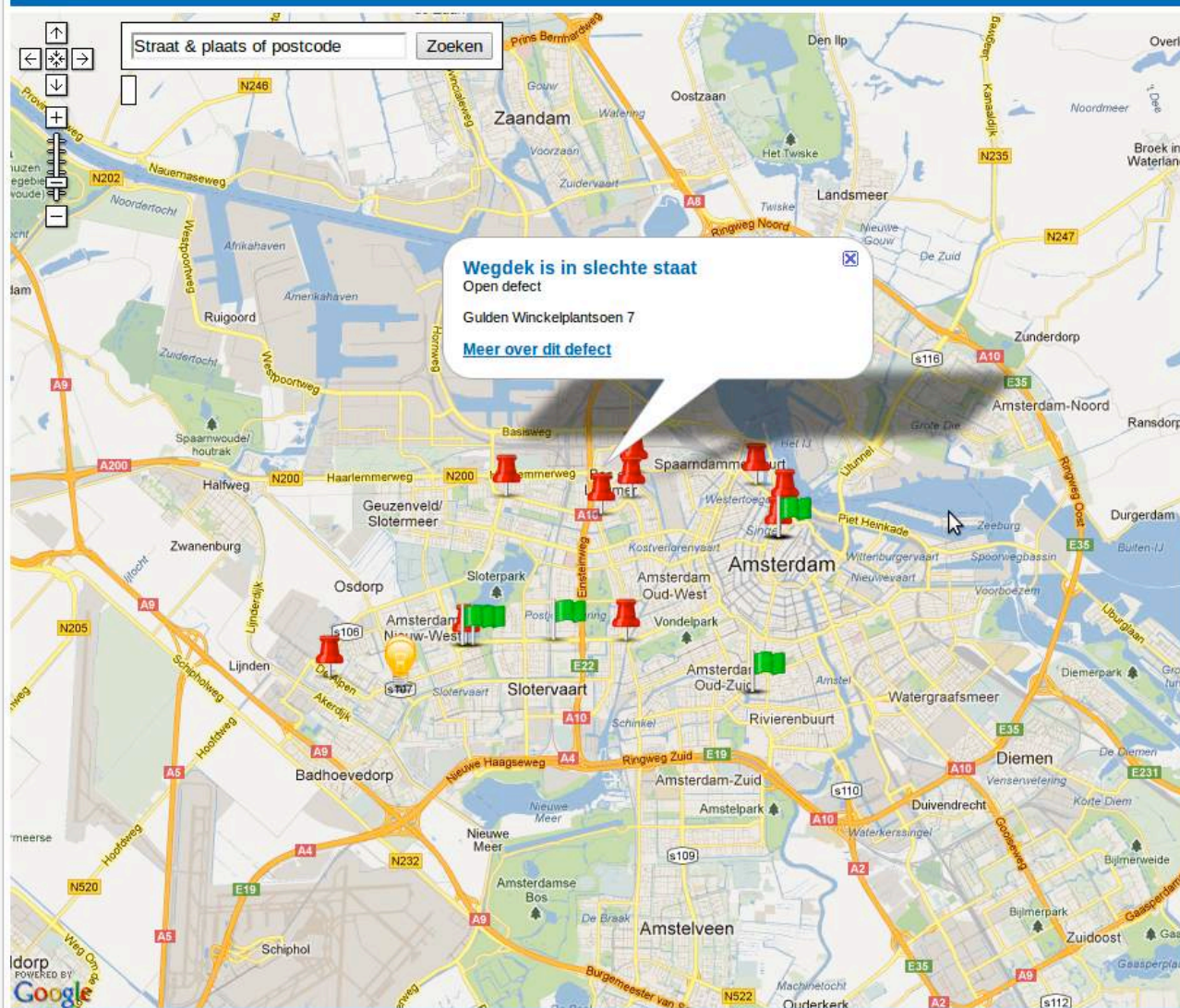
[View routes by region](#)

[Map of issues](#)



Infra-meldpunt

Kaart



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 kuilen in het wegdek. Dit zou en vroeg zich waarom dit er zo bijligt. Daarnaast zijn de markeri

Lijnen:

21

Richting:

CS

E-mailadres

Foto:



Deze melding delen:

http://gvb_master.localhost/amsterdam/wegdek-is-in-slechte-st

Reacties (0):

Open

Slecht Wegdek - Bos en Lommerweg 165A Open

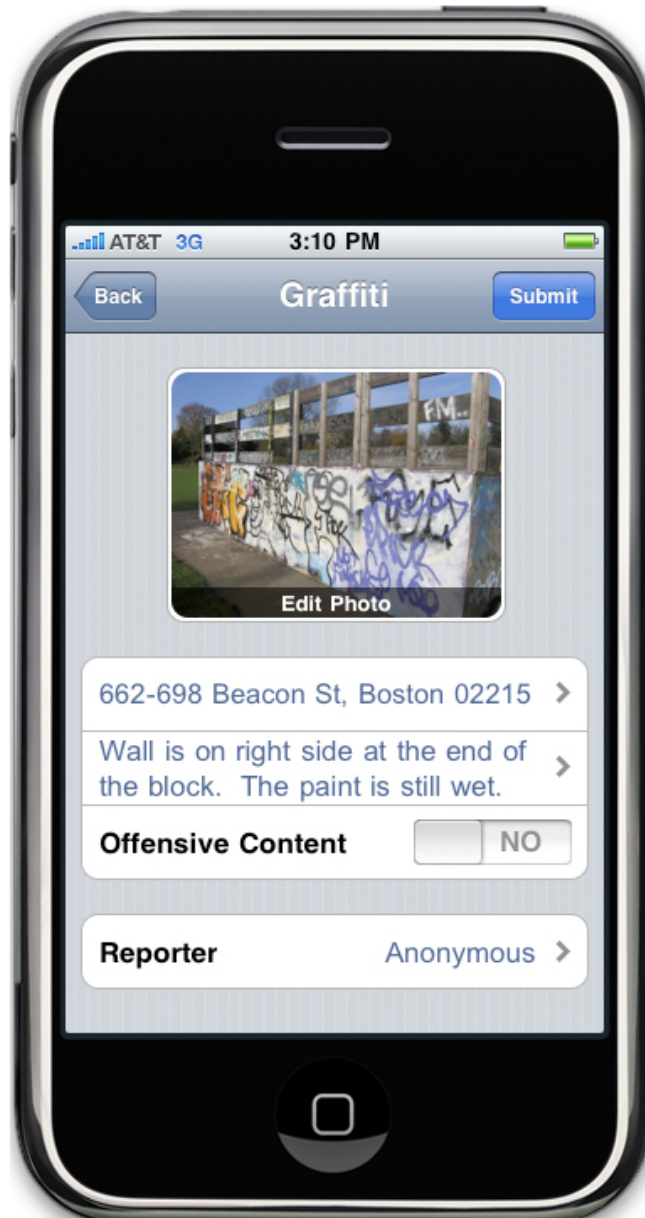
Slecht Wegdek - Prins Hendrikkade 3-6 Open

Wegdek Is in Slechte Staat - Gulden Winckelplantsoen 7 Open



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](#).





Participatory Chinatown Boston



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

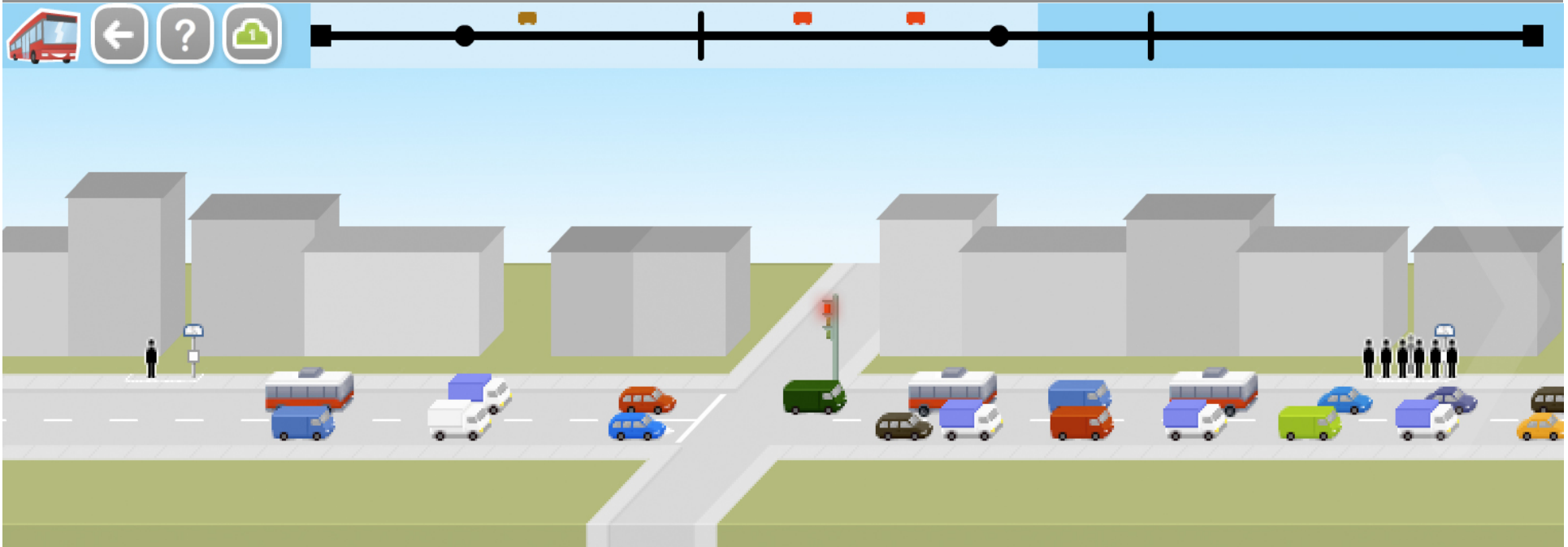
GreenCityStreets is an integrated application using Web 2.0 techniques to:



- **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



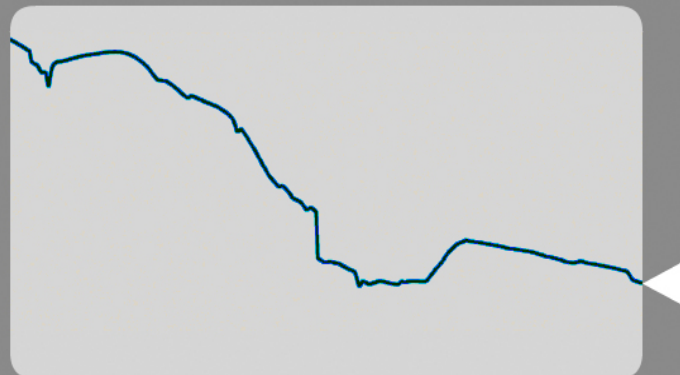
Costs




More



Σ Total




GreenCityStreets Forum: Social network for public transport.

 Forum Game Best Practices Login with Facebook

Sustainable Urban Transport

Helping you make transport in your city more sustainable.




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

-  0

Wien | 13A stuck in traffic 13A

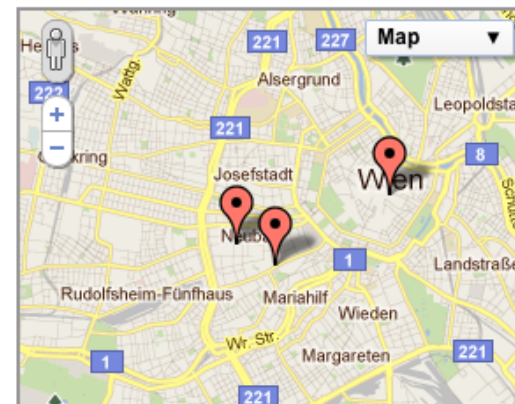
in mariahilfstrasse 60, Wien

by [Andrew Butler Nash](#) about 1 hour ago
-  0

Wien | Tram 49 comes in bunches 49

in Westbahnstrasse, Wien

by [Andrew Butler 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.*

CVB - CMS

gvb_master.localhost/backend.php/issue

Ingelogd als: TVM [Uitloggen](#)

Menu

Dashboard

Dashboard

Defecten/Aanpassingen

Meldingen maken

Meldingen bekijken

Categoriën

Login beheren

Persoonsgegevens wijzigen

Uitloggen

Overzicht meldingen

Indiener	Titel	Omschrijving	Categorie	Status	Toegekend aan	Gemaakt op	Oplosdatum	Stemmen
Hans Brandenburg	Beperking	Beperking va...	Calamiteit op vrije tram-busbaan	Atgehandeld		5 juni 2012 9:06		2
Wim van Barneveld	Matrixborden geven aan dat er nog een tram komt lijn 1 0.44 uur	Categorie kl...	Beschadigde abri	Atgehandeld		8 juni 2012 16:13		0
Wim van Barneveld	overtollig groen	tussen halte...	Hinderlijk groen	Atgehandeld		15 juni 2012 13:00		0
Wim van Barneveld	kopteken onduidelijk	kopteken op...	Slecht plaveisel op een halte	Atgehandeld		15 juni 2012 13:01		0
Wim van Barneveld	display stuk	halte koning...	Beschadigde abri	Atgehandeld		15 juni 2012 13:03		0
Wim van Barneveld	kopteken verkeerde plek	kopteken hal...	Slecht wegdek	Atgehandeld		15 juni 2012 13:10		0
Wim van Barneveld	matrixborden geven nog aan dat er een tram komt terwijl de laatste al geweest is	matrixborden...	Beschadigde abri	Atgehandeld		25 juni 2012 11:36		0
Wim van Barneveld	negenoo richting Aker is 1 van de rode lichten kapot	negenoo ric...	Verkeerslichten	Open		10 juli 2012 15:00		0
Wim van Barneveld	negenoo richting CS is 1 van de rode lichten kapot	negenoo ric...	Verkeerslichten	Open		10 juli 2012 15:01		0
Wim van Barneveld	verkeerslichten zijn star	verkeerslich...	Verkeerslichten	Open		17 juli 2012 10:11		0
Wim van Barneveld	begrenzing verwijderen	werkzaamhede...	Calamiteit op vrije tram-busbaan	Atgehandeld		19 juli 2012 18:59		0
René van Poelgeest	Wegdek is in slechte staat	Op genoemde...	Slecht wegdek	Open		20 augustus 2012 13:07		0
René van Poelgeest	Slecht wegdek	In de gecoml...	Slecht wegdek	Open		20 augustus 2012 13:12		0
René van Poelgeest	slecht wegdek	Bij de halte...	Slecht wegdek	Open		20 augustus 2012 13:18		0
René van Poelgeest	slecht wegdek	Tijdens het...	Slecht wegdek	Open		20 augustus 2012 13:25		0
René van Poelgeest	slecht wegdek	Put ligt sle...	Slecht wegdek	Open		20 augustus 2012 13:31		0
René van Poelgeest	slecht wegdek	Bij de halte...	Slecht wegdek	Open		20 augustus 2012 13:37		0
Wim van Barneveld	wildgroei struiken	Hier groeien...	Hinderlijk groen	Open		21 augustus 2012 10:07		0
Wim van Barneveld	PID geeft verkeerde info	PID op halte...	Beschadigde abri	Open		2 oktober 2012 15:03		0
asdf	ProbleemTestSiebe 39	asfdsaddfsad...	Calamiteit op vrije tram-busbaan	Intern in behandeling	blabla@blabla.com	18 oktober 2012 10:22		0

25 results

export

create

filters

Melding ID:

Status:

Vanaf :

Lijn :

Verantwoordelijke:

reset

filter

GVB Amsterdam – Back End
Issue tracking and analysis

(verbeterdebuurt system)

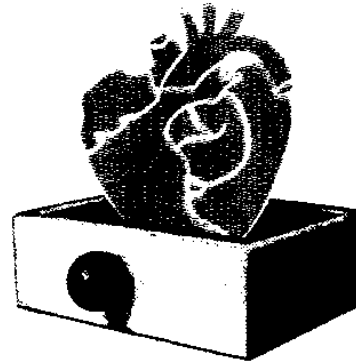
ANZEIGEN

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

Yoga!!! (Iyengar certified), 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

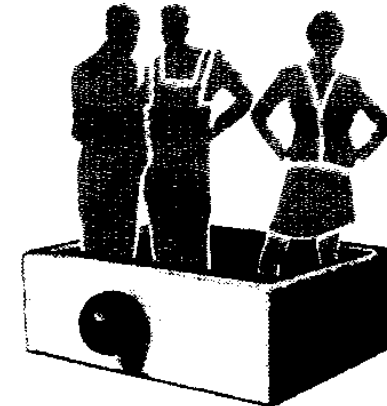
Zen – Meditation jeden Montag, 19 Uhr, Währinger Straße 26, 1090 Wien. Tel. 0650/879 57 23,



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

Malerei. 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.

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@andrewbnash

GreenCityStreets.com



zit

Die Technologieagentur
der Stadt Wien

GreenCityStreets was made possible through generous support from ZIT, the City of Vienna Technology Agency.

Music Videos:

[YouTube.com/user/andrewbnash](https://www.youtube.com/user/andrewbnash)