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

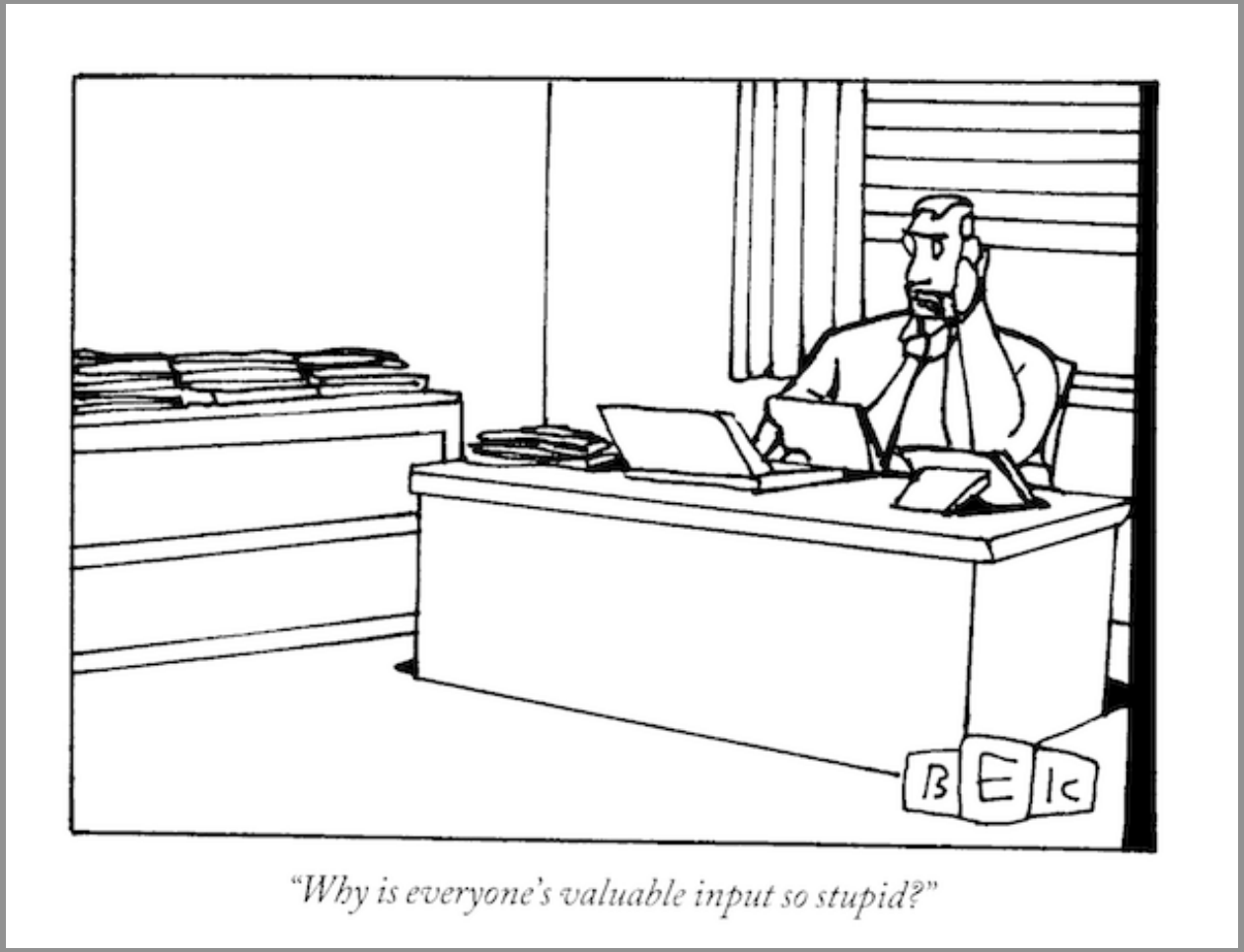
… but have *less money available* to provide it.

And, no surprise

I’m going to tell you …

… information technology 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 …

More specifically, using IT to help

Re-think the role of citizens in government

New IT and communications technologies will redefine the role of citizens in all aspects of government.

The goal isn't data, culture, accountability or efficiency, it's building a community to work together to solve problems.

How will we create these communities?

Two approaches:

1. Identify problems
2. Participate in planning

SeeClickFix San Francisco, CA

GoPro! Login Sign Up How it Works Help

Issues Neighbors Watch Areas

Search Issues, Neighbors or Watch Areas...

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!

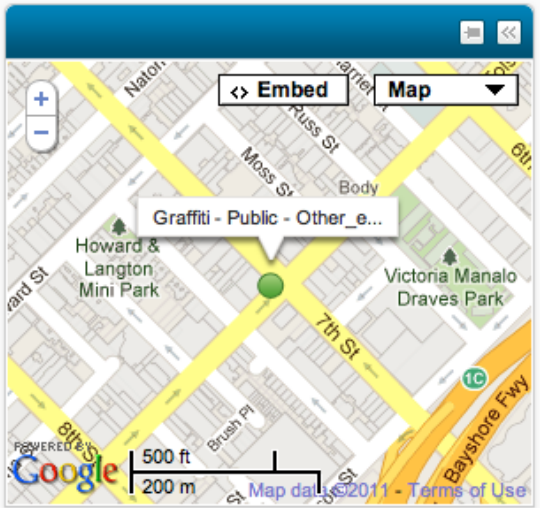
2 **Graffiti - Public - Other_enter_additional_details_below** Acknowledged
Ocean Ave & Aptos Ave San Francisco, CA 94127, USA - Ingleside
reported about 9 hours ago

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

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

What FixMyTransport does

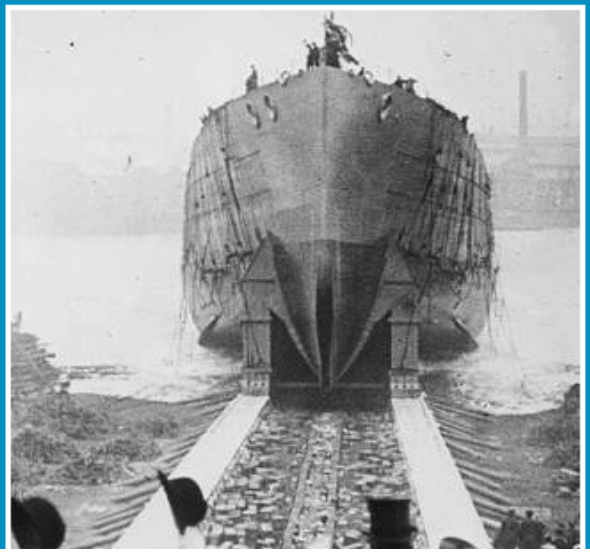
- Reports problems
- Finds people responsible
- Grows support
- Tracks progress
- Gets things done

How does it work?

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

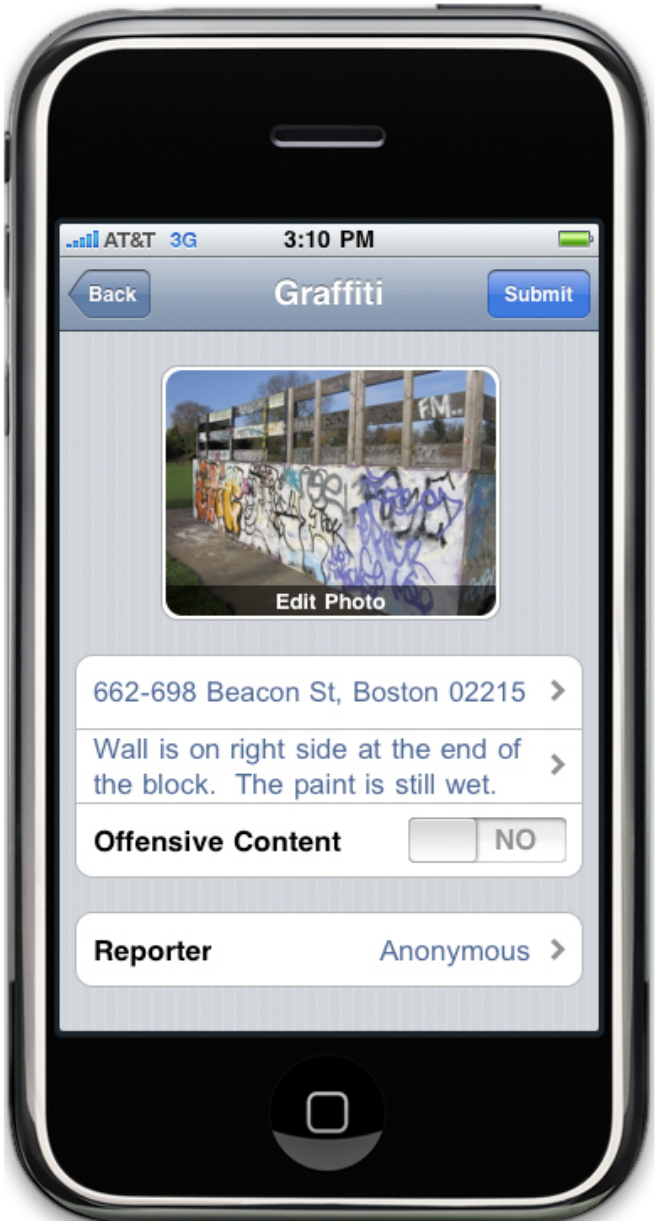
View recent issues

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.



Identifying problems is important but we could be doing more.

Moving beyond reporting.

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.'

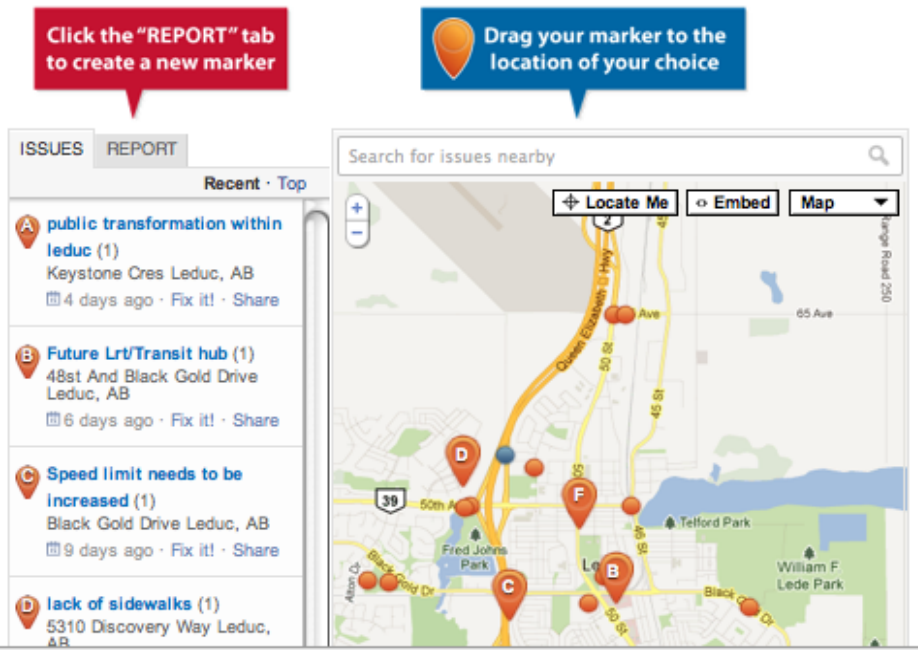
4. Choose the appropriate category for your concern / solution and fill out the remaining information.

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:

1. Vehicle Congestion
2. Transit Improvements
3. Walking and Cycling Improvements
4. Other Transportation-Related Issues



Participatory Chinatown Boston

Forum Game Best Practices Login with Facebook Log In

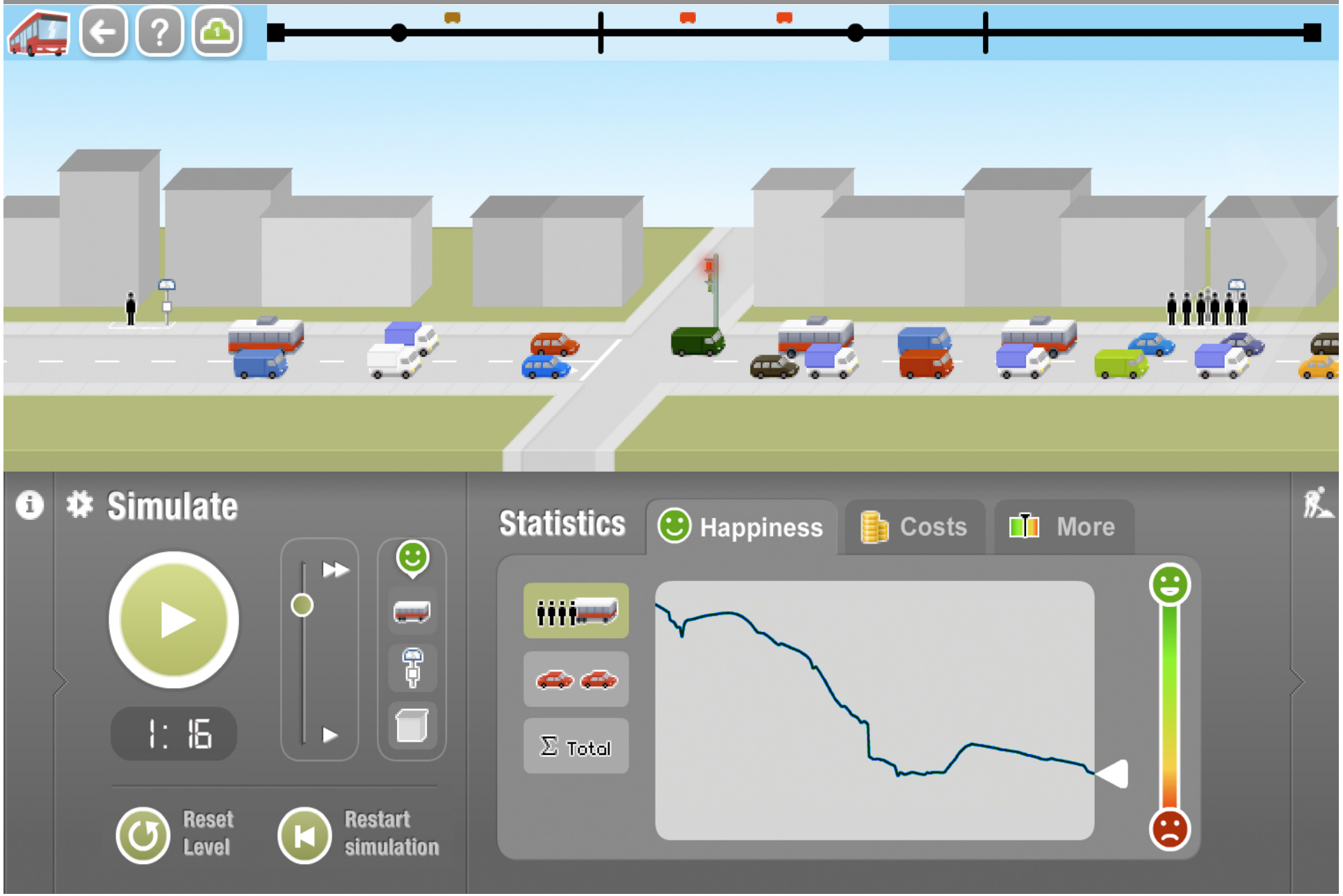
GreenCity Streets

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.



BusMeister wiki: For learning the details.

guest · Join · Help · Sign In · wikispace

BusMeister

★ intro_best_practices | PAGE | DISCUSSION | HISTORY | NOTIFY ME | PROTECTE

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).

Table of Contents

1. Introduction
2. Recommendations
3. More Information
4. Please Help
About the Project

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;

GreenCityStreets blog: Top level pages and news.

GreenCityStreets Wiki

Web 2.0 for Sustainable Urban Transport

BusMeister Classroom Guide (Draft) available

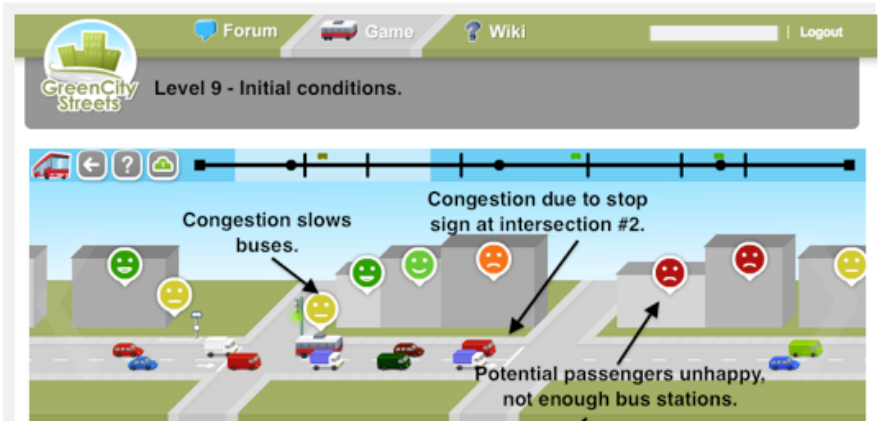
Posted on August 22, 2011 by Andy Nash

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

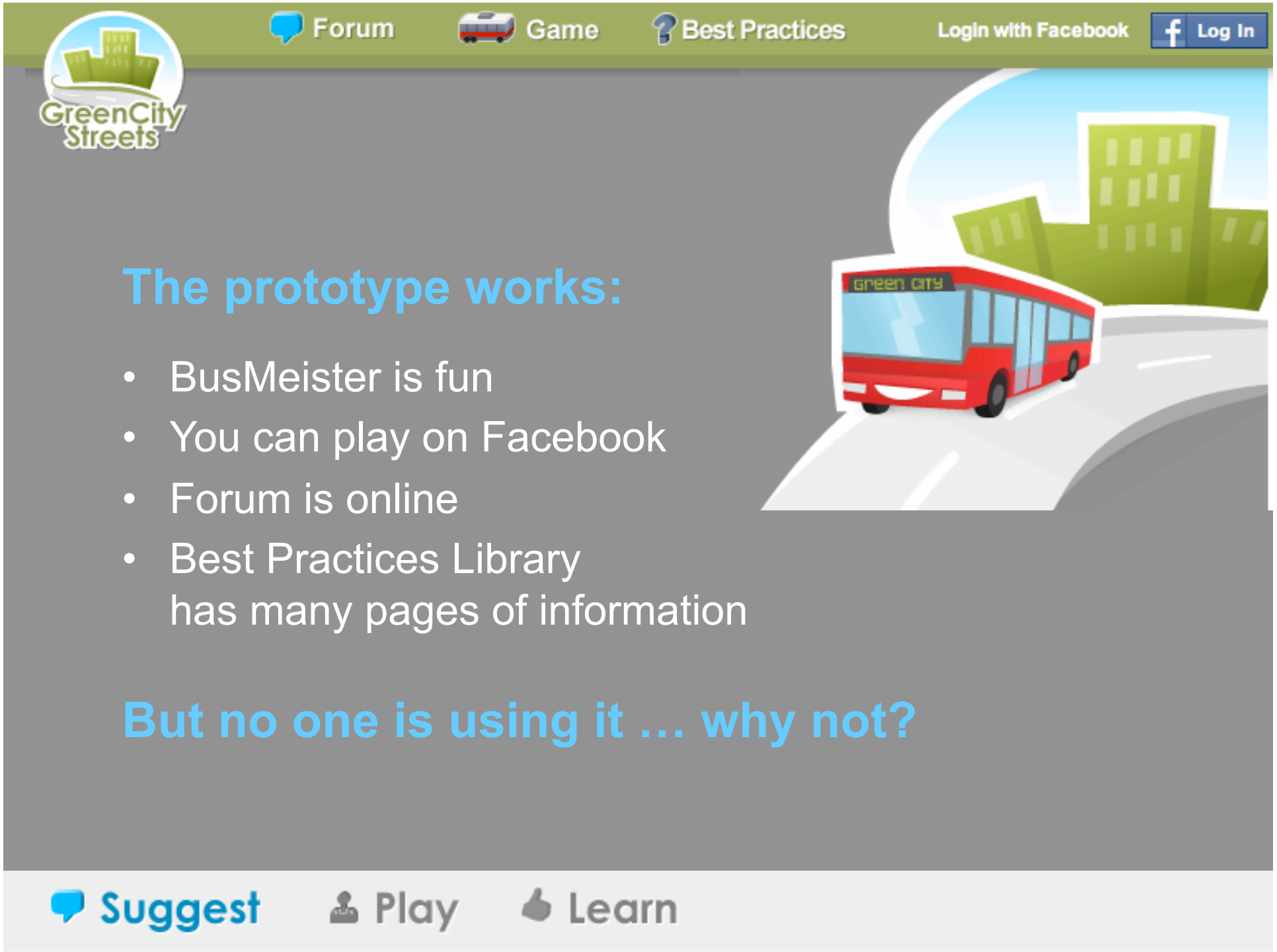
Search

Recent Comments

GreenCityStreets Forum: Social network for public transport.

Link to video on You Tube:

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


GreenCity Streets
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*

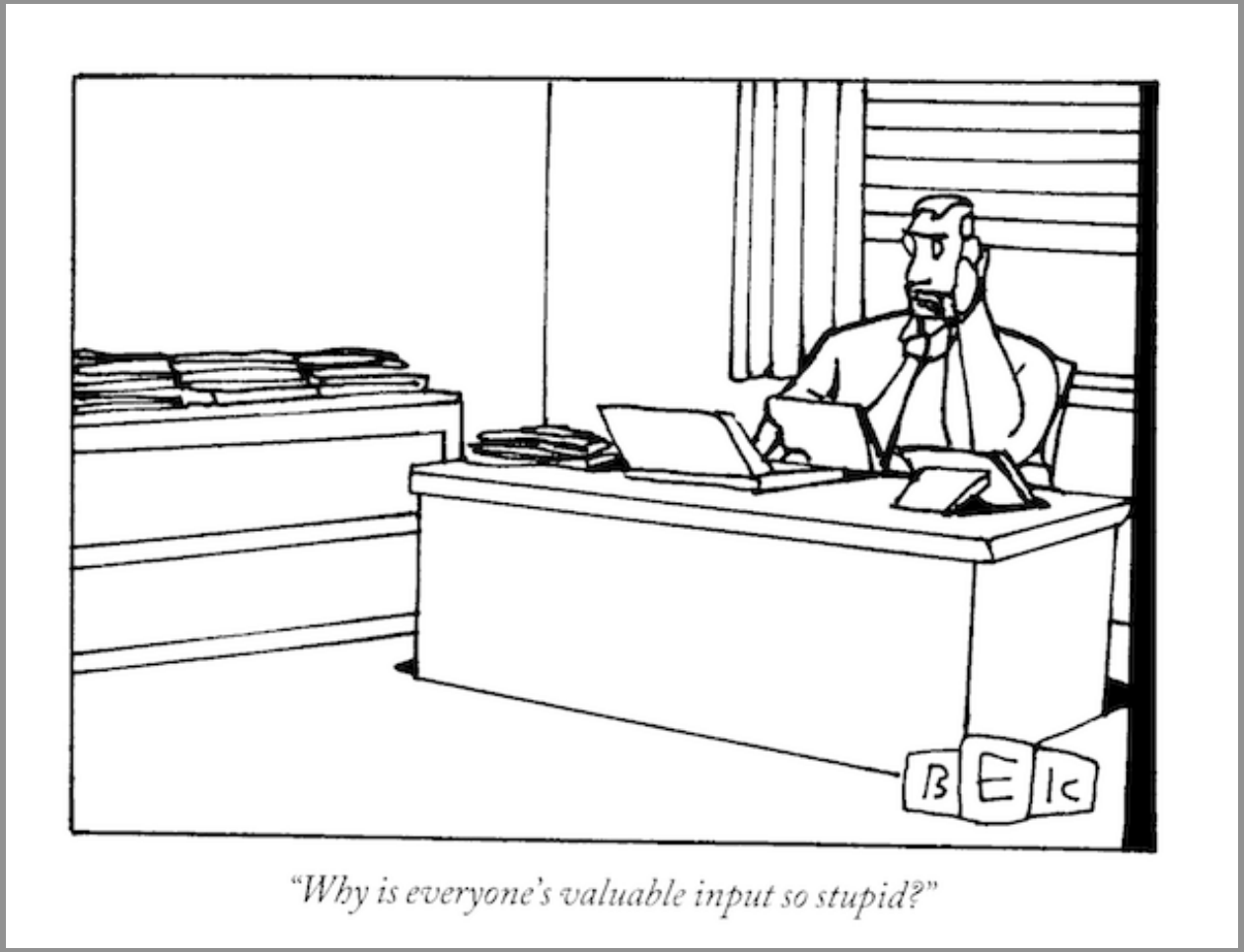
- Fun game, but complex user interface
- Social network limited to Facebook users
- Hard to get people to contribute to the best practices wiki
- Website organization is suboptimal

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

But, most importantly …

Community-based planning will happen:

- Applications are being developed;
- Technology is improving;
- We have many examples of “impossible” community-based applications (wikipedia).

The real question is …

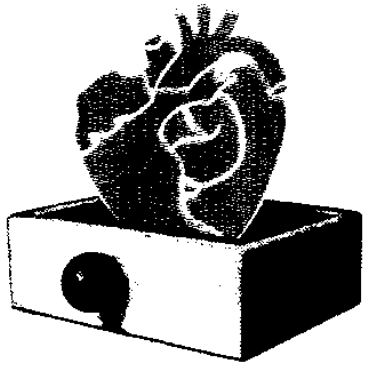
Will transport agencies lead the way

… or follow?

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

be-
nd,

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



Kontakt w/m

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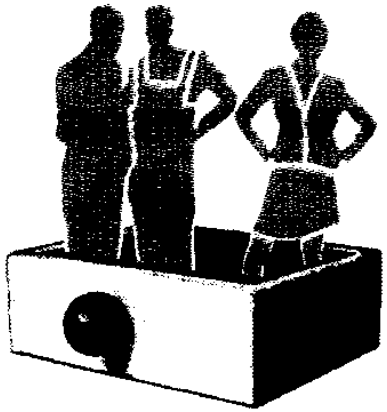
Orientalischer Gentleman, 32, sucht nette Dame zum Kennenlernen u. mehr. Tel. 0699/12 31 42 35.

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-Mitgleid. 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

Thanks for your attention

www.greencitystreets.com

Andrew Nash

andy@andynash.com

www.andynash.com