Quality of public administration at local and regional level

Mobile application „Pilsen – Citizen"

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Mobile application „Pilsen – Citizen"

Overview

Some electronic communication tools between the citizen and the city offices:

1. Mobile application „Pilsen – Citizen" (since 2013)
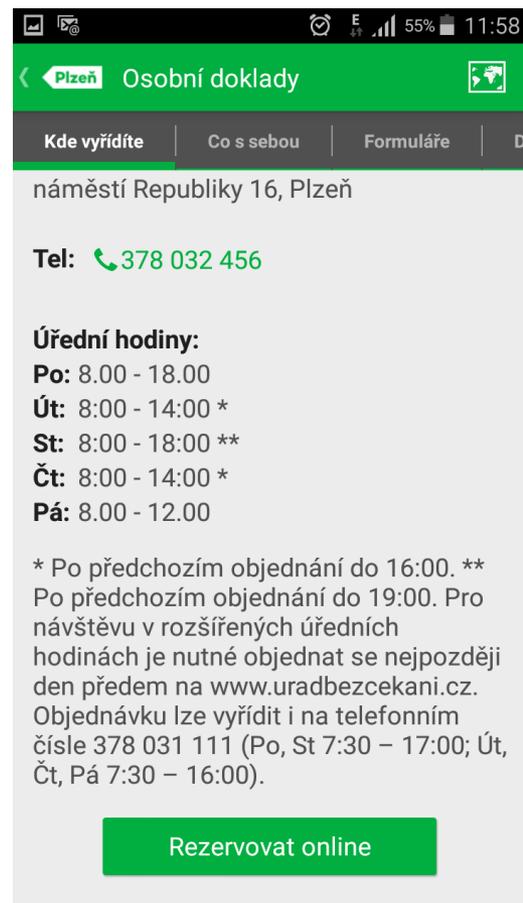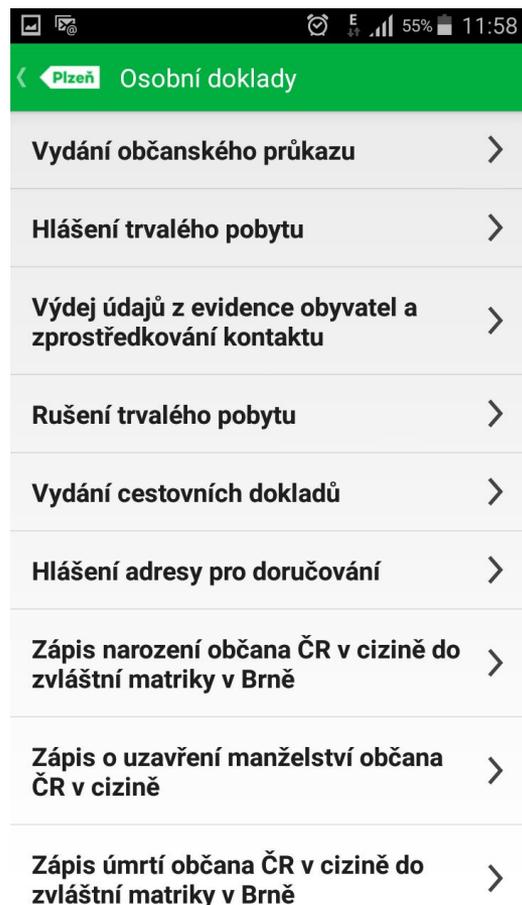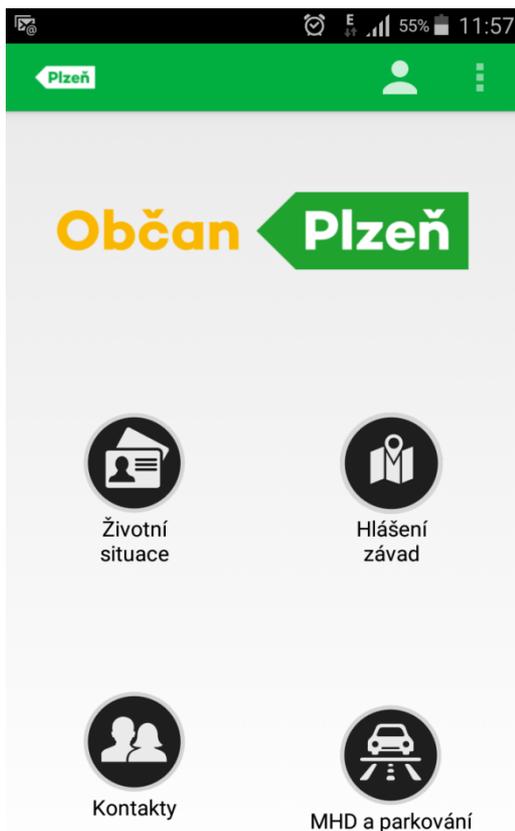
2. Fault reporting „Plzni.to" (since 2015)

Město Plzeň

1. Mobile application „Pilsen – Citizen"

The application provides information about:

- Life situation solutions (inc. online ordering office meeting)
  identity cards, passports, social assistance, housing…

- Practical contacts
  offices, police, medical emergency, schools…

- Traffic and parking in the city
  parking areas, free places in parking houses, public transport…

- Fault reporting (in-app „Plzni.to")
  the possibility of reporting defects in urban property…

Available for: Android, iOS, Windows*

Město Plzeň

1. Mobile application „Pilsen – Citizen"

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2. Fault reporting „Plzni.to"

The application (web site) allows:

- To report urban property faults (inc. localization)
  broken swing, dump and garbage, missing traffic signs, unfunctional public lighting…

- To track solution of my reports

- To view all other reports

Works since april 2015. During 2015 + 2016 over **1457 solved reports**. 180 reports per month on average.

The most common reports: dump and garbage in the streets, public lighting, missing traffic signs…

Město Plzeň

2. Fault reporting „Plzni.to"

- Take a photo of the urban property fault.

- Start app or web site and desrcibe problem in new report.

- We will forward report to the right office.

- When it is fixed, we will tell you the result.

2. Fault reporting „Plzni.to"

Available for: WWW (www.plzni.to) or Android and iOS
(part of the mobile application „Pilsen – Citizen")
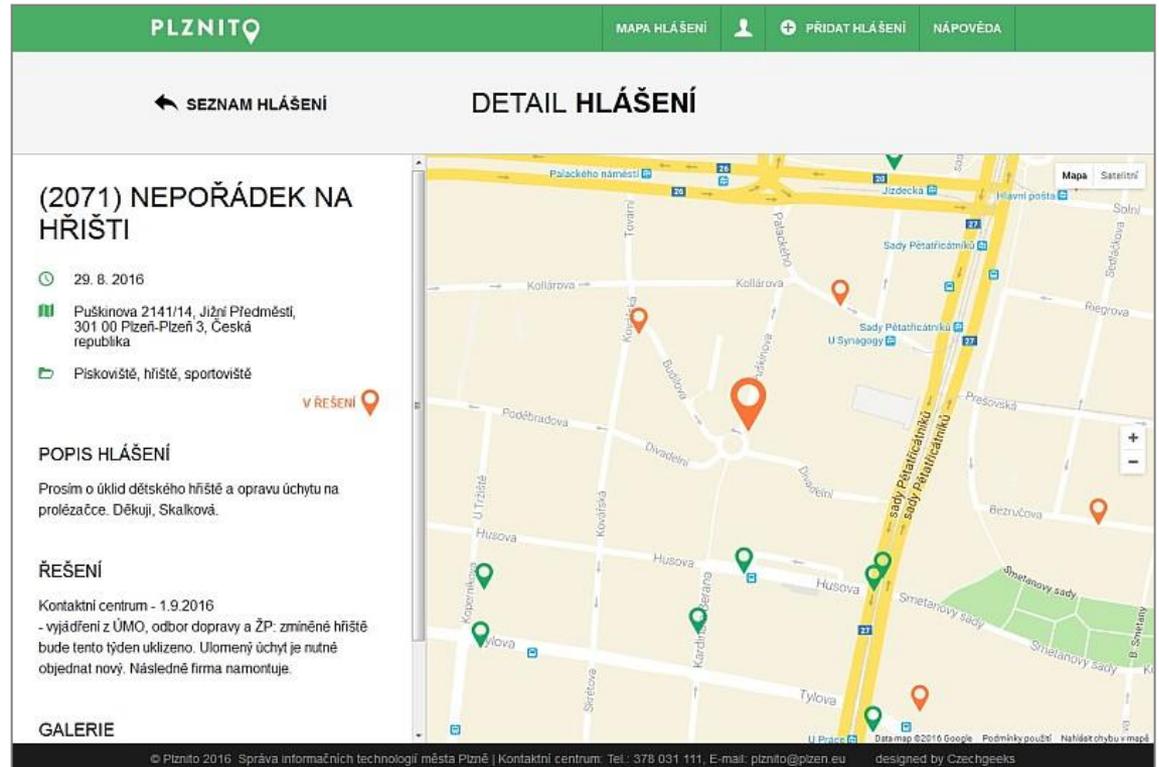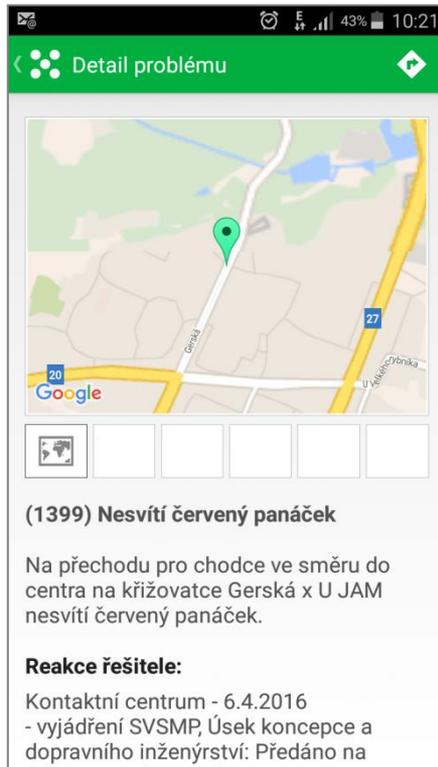
Thank you for your attention …

Město Plzeň