

Citizen Participation Systems

Managing city services through civic participation

Challenge

Our challenge was to create a solutions that would help involve citizens in city services through the use of new technologies and by creating a smart city 2.0. It is important that each citizen feels that there is an easy way to collaborate with the city so it answers to his or her needs.

Moreover, we wanted to create a service that would enable the citizens and the city to be fully connected so the citizen can ask and take part in the city administration while using new technologies and smart services.

Solution

We created a participation system through which citizens can easily request city services or report incidences.

The solution is achieved through the following steps:

1. QR Codes are installed (printed/engraved) in the city furniture, bottle/paper banks, garage entrances, parking lots, etc. Each QR code links to a web application, which deals with this information and activates the appropriate city service.
2. Our web application receives all the citizens reports and dispatches them to the city services.
3. Through the application, data is collected, analyzed and resources are dispatched as deemed necessary.

Results

We developed an innovative system through which users can report incidences through the city or ask for city services. It is an effective, smart, efficient and enjoyable way to connect residents to their surrounding city.

Target Markets

Cities, Administration



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