

Muda São Leo

Papers and Abstracts

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Abstract. *Muda São Leo is a digital platform developed for the citizens of São Leopoldo to report urban issues such as potholes, power outages, and water shortages quickly and easily. Through the submission of photos and videos, the population communicates directly with the responsible authorities, promoting agility in resolution and more transparency. The project aims to encourage civic participation, improve quality of life, and make the city more organized and functional.*

Resumo. *Muda São Leo é uma plataforma digital desenvolvida para que os cidadãos de São Leopoldo possam relatar problemas urbanos, como buracos, falta de luz e água, de forma simples e rápida. Através do envio de fotos e vídeos, a população se comunica diretamente com os órgãos responsáveis, promovendo agilidade na resolução e mais transparência. O projeto visa incentivar a participação cidadã, melhorar a qualidade de vida e tornar a cidade mais organizada e funcional.*

1. Introduction

The active participation of the population in identifying and reporting urban problems is essential for the development of more organized and functional cities. However, traditional communication channels between citizens and the public authorities are often slow, inefficient, or inaccessible. With this in mind, Muda São Leo was created — a digital platform that allows São Leopoldo residents to quickly and easily report issues such as potholes, lack of lighting, or water supply.

The project's proposal is to offer a direct channel between the population and public agencies, promoting faster responses, transparency in actions, and encouraging citizenship. Through the submission of photos and videos, every citizen can actively contribute to the improvement of the city, while also following the implemented solutions. This technological connection between society and public management has the potential to transform the relationship between residents and the government, making São Leopoldo a more participatory and efficient city.

2. How It Works

The operation of the Muda São Leo platform was designed to be simple, intuitive, and accessible to all. Through an app or website, the citizen can report an urban problem in their region by attaching photos or videos and a brief description of the occurrence.

The system automatically sends this information to the responsible public agencies, who can monitor the reports in real-time.

The platform also allows users to track the status of each request, receiving notifications about the progress or resolution of the cases. Other citizens can also view the reports and support them, increasing the visibility of recurring issues. This dynamic encourages collaboration among residents and promotes a more transparent and effective urban management.

3. Goals

The main goal of Muda São Leo is to improve communication between the citizens of São Leopoldo and the local authorities. The platform aims to:

1. Facilitate communication: Create a direct and efficient channel for residents to report urban problems.
2. Accelerate problem resolution: Allow authorities to receive notifications in real-time and take immediate action.
3. Encourage civic participation: Engage the population in solving urban problems and improving the city, making it more organized and functional.

Additionally, it seeks to promote transparency by allowing citizens to monitor the progress of resolutions and ensuring that public management becomes more accessible.

4. Expected Impact

The use of Muda São Leo is expected to generate a series of positive impacts on the city of São Leopoldo. The main one is faster resolution of urban issues, as the authorities will have immediate access to reports. This will allow quicker responses, improving the city's infrastructure and public services.

Another important impact is increased transparency in public management. The population will be able to follow the progress of implemented solutions, ensuring that the actions taken are aligned with citizens' needs. The platform can also strengthen the sense of belonging and active citizenship, encouraging residents to participate more in building a better city.

Over time, Muda São Leo is expected to become an essential tool for the city, enhancing collaboration between the population and the government and making São Leopoldo an example of participatory and efficient management.

5. Target Audience

Muda São Leo is aimed at all citizens of São Leopoldo, allowing any resident of the city to report urban problems in a simple and quick way. The platform was designed to be accessible and intuitive, ensuring that everyone, regardless of age or technical knowledge, can participate in improving the city.

Public agencies and local authorities are essential, as they will be responsible for receiving and addressing the problems, ensuring collaboration and the platform's success.

6. Conclusion

Muda São Leo presents a simple and effective solution to engage the population of São Leopoldo in resolving urban issues. By facilitating communication between citizens and local authorities, the platform promotes greater transparency and faster public action.

The use of technology and the collaboration between residents and public managers create a favorable environment for improving the city's infrastructure, as well as strengthening civic participation. Over time, the platform can become an essential tool for making São Leopoldo more organized and functional, with more accessible and efficient public management.