

The app offers an interface for citizens to report complaints and issues related to public transport to relevant authority or operator

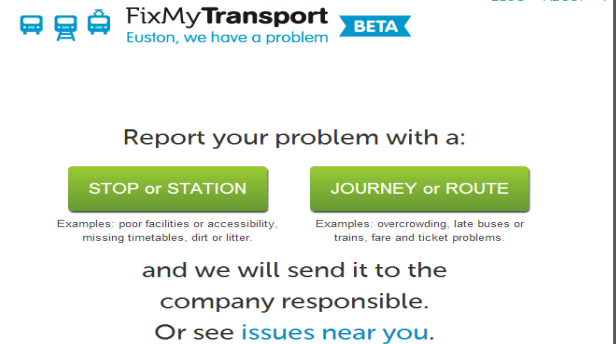
Situation

- The site enables users to report issues/complaints about public transports to the correct operator or authority
- All reports and responses are available online, which other users can support via their social media accounts to respond and share advice
- **Developed by:** mySociety
- **Organisation type:** Not for profit
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UK

Transport



Challenge/Opportunity

- It allows public transport authorities to collect information about transportations issues from commuters for speedy response

Approach/Solution/Business model

- Free
- Crowdsourced issue reporting platform
- **Type:** App based reuse

Open data used

- National Public Transport Access Nodes
- National Public Transport Gazetteer
- National Public Transport Data Repository
- Crowdsourced emails
- Telephone data from transport operators

Benefits

- Citizen reporting app
- Accountability
- Efficiency
- Accessibility