

Quality of public administration at local and regional level

Mobile application „Pilsen – Citizen“

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)

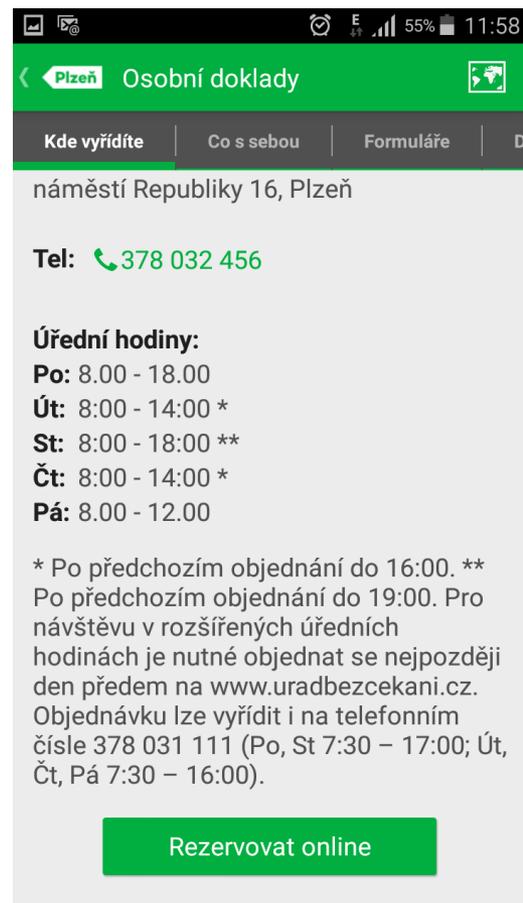
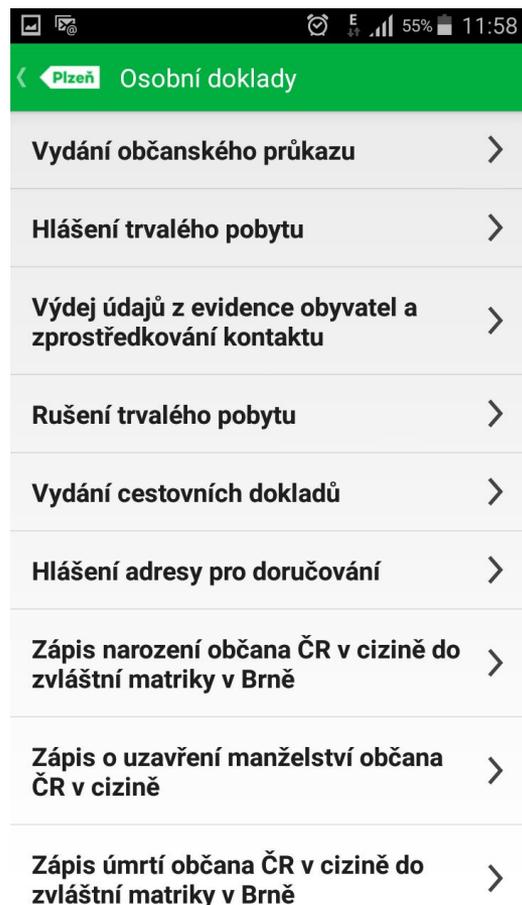
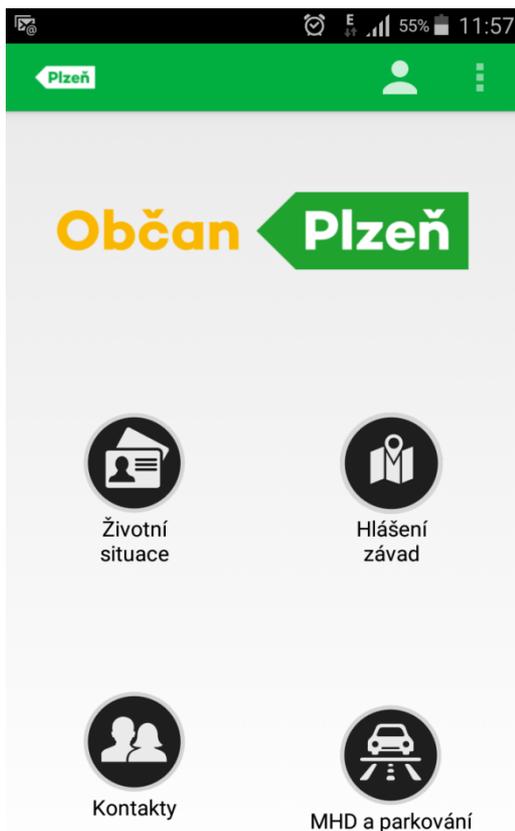
1. Mobile application „Pilsen – Citizen“

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*

1. Mobile application „Pilsen – Citizen“



1. Mobile application „Pilsen – Citizen“

Osobní doklady

Vydání občanského průkazu

Kde Co s sebou Formuláře Details

Magistrát města Plzně, Odbor správních činností, oddělení občanských průkazů a cestovních dokladů
náměstí Republiky 16, Plzeň

Telefon 378 032 456

Úřední hodiny
Po: 8.00 - 12.00
Út: 8:00 - 18:00, *18:00 - 19:00
St: 8:00 - 14:00, *14:00 - 16:00
Čt: 8.00 - 18.00
Pá: 8:00 - 14:00, *14:00 - 16:00

Pro návštěvu v rozšířených úředních hodinách je nutné objednat se nejpozději den předem na www.uradbezcekani.cz. Objednávku lze vyřídit i na telefonním čísle 378 031 111 v pracovních dnech od 7:00 – 18:00.

Objednat on-line

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...

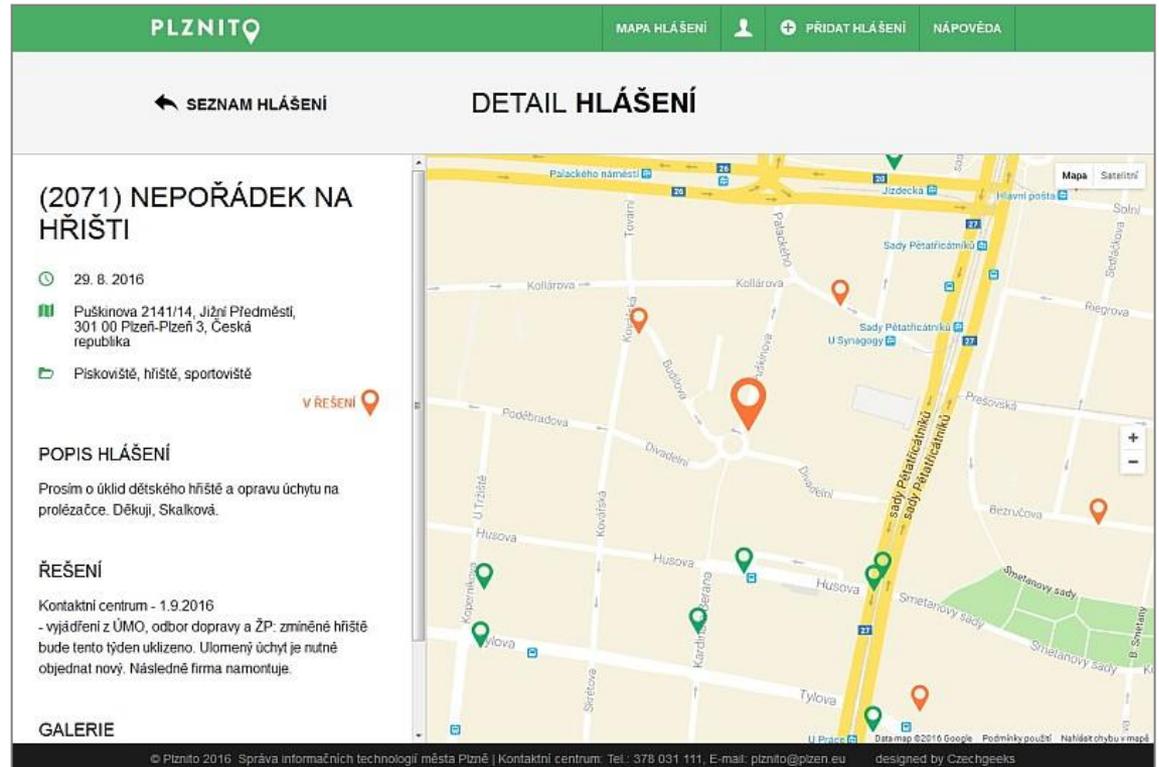
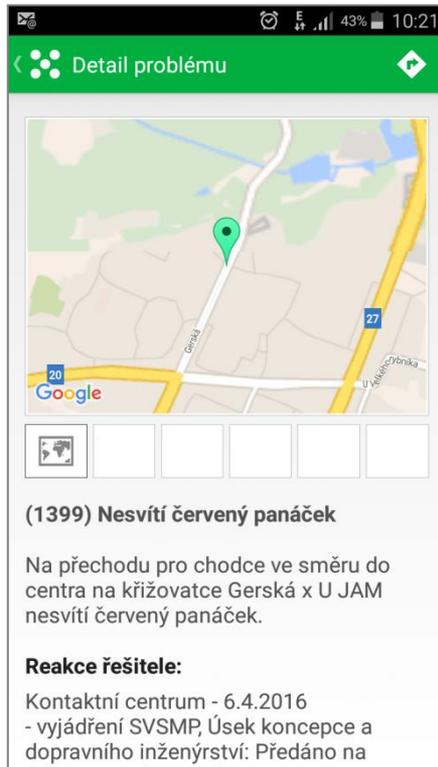
2. Fault reporting „Plzni.to“



- Take a photo of the urban property fault.
- Start app or web site and describe 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 ...