



MP4 WP 1.3 Transnational Assessment of Practice

Online Wegewart –
Online pathway-attendant

Béatrice
Barelmann, Lawaetz-Stiftung

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Kontakt zum Online-Wegewart des Bezirks Hamburg-Wandsbek

Mit diesem Formular können Sie Kontakt zum Online-Wegewart des Bezirks Hamburg-Wandsbek aufnehmen und ihm Mängel mitteilen, die Sie auf den Straßen des Bezirks bemerkt haben. Bitte geben Sie auf jeden Fall Ihren Namen, Ihre Telefonnummer und Ihre E-Mail-Adresse an, damit wir gegebenenfalls Kontakt mit Ihnen aufnehmen können. Danke.

Kontakformular Wegewart

Bitte füllen Sie die Felder aus und senden Sie uns Ihre Anfrage online.

Ihre Anfrage

Ihre E-Mail-Adresse: *

Vorname: *
Nachname: *
Ihre Adresse (optional)
Straße und Hausnummer:
PLZ, Ort:
Telefon: *
Fax:
Betreff: *
<http://www.hamburg.de/online-wegewart/94596/kontakt.html>

The City of Hamburg is divided into seven districts (Hamburg-Mitte, Hamburg-Nord, Wandsbek, Altona, Harburg, Bergedorf, Eimsbüttel). The section management for public areas was established for each district in 2006. The main tasks of the section are planning, building and maintenance of public streets, paths, places, parks, playgrounds, waterways and forest zones.

The maintenance and care for the open spaces is an especially and difficult task. It is nearly impossible to get an overview of the damage to every single pavement and bikeway because of the slim numbers of employees.

As a result of this situation the district Wandsbek arranged an “Online pathway-attendant” on their homepage in 2007. By using a form it was now possible for the inhabitants to inform immediately the management for public areas about pavement and bikeway damage. An evaluation by the district office illustrated that 300 people send a report per month. In 2008 a new homepage was established by the district office Wandsbek. Without giving any reason the “Online pathway-attendant” was taken off the homepage. After the commitment from different political parties the “Online pathway-attendant” was established on the homepage <http://www.hamburg.de/online-wegewart/94596/kontakt.html> again in June 2009.

The comments about the “Online pathway-attendant” from the neighborhood board Steilshoop (Steilshoop part of the district Wandsbek) were positive. The option of writing a report quickly from work, at night or at the weekend is an especially point for the tenants. A lot of damage has been fixed in a short period of time.



<http://www.hamburg.de/online-wegewart/94596/kontakt.html>

In summary the experience with the “Online Wegewart” has had a positive effect for both sides. The district of Wandsbek or rather the management for public areas in Wandsbek does get a good overview and the possibility to act immediately. The inhabitants have a simple way to make the Management for public areas aware of damages or missing signs in their neighborhoods. For people who are not able to use the Internet or don't have a computer it is possible by phone.