URBACT CITY FESTIVAL

15.6.2022.

Alisa Aliti Vlasic

@AlisaAVlasic

Experimenting with tech and digital tools

Cities doing it for themselves

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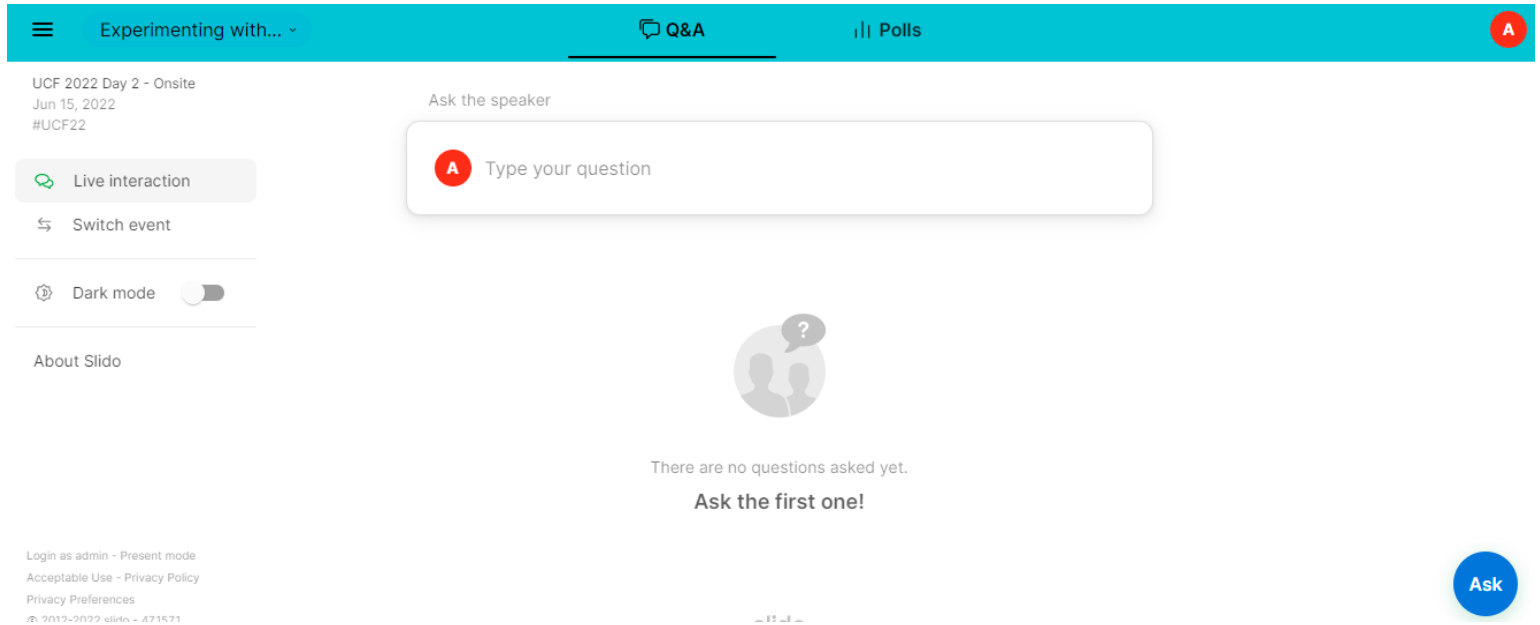
Ask your questions on slido.com

Sli.do code: #UCF22



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Experimenting with tech and digital

Showcase of small and medium sized towns using digital and tech solutions, tools and techniques to get things done.

- Quick intro through TechPlace
- iPlace – showcasing local impact from Hackathon experience
- ASToN – Bamako experience through new way of working with start-ups
- DigiPlace – making digital inclusive
- ActiveCitizens – digital tools at the service of participatory democracy
- Panel discussion

iPlace

DigiPlace
digital innovation for cities

TechPlace

ASToN
DIGITAL TRANSITION FOR SUSTAINABLE AND INCLUSIVE CITIES

ACTIVE CITIZENS

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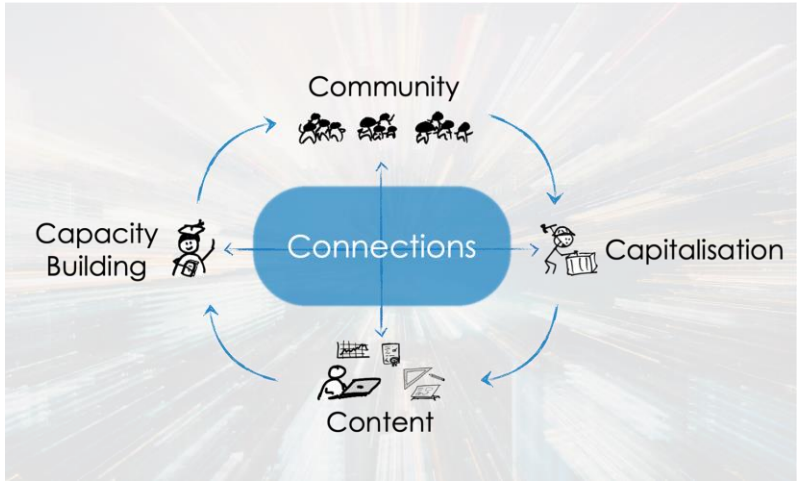
TechPlace

URBACT KNOWLEDGE HUB

TechPlace

A space for anyone interested in tech and digital for social good in cities

- Connects anyone working with or around digital and tech in cities of all sizes, including smaller cities
- Not just about tech or just for people with extreme digital expertise
- Explore HOW to make digital transition work *for* cities and *for* citizens in a very practical sense
- Policy, implementation, participation, success stories, practical challenges



www.techplace.online

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Cities doing it for themselves

How are cities experimenting with digital and tech solutions, tools and techniques used by tech companies in order to address local challenges and improve public services?

What was the local impact from the experience?

We are looking forward to your questions!

Join at slido.com

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Introducing

Melanie Cardoso

Hackathon Experience

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15th June 2022

Melanie Cardoso
melaniecardoso@cm-amarante.pt

Municipality of Amarante (Portugal)

Hackathon Experience

iPlace SUSTAINABLE LOCAL ECONOMIC DEVELOPMENT

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iPlace | SUSTAINABLE LOCAL ECONOMIC DEVELOPMENT

Finding our niches for sustainable local economic development

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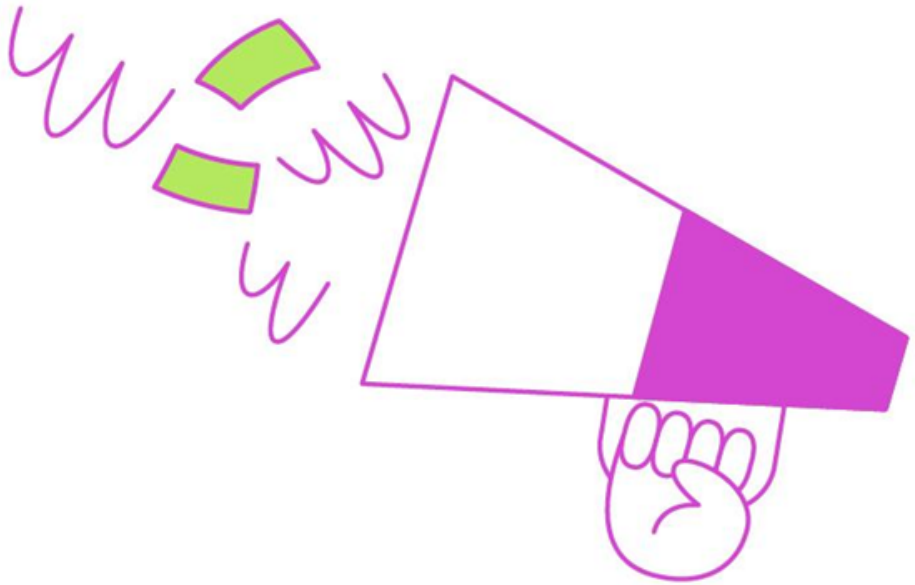
Hackathon

1. What is a Hackathon?

1. How and why did we use this?



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AMARANTE GO TECH_

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Pärnu (Estonia)

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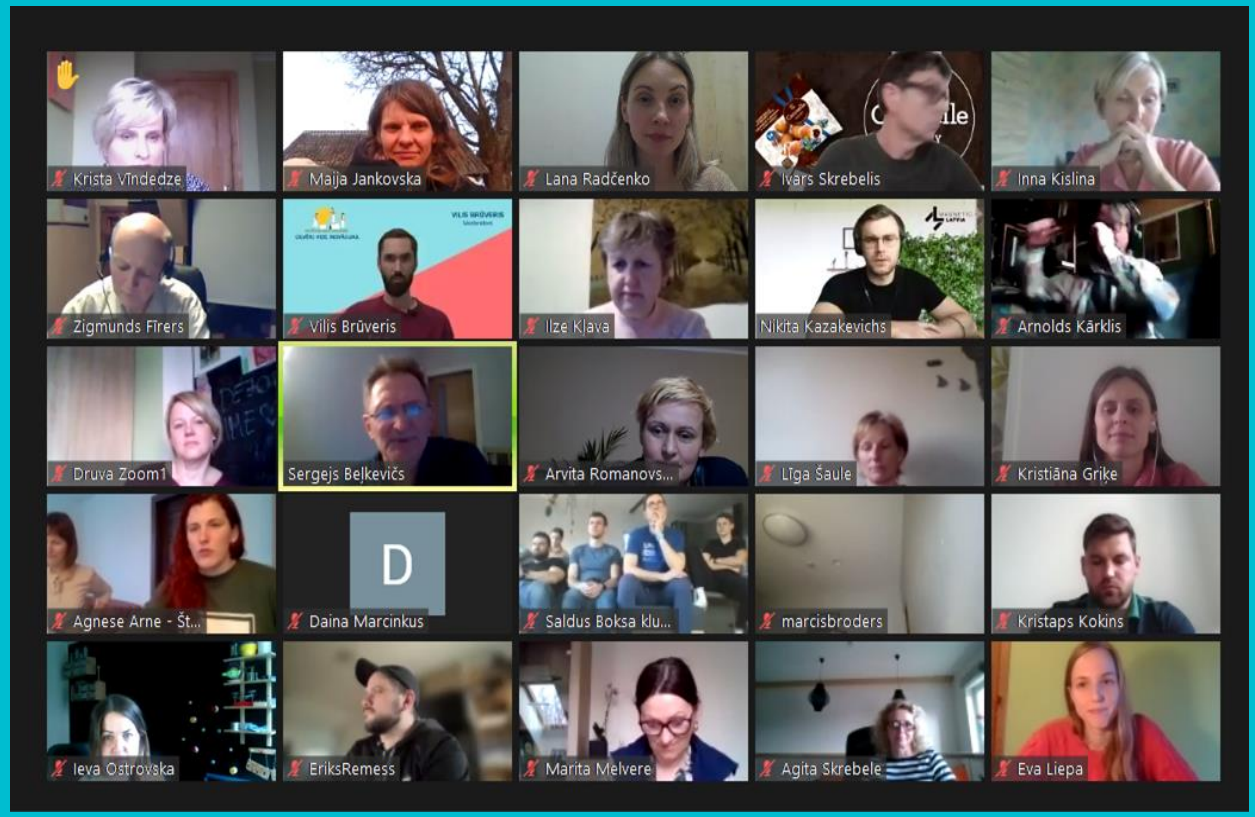
Saldus (Latvia)



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Thank you!
Don’t forget to “Hack” your city!

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Introducing

Simina Lazar

A new tax collection system for motos

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City of Bamako (Mali)

A new tax collection system for motos

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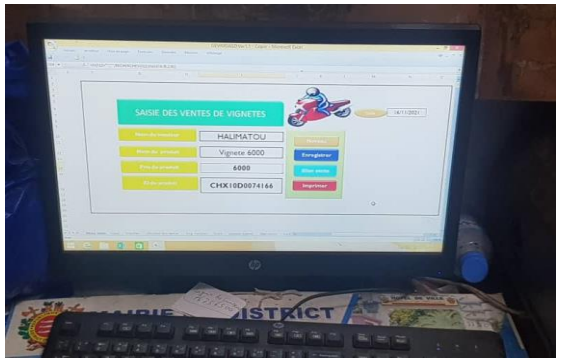
Let me introduce you to Hamadou Yalcouye!



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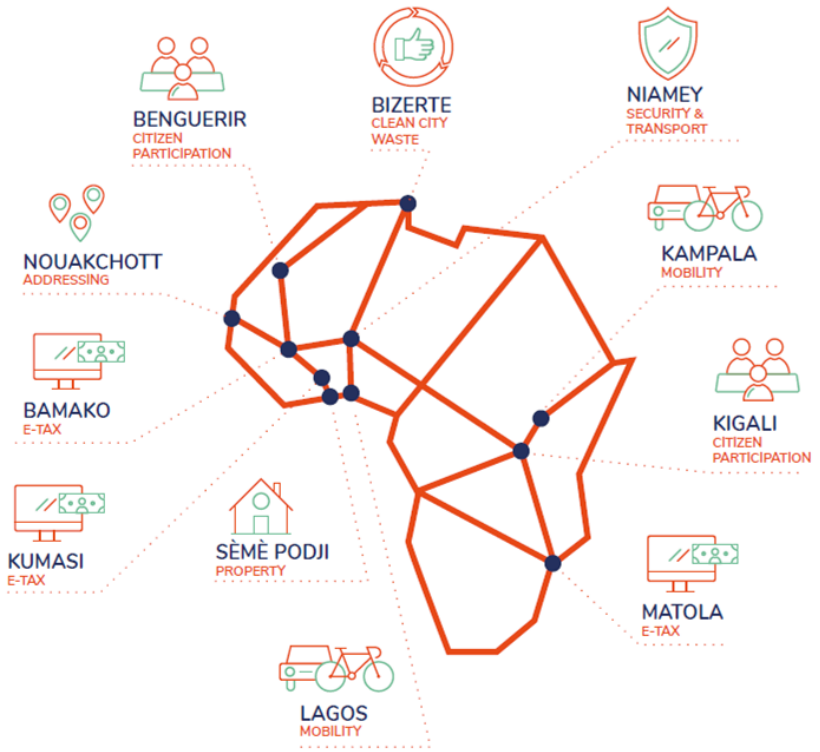
Bamako, Mali – the context

- 2019: 3mill inhabitants (50% growth in the last 10yrs); 57% of population < 20yrs;
- limited decentralisation process & capacity to implement projects in an autonomous way;
- digitalisation is not officially a competence at local level, but can be used for basic services and the modernisation of the local administration;
- poor digital maturity of the Municipality: no digital strategy, limited tech infrastructure, no website or pro email, no internal server or management system, no internet or intranet service.



A tax collection system for moto vignettes

Why?

- the main financial source of income for the city (in 2019 - 4 times more income than from any other tax); a tax that was 100%managed by the City Hall;
- an existing informal system, many intermediaries, queues for payment, problems in case of loss.

What?

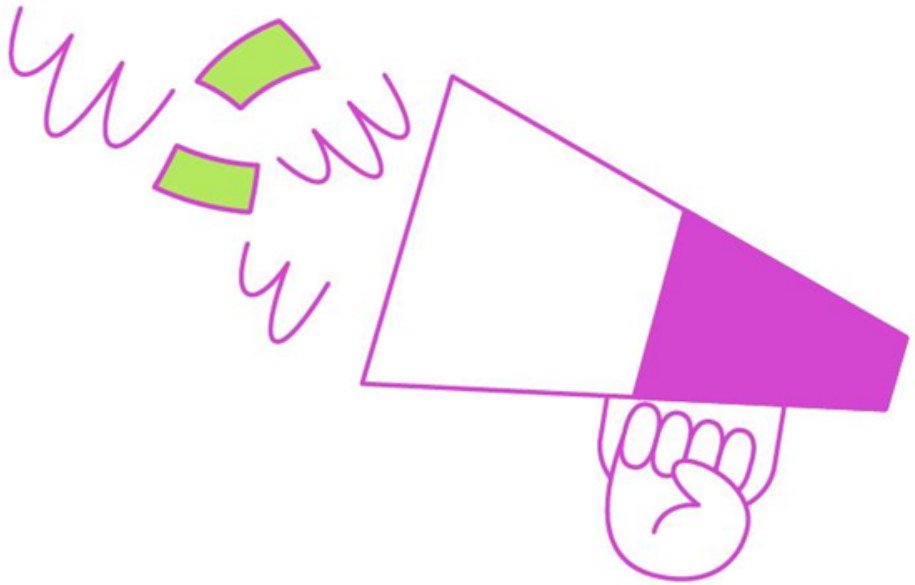
- an online platform where citizens can register for the annual vignette (1 per bike owned), pay for it with mobile money, print or save the vignette QR Code;
- back-office interface for processing the payments.

Where are they now?

- platform being tested by various categories of users (admin, citizens, local group members);
- beta version ready to be rolled out
- next tax collection period: Jan-March 2023

Why is this important?

- new working method with the start-ups through the Local Group (ideas, solutions and validation process);
- continuous learning process from the tests (number of bikes per user, daily follow-up of entries) and enabling of an accurate and updated database.
- new working ways inside the city administration (ADR, Municipality - Finance, Taxes, General Secretary, Police);
- and better understanding of the internal processes and roles of each stakeholders.



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THANK YOU!

Simina Lazar
simina@aston-network.org
www. aston-network.org

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Introducing

Nicolas Gibbe

Including every citizen in the digital revolution

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Nicolas GIBBE

@nicolas-gibbe_linkedin

Is Digital inclusive ?

Including every citizen in the digital revolution

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SAINT QUENTIN

Context

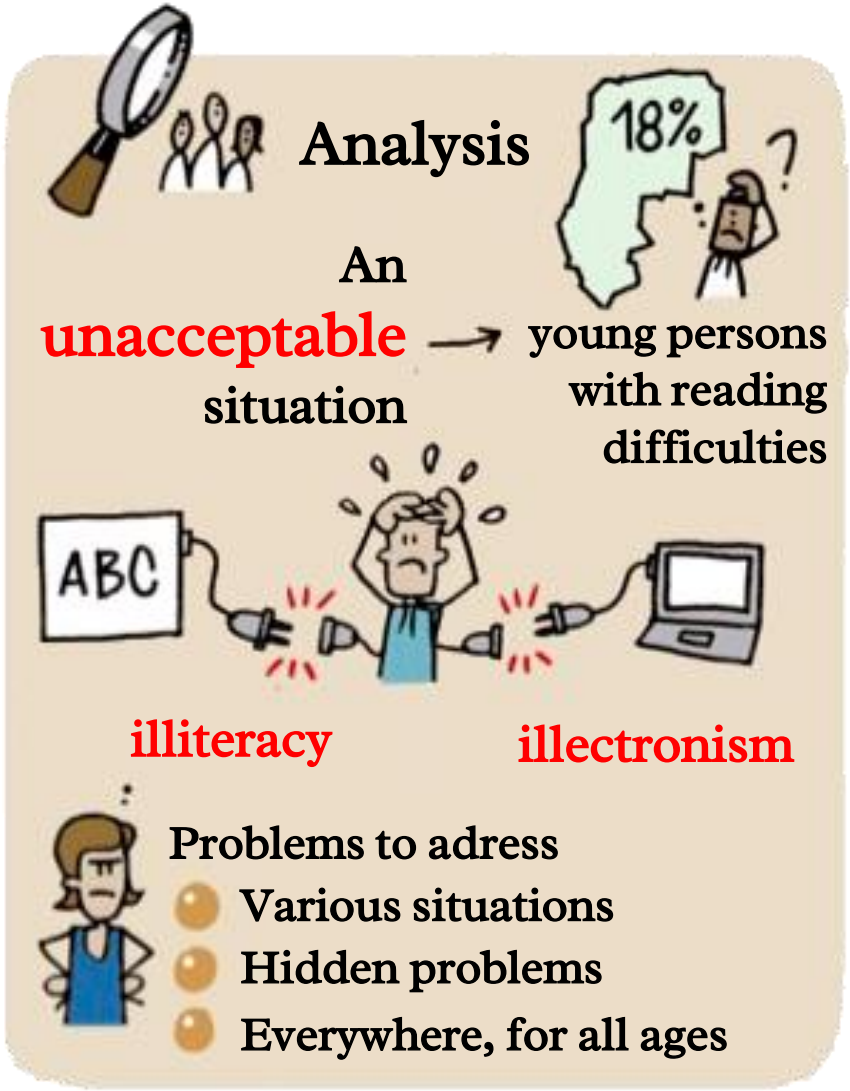
Speed-dating Saint-Quentin

- In Aisne Département (total pop' 540,000) - Saint-Quentin is the largest city (53,000)
- Unemployment is quite high, currently at 13.2% but falling last five years
- Part of larger Agglomération: 39 municipalities, total population of 85,000
- University in the city has around 2000 students

Context

Digital administration

- 15% of the Aisne inhabitant suffer from digital illiteracy (Illectronism).
- In France 67% of the population made an administrative formality online during the last year. One third of them gave up because of a lack of digital skills.



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Is Digital inclusive ?

Digital for every one

Making Digital accessible to all

- Solidarité 2.0
- Allo Numérique
- Bus France Service
- Digital counselor

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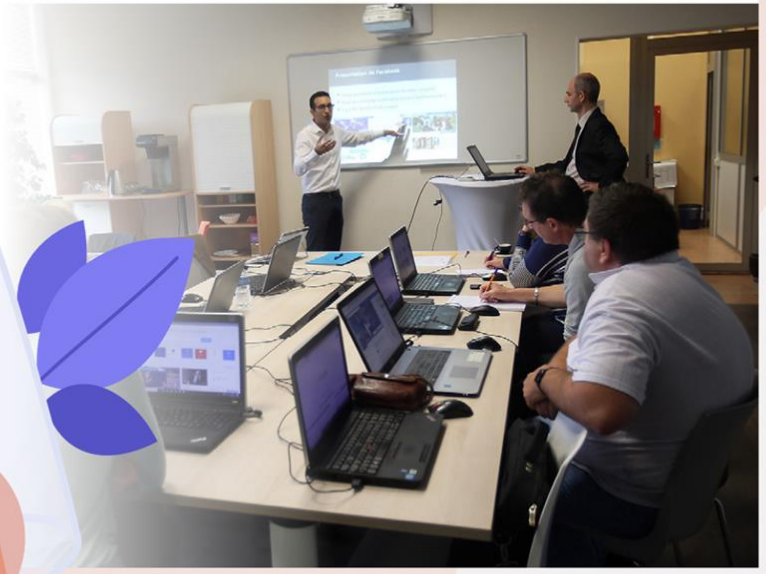
Is Digital inclusive ?

Solidarité 2.0

*Solidarity 2.0

- Computer and internet open access
- Printing and scanning
- Wifi
- Help for formalities
- Workshop



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Allô Numérique

*Hi Digital

- Free Digital hotline

Bus France Service

Bringing administration everywhere

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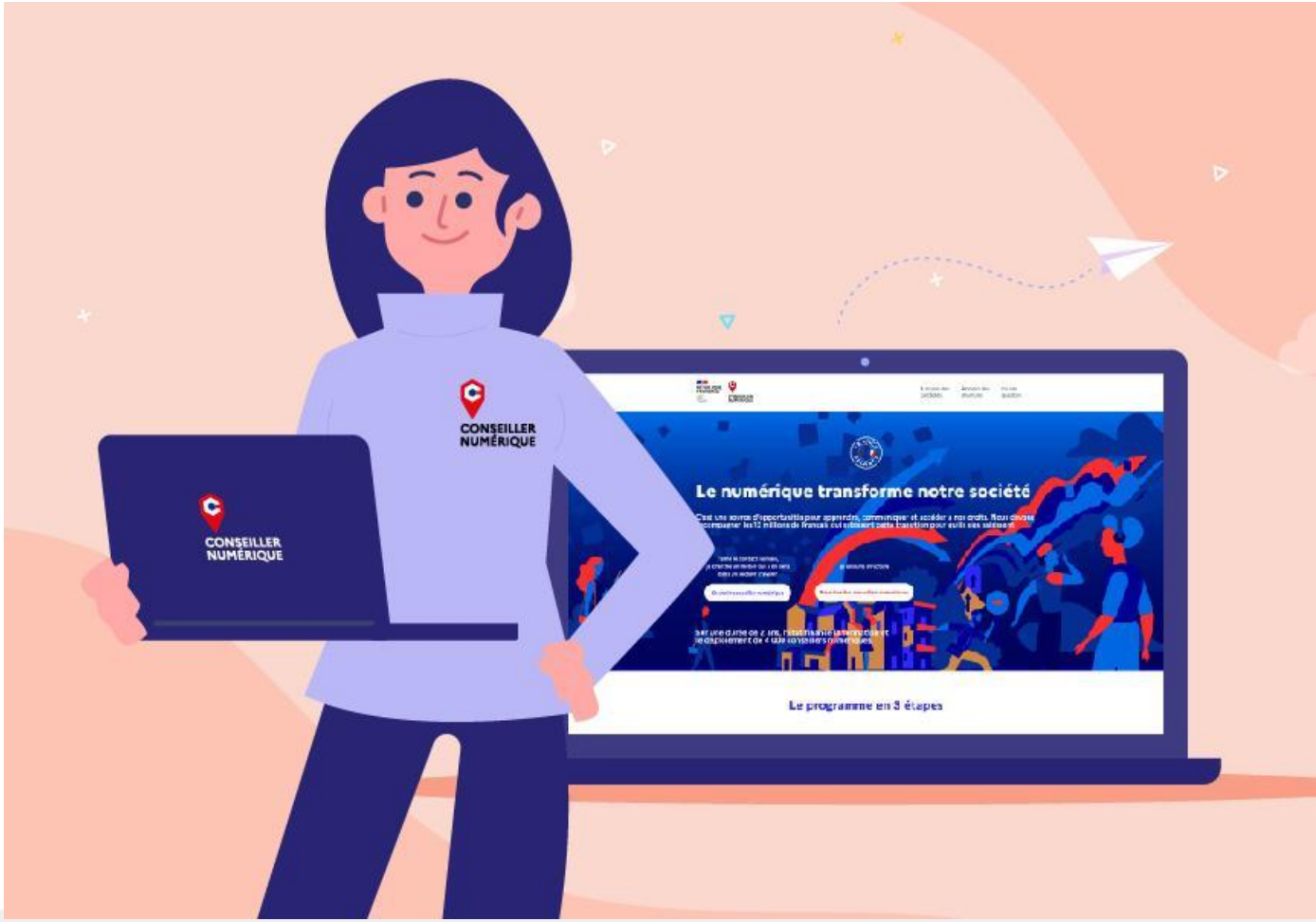
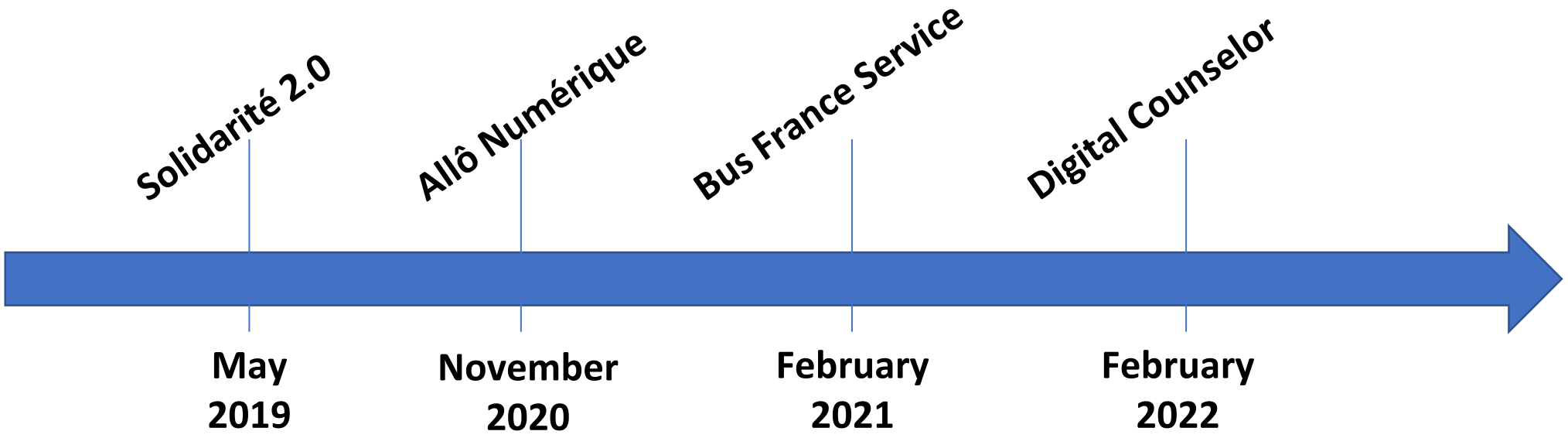
Digital Counselor

Tailor made support



Timeline


Solidarité 2.0
Allô Numérique
Bus France Service
Digital Counselor
May 2019
November 2020
February 2021
February 2022

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15th June, 2022

Nicolas GIBBE

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Introducing

Nicolas Castet

Digital tools at the service of participatory democracy

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Nicolas CASTET

@AcnActive

Digital tools at the service of participatory democracy

AGEN :

Lead Partner of Active Citizens Network

ACTIVE CITIZENS

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Online elections

23 Neighborhood Councils in Agen

9 members elected by their neighbors

6 years mandate

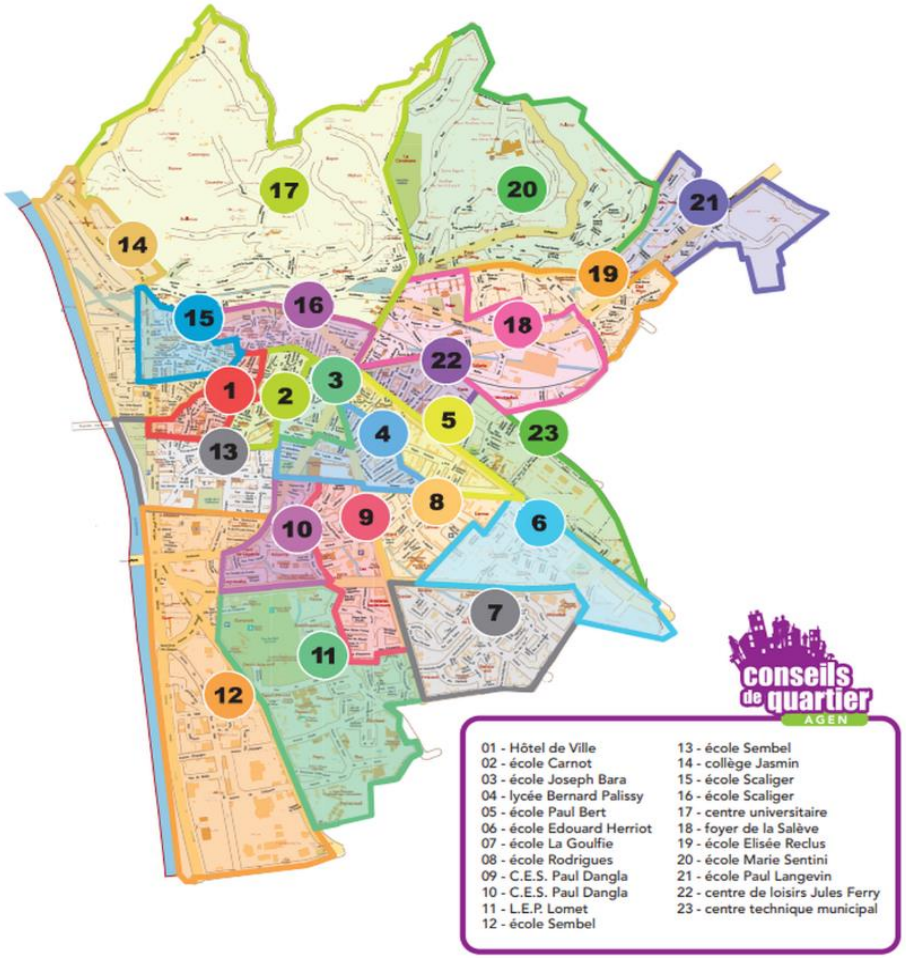
Budget of 375 000€ dedicated to neighborhood improvements (roads, pavement, square…) for the mandate

Online elections that boosted the participation after 3rd time process :

2009 : 23% - 2014 : 16% - 2021 : 22%

People had the choice between voting online or voting by postal vote.

40% voted online and 60% voted by postal vote.



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Digital tools at the service of participatory democracy

Tell My City

Application for the citizens of Agen since 2018

Citizen can alert the departments about problems they could be faced with in the city.

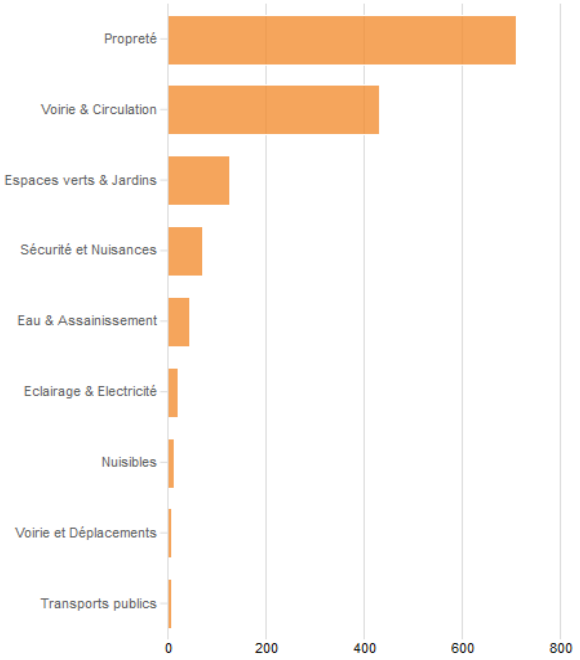
First year : about 2000 reports processed, average of 45/week.

Today : over 3000 reports processed, average of 60/week.

Works because it is dedicated to only one topic.

With a response time of 72 hours, the application still needs to have human beings behind.

Distribution of reports by category



TellMyCity BY SPALLIAN

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Mind the Digital Gap

Digital tools can be vector of inequality between citizens

Some citizens have issues with new digital tools, they still need paperwork.

Young generation are very strong with Social networks (Instagram, Tik Tok…), but have also difficulties when it comes to administrative matters.

Digital tools are useful, but they can’t be the only alternative.

Citizens are still in demand of human beings to talk to within the administration, even more since the pandemic situation.

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13 June, 2022

Nicolas CASTET

@AcnActive

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Panel discussion

Feel free to engage through Q&A on Slido

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...continue the conversations

Today – 14:45 – 15:45 – *HOW TO session* – Agile City Leadership – How to work smarter and respond to your city's needs

Tomorrow – 8:30 – 12:30 – *Breakout session* – The TechPlace 'Tech – Free' Hackathon

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