
Local Government Questionnaire (LGQ)

for the United Nations E-Government Survey 2022

City and Country (142)

City name: (3371)

Type: (S/text-short)

Tallinn

Country name: (3372)

Type: (S/text-short)

Estonia

I. Institutional Framework (143)

1. What is the official e-Government ¹ portal of the city/municipality? If more than one exists, please list all. (3373)

Type: (T/text-long)

www.tallinn.ee (includes access to all thematic e-gov services with secure access with national PKI e.g. for e-services <https://taotlen.tallinn.ee/> , for e-gov document management and decision making <https://teele.tallinn.ee/> etc or public access webs: for strategy <https://strateegia.tallinn.ee/> , for dashboard dashboard.tallinn.ee etc).

2. Please provide URLs for portals providing specific services/features. (3374)

Type: (Q/multiple-short-txt)

<https://taotlen.tallinn.ee/> and <https://www.tallinn.ee/eng/teenused>

E-services ² : (3405)

: <https://www.tallinn.ee/eng/participatorybudget/>

<https://play.google.com/store/apps/details?id=ee.applaud.tlpa&hl=et&gl=US> and

<https://apps.apple.com/ee/app/avalinn/id1328916727>

E-participation ³ : (3406)

<https://avaandmed.eesti.ee/>

Open government data ⁴ : (3407)

<https://riigihanked.riik.ee>

Public procurement: (3408)

for e-gov document management and decision making <https://teele.tallinn.ee/> ,for strategy

<https://strateegia.tallinn.ee/> , for dashboard dashboard.tallinn.ee

Other major portals at the city/municipality level: (3409)

3. Does your city/municipality have a Chief Information Officer (CIO) ⁵ to manage its e-Government programs/strategies? (3376)

Type: (L/list-radio)

Yes

A1

3.1 Please provide the following information about the Chief Information Officer: (3375)

Type: (Q/multiple-short-txt)

Mr Martin Männil

Name: (3410)

Chief Digital Officer / CIO

Title: (3411)

City of Tallinn

Organization: (3412)

martin.mannil@tallinnlv.ee

Email: (3413)

+372 640 4322

Phone: (3414)

3.2 Is the city/municipality CIO linked to any extent to the national CIO ? (by mandate or other type of relation) (3377)

Type: (L/list-radio)

No

A2

II. Legal Framework (144)

1. Is there any legislation on digital government (e.g., law on access to information or data privacy at the national and/or local levels)?

(3378)

Type: (L/list-radio)

Yes

A1

1.1 How do you adopt the existent legislation in your organization? (3379)

Type: (T/text-long)

Personal Data Protection Act: <https://www.riigiteataja.ee/en/eli/ee/Riigikogu/act/523012019001/consolide>
. This is a mandatory law and is adopted in service processes, local legislation acts, supervised by the role of city's DPO (data protection officer).

III. Strategy and Implementation (145)

1. Is there a city/municipality e-Government Strategy or equivalent? (3380)

Type: (L/list-radio)

Yes

A1

1.1 Please check whichever applies to the city/municipal e-Government Strategy or equivalent: (3381)

Type: (M/multiple-opt)

has an implementation plan (3415)

[X]

is aligned with the national development strategy (3416)

[X]

is aligned with the sustainable development goals (SDGs) (3417)

[X]

is aligned with national digital development strategy (3418)

indicates the existence of shared solutions/platforms provided at the national/regional level (3419)

makes specific reference to e-Participation and/or digital inclusion/engagement (3420)

makes specific reference to co-creation mechanisms for citizens (3421)

makes specific reference to social media (3422)

makes specific reference to a local digital ID (3423)

[X]

makes specific reference to new technologies such as artificial intelligence, blockchain, big data etc. (3424)

[X]

provides other specific measures to ensure e-Government is used by the most vulnerable groups (3425)

provides other specific measures for ICT training and digital literacy by government officials (3426)

makes specific reference to cyber security (3427)

makes specific reference to mobile government (3428)

1.2 Please explain further your previous selections. (3382)

Type: (T/text-long)

New digital strategy is in preparation, to be adopted in early 2022. This document will include all the above described measure requirements and dedicated implementation plan.

2. Does your city/municipality have a dedicated budget for digital government ?

(3399)

Type: (L/list-radio)

Yes

A1

2.1 Please explain by informing on the percentage of the dedicated budget compared to the total municipality budget .

(3400)

Type: (T/text-long)

Ca 1,5%.

3 . Do you publish the city/municipality budget online on the portal?

(3401)

Type: (L/list-radio)

Yes

A1

3.1 Please explain further and provide links. (3402)

Type: (T/text-long)

Yes, all budget and budget strategy documents are accessible online: <https://www.tallinn.ee/est/eelarve>
Dashboard (GIS based data) [dashboard.tallinn.ee](https://www.tallinn.ee/est/eelarve)

4. Are there any digital initiatives in place in your city/municipality focused on sustainability issues and/or a green economy ? (3383)

Type: (L/list-radio)

Yes

A1

4.1 Please explain further and provide links. (3616)

Type: (T/text-long)

There are several initiatives. Some examples: NGO <https://rohetiiger.ee/en/> , NGO <https://letsdoitworld.org/>, Tech-companies cooperation <https://techgreenpledge.org/> , national level circular economy portal <https://ringmajandus.envir.ee/en> etc
City of Tallinn is finalist in the competition of European Green Capital 2023 https://www.tallinn.ee/eng/Uudis-Tallinn-is-a-finalist-in-the-competition-of-European-Green-Capital-2023?filter_otsing_uudis_rubriik_id=386

5. Does your city/municipality include partnerships with other national or international cities and/or private sector, civil society ? (3384)

Type: (L/list-radio)

Yes

A1

5.1 Please explain further and provide links. (3617)

Type: (T/text-long)

City of Tallinn is the active member in following networks: Eurocities <https://eurocities.eu/>, the Council of Global City CIOs (CGCC, <https://globalcio.github.io/welcome/> and social media channels). There is major level cooperation with several cities (e.g. Helsinki, Seoul etc). Tallinn has approx 30 friendship cities globally.

IV. Usage of Online Services (146)

1. What is the percentage of city/municipality services offered online and through dedicated mobile means ? Please explain and provide links for both online and mobile services

(3385)

Type: (/array-multi-flexi-text)

	<i>Percentage - SQ001</i>	<i>Explain and provide links - SQ002</i>
Services offered online: - SQ001	25%	https://www.tallinn.ee/eng/teened
Services offered through dedicated mobile means: - SQ002	25%	https://www.tallinn.ee/eng/teened

2. Do you collect usage statistics of e-Government services ? (3386)

Type: (L/list-radio)

Yes

A1

2.1 Do you publish the statistics online and share those with the public institutions concerned? (3387)

Type: (L/list-radio)

Yes

A1

V. User Satisfaction (147)

1. Do you measure the satisfaction of citizens with the e-Government services provided?

(3388)

Type: (L/list-radio)

Yes

A1

1.1 Do you publish the results online and share those with the public institutions concerned? Please explain further . (3389)

Type: (T/text-long)

Yes, the satisfaction of citizens is measured once a year. 2020 results:
<https://uuringud.tallinnlv.ee/uuring/vaata/2020/Tallinlaste-rahulolukusitus-2020-1>

2. What is the percentage of the population ⁷ satisfied with their last experience of online public services ? Please explain further .

(3390)

Type: (T/text-long)

79% of online services users are satisfied with the service. The satisfaction with city's dedicated e-services portal was as high as 91%. Link for source is provided above.

VI. Social Media (148)

1. How do you use social media at the city/municipality level to interact with and engage people in e-government activities? Please explain further . (3391)

Type: (T/text-long)

Most of the citizen preferred social media channels are in use to interact and engage our citizens on local government or district level. Mostly news, events and those related discussion is provided. (currently the most usable channel is Facebook).

VII. COVID-19 Measures (149)

1. Is there a specific local government portal or a dedicated section of the city/municipality portal addressing the COVID-19 pandemic?

(3392)

Type: (L/list-radio)

Yes

A1

1.1 Please explain further and provide links.

(3394)

Type: (T/text-long)

There is national level crisis related web which covers all necessary information also for local government:
<https://www.kriis.ee/en> Statistics public overview is here: <https://koroona kaart.ee/en>

2. Are there any local e-Government initiatives that your city/municipality provided for COVID-19 response and recovery (e.g., portals/URL; strategy for digital technologies; online services; digital solutions; budget for digital solutions)?

(3393)

Type: (L/list-radio)

Yes

A1

2.1 Please explain further and provide links. (3395)

Type: (T/text-long)

The emergency situation made Tallinn City Council meetings and voting even smarter
<https://www.tallinn.ee/eng/Uudis-The-emergency-situation-made-Tallinn-City-Council-meetings-and-voting-even-smarter-2>

The global crisis hackathons series started from Tallinn <https://theglobalhack.com/>

New digital solutions grant for small enterprises was introduced to the market
<https://www.tallinn.ee/eng/business/Teenus-Digital-solutions-grant-for-small-enterprises>

Smart City innovation competition started in summer 2020 <https://innovatsioonifond.tehnopol.ee/en/home/>

VIII. Smart City and New Technologies (150)

1. Do you have a specific city/municipality strategy on the following new technologies ? (e.g., Artificial Intelligence, IoT, Blockchain, Smart City, 5G, Virtual/Augmented Reality, Robotics, 3D Printing).

(3396)

Type: (L/list-radio)

Yes

A1

1.1 Please explain further and provide links. (3618)

Type: (T/text-long)

General strategy covers the input for technology perspective (no specific technology oriented)
<https://strateegia.tallinn.ee/>

2. Does your city/municipality strategy plans for the use of big data analytics in their decision-making processes ?

(3397)

Type: (L/list-radio)

Yes

A1

2.1 Please explain further and provide links. (3398)

Type: (T/text-long)

Yes. There several portals for data based management tools. Open data portal <https://avaandmed.eesti.ee/> , IoT platform (adopted June 2021) <https://data.tallinn.ee/en-GB/tallinn> , R&D studies <https://uuringud.tallinnlv.ee/uuring/otsing> , Dashboard dashboard.tallinn.ee , Geoportal <https://www.tallinn.ee/eng/geoportal/>

IX. Contact and Additional Information (152)

1. Please provide the following contact information . (3403)

Type: (Q/multiple-short-txt)

Mr Toomas Türk

Name: (3433)

Head of Future City, Digital Services

Title: (3434)

toomas.tyrk@tallinnlv.ee

Email: (3435)

City of Tallinn

Organization: (3436)

13.07.2021

Submission date: (3437)

2. Please select whichever applies: (3404)

Type: (M/multiple-opt)

[X]

I am authorized and fully knowledgeable to respond to this questionnaire. (3438)

I did not have the full information to respond to this questionnaire. (3439)

I mostly provided my own opinion/assessment rather than official information. (3440)

Other