



## Local Government Questionnaire (LGQ) for the United Nations E-Government Survey

The objective of this questionnaire is to gather information from local governments/municipalities in preparation for the upcoming United Nations E-Government Survey. For the first time in 2018, the United Nations E-Government Survey assessed 40 pilot cities. The 2020 Survey featured 100 cities/local government websites assessment and the upcoming survey of 2022 has increased to 193 cities. The responses will be shared online in the [UN E-Government Survey Knowledgebase](#) unless otherwise requested. For any question about this questionnaire, please contact [dpidg@un.org](mailto:dpidg@un.org).

Brussels

Belgium

### I. Institutional Framework

1. What is the official **e-Government**<sup>1</sup> portal of the city/municipality? If more than one exists, please list all.

<https://www.mybxl.be/en-US/>

2. Please provide **URLs** for **portals** providing specific services/features

- a. E-services<sup>2</sup>: <https://www.mybxl.be/en-US/>
- b. E-participation<sup>3</sup>: <https://fairebruxellessamen.be/>
- c. Open government data<sup>4</sup>: <https://opendata.brussels.be/page/home/>
- d. Public procurement: <https://www.bruxelles.be/marches-publics>
- e. Other major portals at the city/municipality level:

<sup>1</sup> **E-government or digital government** will be used interchangeably in this Survey and is defined as delivering services online and engaging people by using Information and Communication Technologies (ICTs).

<sup>2</sup> A specific portal where you can see the list of all online services available to the public.

<sup>3</sup> **E-Participation** is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

<sup>4</sup> **Open Government Data** allows citizens to monitor data streams and thereby improves the accountability and transparency of government. OGD also allows citizens to be aware of important issues and to be part of the decision-making process to address policy issues (e-participation).

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

In the City of Brussels, the position is shared between 2 people: a Director Strategy and Digital Transformation within the city administration and a Chief Transformation Officer from our ICT provider (i-City, an external organization working exclusively for the city administration).

**Name:** Katlijn Perneel  
**Title:** Director Strategy and Digital Transformation  
**Organization:** City of Brussels  
**E-mail:** katlijn.perneel@brucity.be  
**Phone:** +32 2 279 20 06

**Name:** Régis Pitolet  
**Title:** Chief Transformation Officer  
**Organization:** i-City  
**E-mail:** Regis.Pitolet@i-city.brucity.be  
**Phone:** +32 2 229 54 16

If yes, is the **city/municipality CIO linked** to any extent to the **national CIO** or with any government agency/department/ministry at the national level in charge of e-government? (by mandate or other type of relation)

No

## II. Legal Framework

1. Is there any **legislation/regulations on digital government** such as law on digital service provision or on access to information or data privacy at the:

National level?  Yes  No

Local level?  Yes  No

If Yes, how do you adopt these in your organization?

There is no specific law on e-government but several laws about different aspects of e-government (e.g. e-ID, data protection, e-signatures, etc.). Most come from the European law and are translated

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<sup>5</sup> **CIO** or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer (**CTO**) or Chief Digital Officer (**CDO**)

into the Belgian system. The City of Brussels applies the norms that are defined on the national and regional levels but does not create them.

However, if we consider that online participation processes are a form of e-government, the City has adopted a municipal regulation to rule them (which is adopted by the City Council).

### III. Strategy and Implementation

1. Is there a city/municipality **e-Government Strategy** or equivalent? If yes, please provide link and/or further details.

The city of Brussels has launched a major digital transformation programme in recent years, prompted by its move to a new administrative centre.

Two major axes in this major organisational transformation:

1. Putting the citizen at the centre of the organisation (from inside-out to outside-in)
2. A new way of working for our employees

For this organisational development to succeed, a new IT vision and architecture was needed. This was translated into an IT Master Plan. It is not publicly available.

This transformation have a direct impact on the citizens and the employees of the City of Brussels:

- The citizen takes a central place in the reflection around this IT master plan
- The City of Brussels is fully committed to providing better services with simpler, more accessible, fuller, faster and coherent services

In addition, the employees of the City of Brussels are also affected by these changes: they get a framework that enables them to deliver quality work and their most annoying tasks are being reduced.

2. Please check whichever applies to the city/municipal e-Government Strategy or equivalent and provide link, details and/or specific references for the checked area.
  - has an implementation plan.: an IT master plan (attached)
  - is aligned with the national development strategy.
  - is aligned with the sustainable development goals (SDGs).
  - is aligned with national digital development strategy.
  - indicates the existence of shared solutions/platforms provided at the national/regional level.
  - makes specific reference to SDG 11 (New)
  - makes specific reference to the Sendai Framework for Disaster Risk Reduction 2015-2030, holistic disaster risk management at all levels (New)
  - makes specific reference to e-Participation and/or digital inclusion/engagement.  
<https://fairebruxellesamen.be/>
  - makes specific reference to co-creation mechanisms for citizens.
  - makes specific reference to social media.
  - makes specific reference to a local digital ID. <https://www.mybxl.be/en-US/>
  - makes specific reference to new technologies such as artificial intelligence, blockchain, big data etc.

<https://smartcity.bruxelles.be/sites/default/files/20230307-smartcitybxl-FR.pdf>

- provides other specific measures to ensure e-Government is used by the most vulnerable groups<sup>6</sup>. This will be included in the Digital Rights charter that is under development.
- provides other specific measures for ICT training and digital literacy by government officials. This will be included in the Digital Rights charter that is under development.
- makes specific reference to cyber security.
- makes specific reference to mobile government.

3. Does your city/municipality have a dedicated budget for digital government? Please explain by informing on the percentage compared to the total municipality budget.

Indeed, there is a separate budget for the city's eGov investments. In 2023, 3% of the total investment budget was spent on developing digital products and services.

4. Do you publish the city/municipality budget online on the portal? Please explain further and provide links.

Yes, on the city's website: <https://www.bruxelles.be/budget-communal>

5. Are there any digital initiatives in place in your city/municipality focused on sustainability issues and/or a green economy? Please explain further and provide links.

- Energy monitoring thanks to the NR Click program (regional program aiming at reducing energy consumption of Brussels' public buildings)
- Water leak detection through sensors provided by Shapp
- Aerial thermography: cartography soon to be published
- Portal for initiatives aimed at greening the public space: <https://vegetalisons.bruxelles.be/>
- Zinne (project supported through subsidies): local and citizen currency that is being digitalized: <https://www.zinne.brussels/>
- Air quality sensors: the City currently owns 3 sensors (and is willing to install more) but the Brussels Capital Region has also installed sensors on the City's territory. All data are centralized on a regional platform: <https://qualitedelair.brussels/>

6. Are there any digital initiatives in place in your city/municipality focused on affordable, accessible, and sustainable transport systems for all, improving road safety, notably by expanding public transport, with special attention to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons? Please explain further and provide links.

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<sup>6</sup> Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people

- The City of Brussels published a new circulation plan for the city centre of Brussels, which is the local implementation of Good Move, the mobility plan of the Brussels Capital Region. Authorizations are monitored via ANPR cameras.  
[https://www.brussels.be/goodmove?\\_ga=2.254389896.1601563081.1684998271-643277331.1679324464](https://www.brussels.be/goodmove?_ga=2.254389896.1601563081.1684998271-643277331.1679324464)
  - Project managed by the City: Scan cars to control the respect of the parking regulation
  - Project launched by Brussels Region authorities and supported by the City: cycloparking.brussels, “park & ride” bike boxes managed through a digital platform
7. Are there any digital initiatives in place in your city/municipality focused on affordable housing and basic services to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons? Please explain further and provide links.

A digital rights charter is being written for the City of Brussels, which includes a digital inclusion plan, with actions such as:

- Digital Public Spaces: locations where connected computers are made available to the general public free of charge. Help and advice from mediators and trainings are also available: [https://www.brussels.be/public-computer-rooms?\\_ga=2.129588302.331363761.1683484272-1065078523.1677595273](https://www.brussels.be/public-computer-rooms?_ga=2.129588302.331363761.1683484272-1065078523.1677595273)
- Digital training for vulnerable people, for seniors, for parents (on tools used in schools)
- [Free computer lessons for job seekers at the Centrale de l'emploi](#) of the City of Brussels
- Distributing computers to students in digital divide
- Office 365 user accounts have been created for all pupils/students and teachers to provide them with an email address and guarantee their access to Smartschool and Teams
- Programming and coding workshops for elementary and secondary school students
- Digital educators in schools to promote digital technology
- Digital training to access online administrative services (MyBXL portal)
- Making a portable induction loop available at the reception desks of the administrative centre for the hearing impaired in order to help them access administrative services more easily
- Num@tic: This project of the Centre for Public Welfare of the City of Brussels consists of creating a mobile team of digital helpers who travel to the various social offices, setting up digital workshops, creating a digital public space with public computer specialists, and training social workers to detect digital needs and to guide the public.
- Free wifi spots in the city
- Pilot project on energy and water consumption monitoring in social housing: currently in standby due to a lack of social workers to follow it up

8. Are there any digital initiatives in place in your city/municipality focused on universal access to safe, inclusive, and accessible, green and public spaces, in particular for women and children, older persons and persons with disabilities? Please explain further and provide links.

- Under development: app against street harassment (<https://app-elles.fr/>)

9. Does your city/municipality include partnerships with other national or international cities and/or private sector, civil society? Please explain further and provide links.

Yes, The City is willing to work in quadruple helix:

- Projects funded by the EU, where the City collaborates with other international cities: RESPONSE (<https://h2020response.eu/>), Ubinat (<https://urbinat.eu/>), Cities4PEDs (<https://jpi-urbaneurope.eu/project/cities4peds/>), TRANSlighthouses (<https://gba.uac.pt/research/projects/ver.php?id=148>)
- The City of Brussels is also part of several international city networks: City Coalition for Digital Rights (working on a [digital rights governance pilot project](#)), Living-in.EU, OASC, Eurocities, Energy Cities, which offer many opportunities for collaboration
- Private sector: the City subsidizes projects through calls for projects (<https://smartcity.bruxelles.be/projet/appel-projets-smart-city-iot-smart-data-2023>, <https://www.bruxelles.be/appel-projets-climat>, ...)
- Civil society: participatory budgets are managed through the participatory platform: <https://fairebruxellessamen.be/processes>

#### IV. Usage of online services

1. What is the percentage of city/municipality services offered online (municipality website)? Please explain and provide links

12,5% of all products and services are offered via the citizen portal MyBXL:

- Certificate of household composition
- Certificate of main residence
- Certificate of main residence with history of addresses
- Certificate for the purpose of getting married
- Certificate of life
- Certificate of legal cohabitation
- Certificate of Belgian nationality
- Certificate of mode of burial and/or rite

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- Certificate of Belgian voter
- Extract from the registers
- Birth certificate
- Marriage certificate
- Death certificate
- Certificate of recognition
- Certificate of Belgian nationality
- Act of name choice notification
- Certificate of change of gender
- Certificate of name change
- Certificate of first name change
- Adoption certificate
- Certificate of divorce
- Extract from the criminal record
- Revegetation
- Deratting
- Collection of bulky items at home
- Removal of tags and graffiti from private buildings

Other digital services are in the development stage and will be put online during this year: equipment rental, parking tickets, parental consent,...

Other products are available via an online form, not yet integrated to the citizen portal : <https://www.bruxelles.be/demarches-en-ligne>. So in total 15,5% all services are available online.

2. What is the percentage of city/municipality services offered through dedicated mobile means (mobile applications)? Please explain and provide links.

The City of Brussels does not have a mobile application but the citizen portal is mobile responsive, therefore the same percentage as above applies.

3. Do you collect usage statistics of e-Government services?

Yes     No

4. If yes, do you publish the results online and share those with the public institutions concerned?

Statistics on the number of requests, per service, per channel (online and offline), are

collected. They are not published (but might be in the future). The City shares them with other public institutions on demand.

## **V. User satisfaction**

1. Do you measure the satisfaction of citizens with the e-Government services provided?  
 Yes     No
2. If yes, do you publish the results online and share those with the public institutions concerned? Please explain further.

Some surveys, citizen consultations were conducted but results were not published online:

- A (qualitative and quantitative) citizen survey was carried out in 2019 to collect the citizens' needs for the new front office vision.
- In March and April 2023, citizen panels were organized to collect citizens' feedback on the front office in the new administrative centre, the signage, the use of the terminals and of the online portal.
- A survey was run in the waiting rooms some years ago to identify the blocking points to online services' use.
- Citizens' feedback was also collected to build the online portal MyBXL (testing and interviews with a panel and in the waiting rooms).

Satisfaction surveys are planned to be conducted in the future for all channels including digital ones. Results will be published.

3. What is the percentage of the population<sup>7</sup> satisfied with their last experience of online public services? Please explain further.

Not known yet.

## **VI. Social Media**

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

The City of Brussels is present on the following social media: Facebook, Twitter, Instagram, LinkedIn, Youtube, TikTok and Google (My Business). New online services or activities are advertised on those media. We always try to communicate to the citizens in 3 languages (FR, NL, EN) in order to reach a maximum of them. We encourage the citizens to interact with us via the comments and the private messages.

## **VII. Crisis/Emergency Response and Recovery**

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<sup>7</sup> Related to SDG Indicator 16.6.2 Proportion of population satisfied with their last experience of public services. See for all indicators: [https://unstats.un.org/sdgs/indicators/Global%20Indicator%20Framework%20after%20refinement\\_Eng.pdf](https://unstats.un.org/sdgs/indicators/Global%20Indicator%20Framework%20after%20refinement_Eng.pdf)



1. Is there a specific local government portal or a dedicated section of the city/municipality portal addressing crisis/emergency situations (e.g. natural disasters, pandemics and similar) Please explain further and provide links.

Currently, there is a federal website for the general public which contains a lot of information on risk management and emergency situations: <https://centredecrise.be/fr/que-font-les-autorites>

There is also a federal platform for security professionals that allows to share information with each other, especially in emergency situations, but this platform is not intended for the public because all shared information strictly confidential.

The Brussels-Capital Region is also thinking about developing an information portal for citizens to raise awareness of the existing risks and the behaviour to adopt in emergency situations.

This is part of the (broader) 'BruResponses' project to involve citizens in crisis management, which was launched this year by the High Civil Service:

[https://safe.brussels/sites/default/files/2023-02/Safe\\_BruResponse\\_Brochure\\_230210.pdf](https://safe.brussels/sites/default/files/2023-02/Safe_BruResponse_Brochure_230210.pdf) and will be developed in collaboration with the municipal authorities.

This portal, which will be located on the website <https://safe.brussels/> is not yet available.

We also have a project (unfortunately not at the top of our list of priorities) to create a web page on the City's website to inform, raise awareness and make the population more aware of the risks on our territory, of the preventive measures that everyone can take and of the planning measures taken by the City.

## **VIII. Smart City and New Technologies**

1. Do you have a specific city/municipality strategy on new technologies? (e.g. Artificial Intelligence, IoT, Blockchain, Smart City, 5G, Virtual/Augmented Reality, Robotics, 3D Printing) If yes, please explain further and provide links.

Yes, a Smart City strategy was launched in March 2023. It gives a smart city vision and ambitions by 2030 for the City: <https://smartcity.bruxelles.be/sites/default/files/20230307-smartcitybxi-FR.pdf>

2. Does your city/municipality strategy plans for the use of big data analytics or AI in their decision-making processes?  
 Yes       No

If Yes, please explain further and provide links.

The City is currently writing a digital rights charter, which will include ethical principles to respect when using data and AI. It is planned to be published by the end of 2023.

However, there is no specific strategy on the deployment of big data analytics or AI. A data strategy exists though (not publicly available).

## **IX. Contact and Additional Information**

- Name: **PERNEEL Katlijn**
- Title: Director Strategy and Digital Transformation
- Email: **katlijn.perneel@brucity.be**
- Organization: City of Brussels
- Submission Date: 31/05/2023

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**Please select whichever applies:**

- I am authorized and fully knowledgeable to respond to this questionnaire.
- I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.
- Other:

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Thank you for taking the time to fill out the Local Government Questionnaire (LGQ) 2022.  
We appreciate your participation.