

## View results

Respondent

35

Anonymous

95:17

Time to complete

### City and Country

#### 1. City name \*

#### 2. Country name \*

### I. Institutional Framework

#### 3. What is the official e-government portal of the city/municipality? If more than one exists, please list all. \*

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).

https://www.tallinn.ee/en/services . This catalogue includes channels to apply for services, which in most cases is e-service. Our self service portal is <https://taotlen.tallinn.ee/> (needs digital ID to sign in)."/>

#### 4. Please provide link(s) for portal(s) providing following services/features:

E-services or similar

A specific portal where you can see the list of all online services available to the public.

#### 5. E-participation or similar:

E-Participation is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

https://www.tallinn.ee/et/kaasaveelarve, also most of our e-services have integrated feedback by design."/>

## 6. Open government data:

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).

City of Tallinn used to have our own Open data portal, but for better citizen experience we transferred all our open data to nationwide open data portal (<https://avaandmed.eesti.ee/>). City of Tallinn is Estonia's third biggest open data provider after Statistics Estonia and nationwide Environmental. Board

## 7. Public procurement:

We are using nationwide Public Procurement Register (<https://riigihanked.riik.ee/rhr-web/#/>) for all our Public Tenders above 30 keur. This is also integrated with <https://ted.europa.eu/>. Tenders below 30 keur are handled in our DMS system.

## 8. Other major portals at the city/municipality level:

GIS portal <https://www.tallinn.ee/en/geoportal>

We also have tens of different workflow management system and most of them have public portal view also. Eg our Accessibility Data Register is here <https://lips.tallinn.ee/>

## 9. Does your city/municipality have a Chief Information Officer (CIO) to manage its e-Government programs/strategies? CIO or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer (CTO) or Chief Digital Officer (CDO)

\*

 Yes No

## Contact information of City/Municipality Chief Information Officer (CIO) or equivalent

## 10. Name \*

## 11. Title \*

## 12. Organization \*

## 13. Email \*

## 14. Phone \*

## 15. 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) \*

City of Tallinn's CDO is part of the national CIO network of public sector CIO/CDO-s. There are regular meeting and off-sites. City of Tallinn's CDO is also part of the Association of Estonian Cities and Municipalities ICT competence center.

## II. Legal Framework

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

## 16. National level?

 Yes No

## 17. Local level?

 Yes No

## 18. If you answered yes to any of the above two questions in this section, how do you adopt these legislation/regulation in your organization?

There are plenty on national and EU level regulations that apply for everyone, we just have to follow these. Regulations include requirements for principles and procedures (eg GDPR) but in many cases also require us to use specific technical solutions eg nationwide digital ID (<https://www.id.ee/>), digital signature, data integration layer (<https://www.x-tee.ee/home>), Population Register, Land Register, Public Tender Register etc, etc.  
In most cases, local regulations just specify nationwide regulations.

## III. Strategy and Implementation

## 19. Is there a city/municipality e-Government Strategy or equivalent? \*

 Yes No

20. Please check whichever applies to the city/municipal e-Government Strategy or equivalent:

- has an implementation plan.
- 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 e-Participation and/or digital inclusion/engagement.
- makes specific reference to co-creation mechanisms for citizens.
- makes specific reference to social media.
- makes specific reference to a local digital ID.
- makes specific reference to new technologies such as artificial intelligence, blockchain, big data etc.
- provides other specific measures to ensure e-Government is used by the most vulnerable groups (Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people).
- provides other specific measures for ICT training and digital literacy by government officials.
- makes specific reference to cyber security.
- makes specific reference to mobile government.
- makes specific reference to SDG 11
- makes specific reference to the Sendai Framework for Disaster Risk Reduction 2015-2030, holistic disaster risk management at all levels

21. If city/municipality e-Government Strategy or equivalent exists, and if you checked any of the boxes above, please provide further link and/or details.

We do not have valid e-government strategy for the city at the moment, we are compiling it. Meanwhile we are following Estonia's Digital agenda 2030 and we also have our 4 year action plan aligned to City's strategy document Tallinn 2035 <https://strateegia.tallinn.ee/en>

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

We have dedicated IT budget of about 13 meur and it covers 90+% of our IT costs. Rest of the costs are covered from the budget of different departments. It's about 1,5% of the City's budget. From IT budget, about half is spent on workstation and platform services for City's employees and students, the other half is spent on e-services.

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

<https://www.tallinn.ee/et/tallinna-linna-eelarve>

24. 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. \*

We are addressing many aspects of sustainability like greenery, waste management, circular economy etc. If there's a public service, then we have a digital solution to manage it. EG our waste management solution is here <https://evald.ee/tallinn/>. We are also participating in couple of innovative GIS/3D projects like Green Twins in cooperation with Helsinki <https://www.tallinn.ee/en/valisprojektid/greentwins-tallinn-helsinki-digital-green-model>. We are also using sensor data and machine learning for energy efficiency. This is orchestrated by our Big Data team and it does not have any public interface atm.

25. 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. \*

City of Tallinn provides free public transport for all of its citizens so some of these issues do not need to be separately addressed. We are focusing on sustainable transport system and we planning to launch a MAAS solution Q32023.

26. 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. \*

There are initiatives but again, these are city's social services that can be applied via electronic channels available at <https://taotlen.tallinn.ee/>. I cant't point out anything that's only available in digital format, all City's services are available via electronic channels and also via our service halls.

27. 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. \*

We have many social services available for disabled people. For accessibility we have a public register <https://lips.tallinn.ee/est>, we also have taxi service for disabled people, it's basically like specific UBER. It's located here, but without our digital ID you cant log in: <https://sotsiaaltransport.tallinn.ee/login>

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

We are part of The Association of Estonian Cities and Municipalities <https://www.evl.ee/web/eng>, tens on nationwide organizations and workgroups also tens of international organizations and workgroups. Eg Eurocities etc. We are no different from any EU capital in that sense. It's actually quite difficult to provide any kind of list or links, it'd take for ages :)

#### IV. Usage of online services

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

All services are available via e-service, all City's public services are listed in online catalogue <https://www.tallinn.ee/et/teenused>. In most of the cases the e-service is not just an electronic form but a form integrated with workflow system. These workflow systems are in many cases used by many city's departments simultaneously, in many cases nationwide agencies are also involved (eg nationwide police). The actual usage of e-services varies a lot by service and is obviously higher among younger age groups and for simpler services. Eg for the service "Financial support for the beginning of the academic year ", 99% of the applications were made online. For cemetery services it's close to 2/3 etc.

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

We only have a few apps because citizens are in many cases are using municipal services quite rarely and are not willing to install a dedicated app. Therefore we build our e-services using responsive web pages and most of the simpler e-services are heavily used vie mobile phones.

31. Do you collect usage statistics of e-Government services? \*

- Yes
- No

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

We do not publish results online the statistics as an open data because public does not seem to be interested tbh. There are exceptions and in these cases we share the data with our Communication Service who will provide the data to the public with context. Also all our public surveys are available here <https://uuringud.tallinn.ee/uuring/otsing>

## V. User Satisfacton

33. Do you measure the satisfaction of citizens with the e-Government services provided? \*

- Yes
- No
- Other

34. If yes, do you publish the results online and share those with the public institutions concerned? Please explain further. \*

We share the data with service providers

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

The average rating for our e-services 2022 was 4,7/5 (online form filled at the end of e-service). According to our latest citizen survey (Q12023) 90% were satisfied and 27% very satisfied with our e-services.

## VI. Social Media

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

We are using facebook, Instagram and Tik-Tok. Facebook is among our most followed media channels and Tik-Tok is most used channel among youngsters. Social media strongly supports our public services.

## VII. Crisis/Emergency Response and Recovery

37. 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.

There is (<https://www.tallinn.ee/et/kriisiennetus>) but we are redesigning it this year adding a lot of new information. Also, as there's also nationwide portal ([kriis.ee](https://www.kriis.ee)) and very strong communication behind it, we do not need to duplicate everything.

## VIII. Smart City and New Technologies

38. 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.

We do not have technology-based strategies, but we are trying to implement new technology whenever possible. We are already using heavily IoT, there are AI/ML solutions and we also use robotics, AR and 3D printing. We also have smart city initiatives (<https://www.tallinn.ee/en/tallinnovation>), we own a stake in startup incubator ([https://www.tehnopol.ee/?gclid=Cj0KCQjw2qKmBhCfARIsAFy8buKyB-3VQhoCSRSIR3tarCOVYK0my0blqwk87w0E6ngVZk1DkYYFFcYaAtFKEALw\\_wcB](https://www.tehnopol.ee/?gclid=Cj0KCQjw2qKmBhCfARIsAFy8buKyB-3VQhoCSRSIR3tarCOVYK0my0blqwk87w0E6ngVZk1DkYYFFcYaAtFKEALw_wcB)) and innovation contest (<https://innovatsioonifond.tehnopol.ee/en/home/>). We are not planning to use blockchain heavily, as our nationwide digital signature covers most of these use-cases. Still, we are using heavily other aspects of cryptography.

## IX. Contact information

39. Your name \*

Martin Männil

40. Title \*

CDO

41. Email \*

[martin.mannil@tallinnlv.ee](mailto:martin.mannil@tallinnlv.ee)

42. Organization \*

City of Tallinn

43. Submission Date \*

01/08/2023



44. 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

## THANK YOU

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