



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.

Montevideo

Uruguay

I. Institutional Framework

1. What is the official **e-Government¹** portal of the city/municipality? If more than one exists, please list all.

[Https://www.montevideo.gub.uy](https://www.montevideo.gub.uy)

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

- a. E-services²: <https://montevideo.gub.uy/tramites-y-servicios>
- b. E-participation³: <https://participa.montevideo.gub.uy/>
- a. Open government data⁴: ⁵: <https://montevideo.gub.uy/institucional/montevideo-abierto>
- c. <https://montevideo.gub.uy/portal-transparencia/api/repos/:public:Portal%20Transparencia:Transparencia.wcdf/generatedContent>
- d. Public procurement: <https://montevideo.gub.uy/aplicacion/cartelera-de-compras>
- e. Other major portals at the city/municipality level:

3. Does your city/municipality have a **Chief Information Officer (CIO)⁶** to manage its e-Government programs/strategies?

Name: María Eugenia Corti

Title: Director

Organization: Sustainable and Smart Development

E-mail: maria.corti@imm.gub.uy

Phone: +5982 1950/9386

¹ **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).

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

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

⁴ **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).

⁵ **Datos Abiertos de Gobierno** permite a los ciudadanos monitorear los flujos de datos y, por lo tanto, mejora la rendición de cuentas y la transparencia del gobierno. También permite a los ciudadanos ser conscientes de cuestiones importantes y ser parte del proceso de toma de decisiones para abordar cuestiones de política (e-participación).

⁶ **CIO** or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer (**CTO**) or Chief Digital Officer (**CDO**)

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?

Following the current legislation regarding access to public information, a specialized area was created to attend and process requests for access to information in the times and forms dictated by law. In the same way, the privacy requirements of personal information are fulfilled, in terms of its treatment, storage and security.

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 digital government strategy is established through the tasks of the sustainable and intelligent development department, which is in charge of promoting and implementing them.

<https://montevideo.gub.uy/desarrollo-sostenible-e-inteligente>

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.

Every year all the departments of the Local Government Organization (Intendencia de Montevideo), in particular the Department of Sustainable and Intelligent Development, must provide the departmental Board with a list of the general and specific objectives that must be met and the compliance indicators. These indicators are reviewed after the end of the period and must be accountable for their execution. Being this the department that promotes and implements the digitization strategy, this represents the annual planning for the implementation of the digital strategy.

is aligned with the national development strategy.

is aligned with the sustainable development goals (SDGs).

The Administration is committed to meeting the sustainable development goals, which is why it prepares a commitment and achievement report every year.

<https://montevideo.gub.uy/noticias/institucional/montevideo-comprometida-con-los-objetivos-de-desarrollo-sostenible>

is aligned with national digital development strategy.

indicates the existence of shared solutions/platforms provided at the national/regional level.

Various platforms and solutions are shared at the regional level, as well as at the national level, for example the metropolitan transport system, which is managed entirely by the Montevideo mayor's office.

<https://linksur.org>

<https://montevideo.gub.uy/areas-tematicas/sistema-de-transporte-metropolitano>

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.

Montevideo has a citizen participation platform.

<https://participa.montevideo.gub.uy/>

makes specific reference to co-creation mechanisms for citizens.

<https://participa.montevideo.gub.uy/>

makes specific reference to social media.

makes specific reference to a local digital ID.

Users of municipal services have their digital identity, which is shared with the national government.

<https://mi.montevideo.gub.uy/>

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

<https://montevideo.gub.uy/areas-tematicas/servicios-digitales/analitica-de-datos>

provides other specific measures to ensure e-Government is used by the most vulnerable groups⁷.

The Municipality of Montevideo has deployed different connectivity points in several areas of the city that allow free Internet access.

<https://montevideo.gub.uy/noticias/tecnologia/wifi-abc-intendencia-instala-puntos-de-conectividad-en-espacios-publicos-de-montevideo> <https://montevideo.gub.uy/areas-tematicas/digital-services/wifi-abc>

provides other specific measures for ICT training and digital literacy by government officials.

Through the Training and Study Center of the Intendancy, different trainings are provided aimed at training officials in the different management tools. <https://montevideo.gub.uy/institucional/dependencias/centro-de-formacion-y-estudios>

makes specific reference to cyber security.

The Intendencia de Montevideo has departmental regulations that promote good practices and establish policies around cybersecurity.

<https://normativa.montevideo.gub.uy/content/de-la-politica-sobre-ciberseguridad>

https://www.montevideo.gub.uy/asl/sistemas/Gestar/resoluci.nsf/0bfcab2a0d22bf960325678d00746391/6319d97a761ce3dd83257e2a00574_a9a?OpenDocument

makes specific reference to mobile government.

The Intendencia de Montevideo has several mobile applications to provide services to citizens.

<https://play.google.com/store/apps/details?id=uy.gub.imm.mobile.mimvd&hl=es>

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.

The budget dedicated to the digital government strategy is contemplated in the budget of the Department of Sustainable and Intelligent Development, and represents 3% of the total budget of the Municipality. It can be seen at [https://montevideo.gub.uy/portal-transparencia](https://montevideo.gub.uy/portal-transparencia/api/repos/:public:Portal%20Transparencia:Transparencia.wcdf/generatedContent)

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

The budget execution (balance sheet approved by the departmental board) is published on the financial transparency portal and is also published as open data on the open data portal.

<https://montevideo.gub.uy/portal-transparencia>

<https://ckan.montevideo.gub.uy/dataset/balance-de-ejecucion-presupuestal>

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.

No, there aren't.

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

⁷ Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people

special attention to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons? Please explain further and provide links.

The Intendencia de Montevideo has a mobility management center that, by applying different technologies, cameras, intelligent traffic lights, sensors, automatic control devices, etc., allows the administration, management and control of traffic and transport in the city, which contributes to the objective of having a more accessible and safe mobility. <https://montevideo.gub.uy/centro-de-gestion-de-mobilidad>

On the other hand, the **Como ir** mobile application allows access to information on the route, stops and estimated time of arrival of the accessible buses that are available in the city.

https://play.google.com/store/apps/details?id=uy.gub.imm.stm.mobile.comoir&hl=es_UY&gl=US

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.

The transport card of the metropolitan transport system (STM) allows different benefits to be provided to its users, the frequent user benefit and the ABC ticket are currently in force, the latter aims to serve the most vulnerable population. There are also other types of benefits for retired users and students.

<https://montevideo.gub.uy/areas-tematicas/sistema-de-transporte-metropolitano/tarjetas-stm/programa-de-beneficios-stm> <https://montevideo.gub.uy/areas-tematicas/sistema-de-transporte-metropolitano/escolares-y-estudiantes>

Also, we have developed specific ways to facilitate the reporting of situations of sexual harassment in public spaces, these can be reported via the web, through the bot or by phone, when it happens on public transport, the claim can also be made through the Montevideo app or through the **Buzón Ciudadano**:

<https://montevideo.gub.uy/areas-tematicas/igualdad-de-genero/como-reportar-casos-de-acoso-en-el-espacio-publico>

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.

No, there aren't.

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.

Montevideo sub-coordinates the science, technology and training thematic unit of the alliance of Latin American cities: Mercociudades.

It also belongs to the international open government alliance, Open government Partnership, OGP.

<https://www.opengovpartnership.org/es/ogp-local/>

IV. Usage of online services

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

More than 40 services are offered for every 100,000 inhabitants through different modalities included in the procedures and services portal. <https://montevideo.gub.uy/tramites-y-servicios>

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

All services can be accessed by mobile means, since the service portal is responsive. In any case, the following apps are available:

-How to go

- Where to go
- STM claims (STM: public transportation system)
- Unique response system
- Montevideo Participate
- Beaches
- Network of public toilets

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?
No

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.

3. What is the percentage of the population⁸ satisfied with their last experience of online public services? Please explain further.

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.
Yes, various social networks are used as a communication mechanism with citizens.

VII. Crisis/Emergency Response and Recovery

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.
There is no section on the portal dedicated to this purpose, although we have emergency numbers through WhatsApp and standard telephony.

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.

Within the department of sustainable and intelligent development, there is management for intelligent cities, which has among its tasks addressing new technologies and technological infrastructure of intelligent cities.

<https://montevideo.gub.uy/institucional/dependencias/tecnologia-para-ciudades-inteligentes>

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

⁸ 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

If Yes, please explain further and provide links.

The Municipality of Montevideo in the Department of Sustainable and Intelligent Development and within the management for smart cities, has a data analytics area that seeks to add value to the data in order to contribute to decision making. In this sense, it has the infrastructure, knowledge and experience necessary for the analysis and processing of large volumes of data.

<https://montevideo.gub.uy/areas-tematicas/servicios-digitales/analitica-de-datos>

Additionally, AI tools have been used in several instances to carry out pilots that contribute to improving management and services for citizens. An example of this is the recent project to use these tools for the automatic preparation of the road inventory.

<https://montevideo.gub.uy/noticias/tecnologia/montevideo-es-finalista-del-smart-city-awards-2022>

IX. Contact and Additional Information

- Name: **Ma. Eugenia Corti** _____
- Title: **Director of the Sustainable and Intelligent Development Department** _____
- Email: **maria.corti@imm.gub.uy** _____
- Organization: **INTENDENCIA DE MONTEVIDEO** _____
- Submission Date: **May 30th, 2023** _____

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