



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.

City name **Tel Aviv - Yafo**

Country name **Israel**

I. Institutional Framework

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

[Tel Aviv-Yafo official website](#)

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

- a. E-services²: [MyDIGITEL](#)
 - [Digitel application](#)
 - [106+ Application](#)
 - [Beaches](#)
 - [Education](#)
 - [Communities](#)
 - [Payments](#)
- b. E-participation³: [Shituf](#)
- c. Open government data⁴: [OpenDataTLV](#)
- d. Public procurement: [Public procurement](#)
- e. Other major portals at the city/municipality level:
 - [Tourism](#)
 - [Sport](#)

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).

- [Careers](#)
- [Sviva \(environment\)](#)
- [GIS](#)

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

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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)

[The CIO is linked to National CIO department by good will only.](#)

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?

[The Municipality of Tel Aviv-Yafo follows all national regulations.](#)

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 Tel Aviv-Yafo municipality has an e-Government Strategy. It is not fully published, but the main subjects can be found here.](#)

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.](#)

Is aligned with the national development strategy.

Is aligned with the sustainable development goals (SDGs).

Is aligned with national digital development strategy.

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

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- 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.
- 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, block chain, big data etc.
- provides other specific measures to ensure e-Government is used by the most vulnerable groups⁶.
- 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.

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.

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

The Tel Aviv-Yafo municipality publishes the budget as required by law.

<https://www.tel-aviv.gov.il/Transparency/Pages/CityFunds.aspx>

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.

The Tel Aviv-Yafo municipality has a new environmental unit that works these days on several digital initiatives.

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.

The Tel Aviv-Yafo municipality co-operates three forms of alternative transportation in the city. All three forms of transportation operate digitally with designated Apps:

- [Tel O-Fun](#)
- [Auto-Tel - car-sharing-by-the-minute](#)
- [Tel-Aviv Share](#)

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,

⁶ Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people

persons with disabilities and older persons? Please explain further and provide links.

YES. All the information for affordable housing project and enrollment process is digital.

- [Information](#)
- [Enrollment process](#)

In addition, we are in the process of digitizing the work of centers that deal with exhaustion of rights for vulnerable communities

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.
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.
 - The Tel Aviv-Yafo municipality partners with other municipalities in the country by sharing knowledge in CIO forum. In addition we participate in professional courses and workshops with other cities.
 - In addition, the Tel Aviv-Yafo municipality shares its knowledge free of charge with cities around the world. The Tel Aviv-Yafo municipality exported the full perception of "DigiTel" to other places (see DigiThane).
 - Regarding private sector, The Tel Aviv-Yafo municipality has established an experimental laboratory that serves as a platform for conducting experiments with startup companies addressing the city's challenges.
 - The Tel Aviv-Yafo municipality partner with civil society as well. One of the e-services in MyDigiTel perception is a volunteering e-platform (Tribu) that offers the residents volunteering opportunities in the city that fit their preferences. The volunteering opportunities offered are both managed by civil society organizations and the municipality social services.

IV. Usage of online services

1. What is the percentage of city/municipality services offered online (municipality website)? Please explain and provide links
95%
[MyDIGITEL](#) is the platform that includes all the municipality services
2. What is the percentage of city/municipality services offered through dedicated mobile means (mobile applications)? Please explain and provide links.
All services are provided both on mobile means ([MyDIGITEL](#) is an App) and on desktop.

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? [The Tel Aviv-Yafo municipality do not publish the results.](#)

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.

[The Tel Aviv-Yafo municipality do not publish the results. The Tel Aviv-Yafo municipality measure the satisfaction of citizens with the e-Government services on daily basis and in different methods \(The Center for Socio-Economic Research\)](#)

3. What is the percentage of the population⁷ satisfied with their last experience of online public services? Please explain further.

[4/5 according to most updated survey.](#)

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. Spokesman unit is constantly marketing e-government services and activities, including DigiTel as the main "gate" to all e-Government services.](#)

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.

[YES. We have a special information page that is automatically takes over the home page of the municipal website when emergency occurs.](#)

2. 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.

["The city of Tel Aviv-Yafo operates and conducts continuous tests on new technologies for smart city applications through the following methods:](#)

⁷ 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

- (1) The municipality's Technology Division serves as a professional and executive body responsible for implementing and developing smart city technologies and operational management systems for the city, including security systems and overall city management.

Currently, the city operates advanced technological infrastructures that provide solutions for smart cities, including:

- a. A 350 km long fiber optic network and an MPLS network, enabling the monitoring of AI solutions.
- b. A LORA network for sensors and cameras in public spaces.
- c. A network of 3,500 cameras installed throughout the city, allowing real-time monitoring and optimization of city operations.
- d. A network of sensors deployed across the city, monitoring various aspects such as parking, air and noise pollution, and garbage collection. These sensors are connected to operational and CRM systems, enabling real-time monitoring, reporting, and management by different municipal units.
- e. The municipality is exploring advanced technologies in data and virtualization, such as Digital Twin, Datalake, and 3D solutions.
- f. Real-time systems management, customer service centers management systems for residents, applications facilitating resident-customer relations, software for coordinating engineering infrastructure jobs, and presenting real-time updates on infrastructure projects.
- g. Mobile-based systems for field workers to facilitate real-time city management.
- h. CRM systems managing all municipality inquiries related to education, hazards, and community issues.

The municipality prioritizes residents' privacy and has implemented systems to blur faces and figures captured by cameras in public spaces, in compliance with the GDPR standard.

- (2) The city has established an experimental laboratory located in a suburb in the north of Tel Aviv-Yafo. This laboratory serves as a platform for conducting experiments with startup companies addressing the city's challenges. These startups act as a force multiplier, contributing to the city and municipality's management and benefiting both the city and its residents."

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 Municipality of Tel Aviv manages its data from various sources of information, including

internal municipal data sources, digital projects related to residents, sensors and cameras data, internal operational systems, and external information sources. These sources provide data on education, transportation, HR, budgets, CRM, benefits, cultural information, and more, enabling the city to provide services beyond the standard offerings.

The municipality utilizes data warehouses (DWH) tools to manage its data across different areas of interest. The data is collected using ELT/ETL tools and is based on SQL and MongoDB databases. After basic processing, complex analyses are conducted using advanced business intelligence (BI) tools such as SAP BI and Power BI. These tools generate interactive reports for the municipality's management, and selected information is shared with residents through an open data system.

The municipality's vision is to enhance resident services by leveraging advanced AI and big data tools. They aim to integrate various machine learning (ML) tools for forecasting and data cataloging projects while transitioning into the realm of big data. By utilizing these systems, the municipality can make informed decisions, including managing situations like the COVID epidemic in the city.

Furthermore, the municipality is exploring advanced AI technologies for object counting in public spaces, such as vehicles and pedestrians, to monitor and prevent traffic accidents. Currently, the municipality has an AI solution that employs city-wide cameras to check and monitor the fill level of trash cans, ensuring timely collection and preventing overflow.

Overall, the Municipality of Tel Aviv leverages various data sources, AI technologies, and big data tools to improve service levels, enhance decision-making, and address city-wide challenges effectively.

The municipality publishes resident data on the following websites:

(1) Tel-Aviv OpenData Site : <https://opendata.tel-aviv.gov.il/en/>

(2) Tel-Aviv Gis Site : <https://gisn.tel-aviv.gov.il/iView2js4/index.aspx?extent=3853552,3767000,3893448,3783000&layers=&back=0&year=2022&opacity=0.9&filters>

IX. Contact and Additional Information

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- Submission Date: 28/5/2023

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- Submission Date: 28/5/2023

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.