

## View results

Respondent

32

Anonymous

**11387:22**

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).

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).

## 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).

## 7. Public procurement:

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

## 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 \*

Mr.

12. Organization \*

Municipality of Tirana

13. Email \*

ermir.puka@tirana.al

14. Phone \*

+355672069425

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) \*

No

## 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?

We use most of the time e-Albania portal

## 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.

There is no document published online at this moment

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. \*

Yes, our municipality does have a dedicated budget for digital government and it takes up to 1% of the total budget.

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

We do publish the budget online, and not only that but also a Monitoring Report for the implementation of the budget, a Program Expenditure Report according to Accounting Items, an Expenditure Report according to all the Programs, all every 4 month of the operating year.  
The budget gets published on our website Tirana.al, under the link : <https://tirana.al/kategoria-e-publikimit/vendime-keshilli-bashkiak>, where for every year you can find all the rulings of the municipal council, which is the one that approves the budget.  
The last published budget ruling can be found by searching: "Për Disa Shtesa Dhe Ndryshime Në Vendimin Nr.126, Datë 23.12.2022, Të Këshillit Bashkiak "Për Miratimin E Programit Buxhetor Afatmesëm 2023-2025 Dhe Detajimin E Buxhetit Të Bashkisë Së Tiranës Për Vitin 2023" and as for the others, you have to search for them manually.

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. \*

One of the initiatives taken by the Municipality of Tirana is the project "Financial support (Grant) for new "green" businesses which are based on an eco-friendly model, or existing businesses which try to transform into "green" businesses by introducing elements of green in them".  
More information can be found at our website Tirana.al -> Home Page -> Economics & Business -> Financing Opportunity -> Grants, under the link: <https://tirana.al/kategori/grante>

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. \*

There are about 200 stations that are planned in the budget for adaptation for people with disabilities. Also, the buses are built with ramps and have room for women, children and the disabled. A more detailed information can be found under the link : [https://tirana.al/en/uploads/2020/12/20201210161709\\_sump\\_tirana-volume-ii\\_the-plan\\_200724.pdf](https://tirana.al/en/uploads/2020/12/20201210161709_sump_tirana-volume-ii_the-plan_200724.pdf) Also, In order to determine the needs of Roma and Egyptian children, the General Directorate of Social Services in cooperation with civil society partners has measured the distance between the social housing in Lanabregas and the school, and has determined that this distance is a little less than two kilometers. Pursuant to the National Action Plan for Equality, Inclusion and Participation of Roma and Egyptians 2021-2025, the General Directorate of Social Services in cooperation with civil society partners enabled the transportation of these children from home to school and vice versa. Another measure taken: in order to enable the accessibility of services for people with disabilities, mainly children, young people and the elderly, the Community Centers of the Municipality of Tirana have made available to the beneficiaries a means of transport to accompany them from the apartments to the premises of the centers and vice versa, this throughout the days of the week and the need shown by the beneficiaries. Transportation for accessibility to services is also provided to accompany individuals in a street situation from the field teams to the "Strehëza Tirana" Social Center.

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. \*

The General Directorate of Social Services at the Municipality of Tirana, in the activity of the social field, has in its competences the protection and social care for individuals and families in need. One of the services in support of individuals who need short-term housing is offered by the "Strehëza Tirana" Social Center, an institution managed by the Municipality of Tirana. This institution has a daily capacity of 30 beds and covers hygienic needs, housing, food and counseling for homeless, abandoned and street-dwelling individuals. In the framework of the cooperation with the civil society organizations (CSO), the Municipality of Tirana, through a social center that has been given to the organization "Initiative for Social Change - ARSIS", provides a 72-hour emergency service to temporarily protect children in high and immediate danger (street situation, victims of domestic violence, trafficking, exploitation, without parental care, unaccompanied, etc.). The children and their mothers are supported during their stay at the Center with food, hygiene care, psychological counseling, health care, sports and creative activities. The municipality also aims to improve housing, enabling inclusion in social housing programs for all the groups, especially for the most needy ones by expanding the number of applied programs, as well as enabling new financial instruments (such as Public Private Partnership) to increase her offer as the implementation and operation of the digital program of housing programs, "Online housing system and social houses" initiated by the Ministry of Finance and Economy for the purpose of creating the necessary facilities of applying in these social programs housing. Citizens can now apply by searching : " Kërkesë për të përfituar nga programet e strehimit social » on E- Albania. The link : [https://e-albania.al/eAlbaniaServices/UseService.aspx?service\\_code=13884](https://e-albania.al/eAlbaniaServices/UseService.aspx?service_code=13884)

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. \*

• Fostering a kids-centered design and use of city streets and urban spaces to increase accessibility, attractiveness and safety. Low emission streets: The most representative measures include the implementation of the already planned pedestrianization of street segments and traffic calming interventions which, in some cases, might include also traffic restrictions; the improvement of safety and security conditions for pedestrian and cyclists and a significant upgrade in the quality of open spaces. This action plan was implemented in different schools of Tirana like "Mihal Grameno", "Osman Myderizi", "Gjon Buzuku", "Shkolla e Kuqe", "Fan Noli" and "Edith Durham". • Electric Mobility a. Further expansion of electric vehicle charging infrastructure network b. Greening the private vehicle fleet: i. Incentive ranging from 5% to 10% of the purchasing cost for a new electric car ii. Free maintenance and ancillary services for electric car owners iii. Incentives and discounts offered also to hybrid car owners c. The initiatives also entail the introduction of new standards and incentives to replace the existing taxi and bus fleet with hybrid or electric models in line with those already introduced by the Albanian Government for greening the private fleet. 3. Improving the sensors' infrastructure (VMS, CCTVSmart, lights) and Traffic Data: a. Improving the sensors' infrastructure (CCTV and VMS systems) b. Improving green waves scheme c. Road accident register computerized system d. Creation of a traffic model e. Tactile paving & help for the visually impaired in traffic lights

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. \*

The municipality has had Twinning and Cooperation Agreements with different cities throughout the years. These agreements and all the details can be found under the link: [https://tirana.al/uploads/2023/6/20230627125928\\_marreshje-shoqata.pdf](https://tirana.al/uploads/2023/6/20230627125928_marreshje-shoqata.pdf)

#### IV. Usage of online services

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

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

We have one mob app Tiranalme that for iOS and Android, and we are developing a new one that will be published in September

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

- Yes
- No

#### V. User Satisfacton

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

- Yes
- No
- Other

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

## VI. Social Media

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

## VII. Crisis/Emergency Response and Recovery

35. 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.

## VIII. Smart City and New Technologies

36. 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.

## IX. Contact information

37. Your name \*

38. Title \*

39. Email \*

erion.veliaj@tirana.al

40. Organization \*

Municipality of Tirana

41. Submission Date \*

30/06/2023



42. 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.