

View results

Respondent

31

Anonymous

09:37

Time to complete

City and Country

1. City name *

Tokyo

2. Country name *

Japan

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).

We do not have a comprehensive portal as a digital government. However, Tokyo has established Bureau of Digital Services in April 2021, and not only the bureau but also each department is promoting the onlineization of administrative procedures. In formulating various plans, we are soliciting opinions from citizens through our website. We also operate a website for overseas audiences and strive to disseminate information.
<https://www.metro.tokyo.lg.jp/english/index.html>

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.

<https://www.e-tokyo.lg.jp/top/index.html>

5. E-participation or similar:

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

<https://www.metro.tokyo.lg.jp/english/contact/index.html>

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 *

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) *

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?

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.

In 2017, we formulated the Tokyo ICT strategy, and in 2021, we have formulated the "Tokyo Digital First Promotion Plan" in order to further improve the quality of service (QOS) of administrative services. In addition, we have formulated the "Smart Tokyo Implementation Strategy" and the "Shin-Tosei" strategy.
<https://translation2-j-server.com/LUCTOKYODI/ns/tl.cgi/https://www.digitalservice.metro.tokyo.lg.jp/digitalfirst/index.html?SLANG=ja&TLANG=en&XMODE=0&XPARAM=kw,&XPORG=,&XJSID=0>
<https://translation2-j-server.com/LUCTOKYODI/ns/tl.cgi/https://www.digitalservice.metro.tokyo.lg.jp/smarttokyo/index.html?SLANG=ja&TLANG=en&XMODE=0&XPARAM=kw,&XPORG=,&XJSID=0>
<https://translation2-j-server.com/LUCTOKYODI/ns/tl.cgi/https://www.digitalservice.metro.tokyo.lg.jp/shintosei/index.html?SLANG=ja&TLANG=en&XMODE=0&XPARAM=kw,&XPORG=,&XJSID=0>

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 allocated a budget related to digital government, but it is difficult to clearly calculate the budget amount specifically for digital government, so it is also difficult to mention the percentage.

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

The budget overview of Tokyo Metropolitan Government is disclosed on the website of Bureau of Finance.
<https://zaimu-metro-tokyo.j-server.com/LUCAIZAIMU/ns/tl.cgi/https://www.zaimu.metro.tokyo.lg.jp/zaisei/yosan.html?SLANG=ja&TLANG=en&XMODE=0&XPARAM=kw,&XCHARSET=utf-8&XPORG=,&XJSID=0>

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. *

In the "Shin-Tosei" strategy, we are promoting sustainable soil pollution countermeasures through digitalization and open data. <https://www.seisakukikaku.metro.tokyo.lg.jp/basic-plan/shintosei3/index.html#page=110>

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. *

In the "Shin-Tosei" strategy, we are promoting a project to efficiently collect vehicle congestion data and provide highly accurate congestion information inside Toei Subway trains. <https://shintosei.metro.tokyo.lg.jp/leading-project/leading-project-15/>

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. *

In the "Shin-Tosei" strategy, following the online application process for Tokyo Metropolitan Housing, we are promoting the reconstruction of the current system to enable online applications and notifications for other procedures that residents of Tokyo Metropolitan Housing need to carry out. <https://shintosei.metro.tokyo.lg.jp/leading-project/leading-project-25/>

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. *

In order to correct the gap (digital divide) between those who can handle digital technology and those who cannot, Tokyo Metropolitan Government implement initiative to enable the elderly who are unfamiliar with digital devices to use administrative services via smartphones. <https://translation2.j-server.com/LUCTOKYODI/ns/tl.cgi/https://www.digitalservice.metro.tokyo.lg.jp/digitaldivide/index.html?SLANG=ja&TLANG=en&XMODE=0&XPARAM=kw,&XPORG=,&XJSID=0>

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. *

Tokyo Metropolitan Government collaborates with the national government, municipalities, and private businesses to develop many projects. For example, Bureau of Digital Service is working with municipalities and private businesses to create services that solve regional issues and make daily life more convenient using cutting-edge technology. Additionally, to achieve further DX for all of Tokyo, including municipalities, through equal collaboration between the public and private sectors, GovTech Tokyo has been established. <https://www.leadingarea-smarttokyo.jp/>
<https://www.chiiki-smarttokyo.metro.tokyo.lg.jp/>
<https://www.digitalservice.metro.tokyo.lg.jp/govtech/>

IV. Usage of online services

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

In 2021, we have formulated a promotion plan based on the Tokyo Digital First Ordinance, and are currently promoting the digitalization of all 28,000 procedures, excluding internal procedures. As of the end of fiscal year 2022, approximately 51% of the total procedures have been digitized.

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

Not measured.

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

- Yes
- No

V. User Satisfactor

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

- Yes
- No
- Other

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

We publish the survey results on the Tokyo Metropolitan Government's website.

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

According to the 2022 survey, the overall satisfaction rate of Tokyo residents is 26%.

VI. Social Media

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

We utilize social media platforms such as Facebook, Twitter, and Instagram to regularly disseminate information. https://twitter.com/Tokyo_gov/
<https://www.facebook.com/TokyoGov/> https://www.instagram.com/tocho_koho_official/

VII. Crisis/Emergency Response and Recovery

36. 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.

The Tokyo Metropolitan Disaster Prevention website provides information on disasters such as evacuation information within Tokyo, as well as introducing preparedness measures and the city's initiatives. <https://translation2.j-server.com/LUCAITBSAI/ns/tl.cgi/https://www.bousai.metro.tokyo.lg.jp/?SLANG=ja&TLANG=en&XMODE=0&XCHARSET=utf-8&XJSID=0>

VIII. Smart City and New Technologies

37. 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 have compiled "Smart Tokyo Implementation Strategy", which introduces the status of implementation for the realization of Smart Tokyo (Tokyo's Version of Society 5.0).
<https://translation2.j-server.com/LUCTOKYODI/ns/tl.cgi/https://www.digitalservice.metro.tokyo.lg.jp/smarttokyo/index.html?SLANG=ja&TLANG=en&XMODE=0&XPARAM=kw,&XPORG=,&XJSID=0>

IX. Contact information

38. Your name *

Yokoyama Ryosuke

39. Title *

Staff

40. Email *

Ryosuke_Yokoyama@member.metro.tokyo.jp

41. Organization *

Breau of Digital Services

42. Submission Date *

26/06/2023



43. 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.