

Tallinn's Road to e-Governance



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Tallinn City Secretary, Head of City Office

www.tallinn.ee

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QUICK FACTS OF ESTONIA and TALLINN

REPUBLIC OF ESTONIA

TALLINN

The Capital of Estonia

Population

1 319 133 (01.01.2018)

450 075 (1.05.2018)

Area

45 227 km²

15 931 km²

GDP per capita 2016

15 883,40 euros

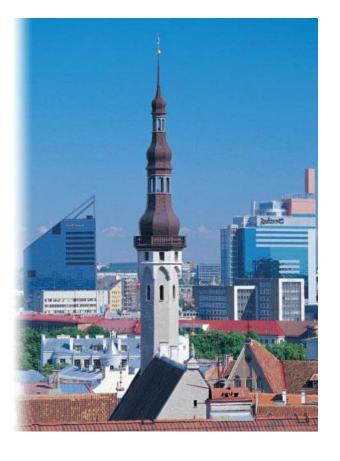
25 697,51 euros

Currency

Euro (EUR, €)

Average air temperature

In July +17.8 °C in February – 2.5°C





DEMOCRACY IN THE CITY OF TALLINN



~ 21 000 employees of the City Tallinn + foundations, enterprises, etc who serve the city

79 members of the City Council





10 COMMISSIONS

CITY COUNCIL (79)

CITY COUNCIL OFFICE (34)

CITY OFFICE (220)

8 CITY DISTRICT COUNCILS

CITY GOVERNMENT (8)

13 DEPARTMENTS (679)

8 CITY DISTRICT ADMINISTRATIONS (415,7)

HAABERSTI	(35,5)
CITY CENTRE	(64)
KRISTIINE	(42,2)
LASNAMÄE	(87)
MUSTAMÄE	(51,5)
NÕMME	(43,5)
PIRITA	(26)

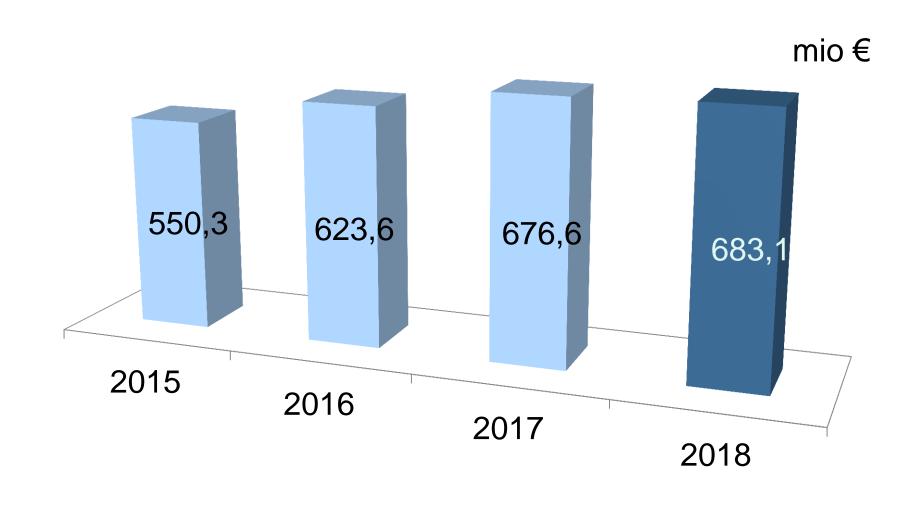
	J. U)
MUNICIPAL POLICE	(104)
EDUCATION	(62)
CITY PLANNING	(108)
CITY ENTERPRISES	(60)
CITY PROPERTY	(68)
TRANSPORT	(52)
ENVIRONMENT	(37)
MUNICIPAL ENGINEERING	(53)
SOCIAL WELFARE AND HEALTH	CARE (30)
CITY ARCHIVES	(27)
CULTURAL	(16,5)
VITAL STATISTICS	(34)
SPORTS AND YOUTH	(27,5)

(9)
(8,5)
au (2)
(22)
(114)
(19)
(35)
(12)
(57,5)
(21)
(29)

NORTHERN TALLINN (66)

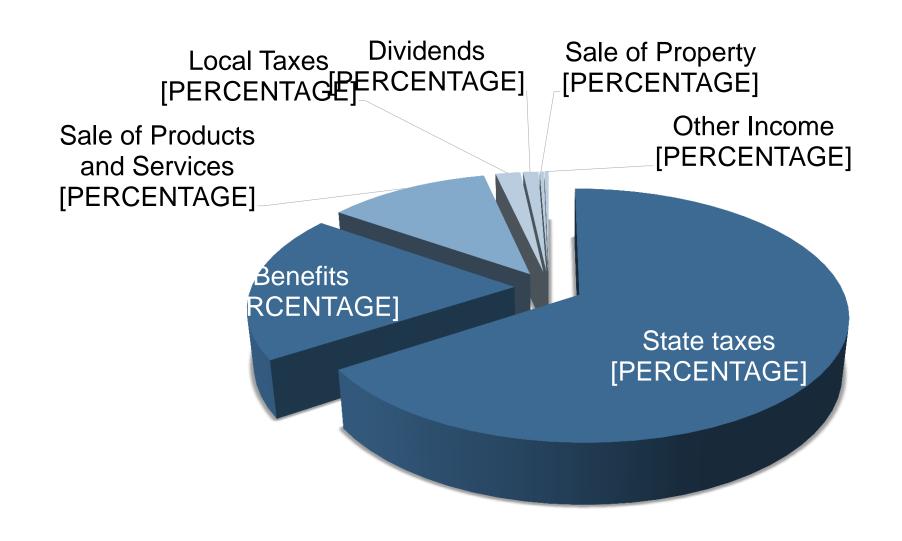


CITY BUDGET 2015-2018



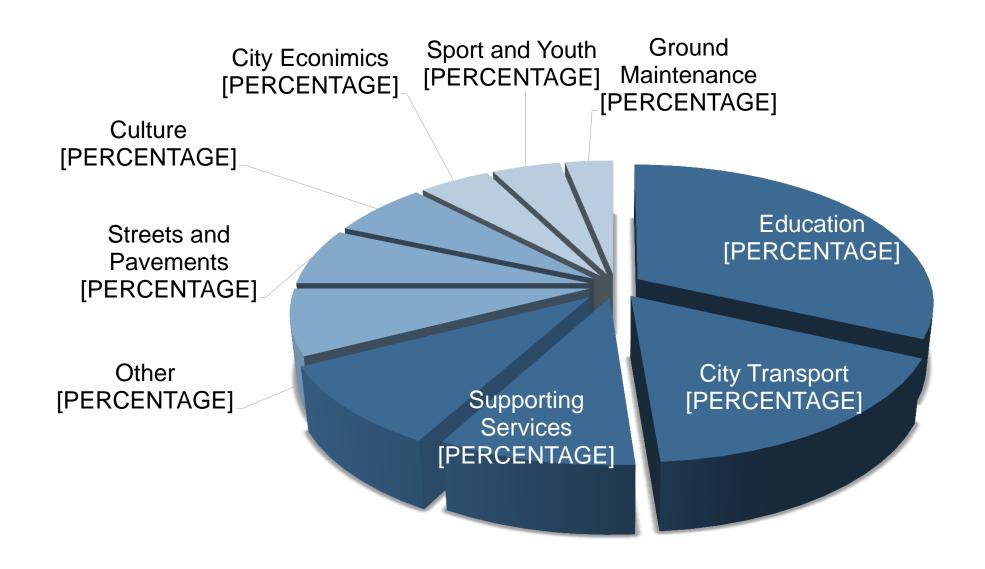


BREAKDOWN OF CITY REVENUES 2018



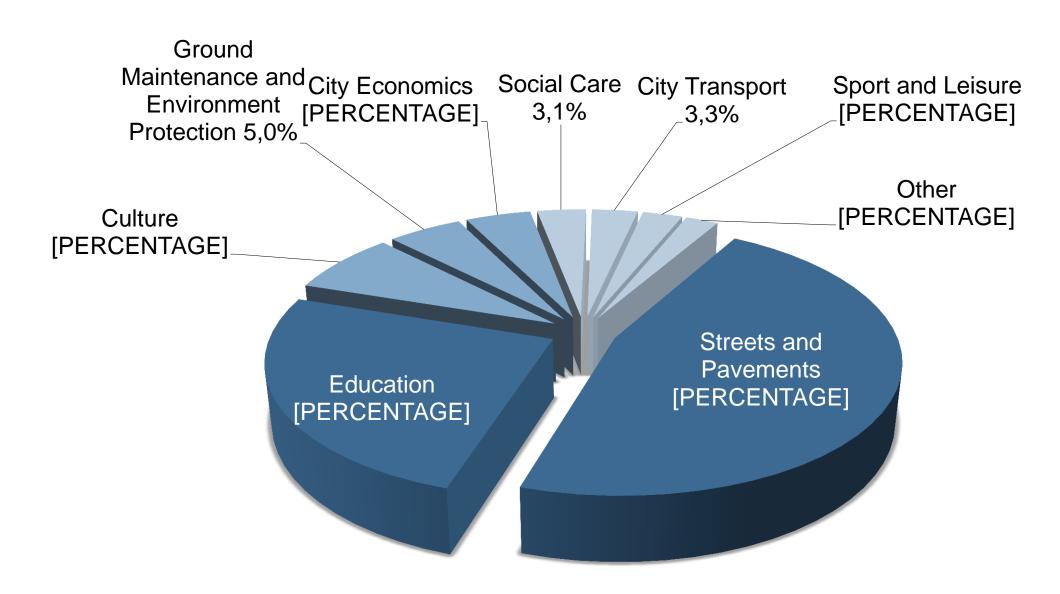


BREAKDOWN OF CITY EXPENSES 2018





BREAKDOWN OF CITY INVESTMENTS 2018





MAIN GOALS for the CITY

- Becoming European Green Capital by 2021
- Staying among top innovative citys in Europe (Tallinn was 2.-3. in European Capital of Innovation competition in 2017)
- Getting back among the Top7 Most Intelligent Communities in the world

(last time Tallinn was listed in 2013)



MAIN GOALS of IT STRATEGY

- Provide e-services whenever possible
- Integrate city's IT systems with national systems in order to implement "once only" principle
- Provide open data whenever possible. Enable third party services based on that data
- Ensure data protection and cyber security
- Ensure possibilities for flexible working for city officials



ABOUT SMART CITY CONCEPT

- The term "Smart City" dates back to 1990s
- The original idea was to set a clear and remarkable path of progress for public institutions and private companies
- By a way the definition "smart" is variable and unique to each community
- Smart City or Intelligent City?

SMART CITY TALLINN FRAMEWORK STRATEGY

- Tallinn City as Smart City is an entity using information and communication capacities to the full
 - to increase performance
 - reduce resource use
 - increase connections between the city and citizen
- Far-sighted, intelligent solutions and seamless interoperability with State IT infrastructure have made Tallinn the city with rising quality of living

CONCEPT & DEVELOPMENT of OUR ELECTRONIC SOLUTIONS1



- Workflows move from the document register to the respective databases (public meetings, non-profit activities, city planning, the self-service portal)
- Cross-usage of data, interoperability
- Digital signatures always the best option?
- Significantly decreasing parallel procedure on paper



CONCEPT & DEVELOPMENT of OUR ELECTRONIC SOLUTIONS2

- The personal role models of managers, political will/support
- Project management from the process point of view
- The illusion that there is much to save on, preferring quality and transparency

INFORMATION SYSTEM DEVELOPMENT PRINCIPLES



- Ordered legal base registered in RIHA, statute drafted
- Interoperability
- The applicant must provide a minimum of information 100% "e" – applications, processing, result, surveillance
- Log in with ID card, digital signature
- Mapping component
- All relevant documentation on the same system
- Data processing
- Open data and GIS
- Common design elements



THE DESK OF THE CITY SECRETARY

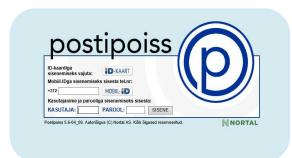




before now

THROUGH OUTLOOK, TASKS FROM THE INFORMATION SYSTEMS





General Document

Management

System





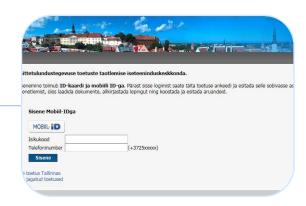
City Goverment Meetings



Bills Management



Public Event Permit

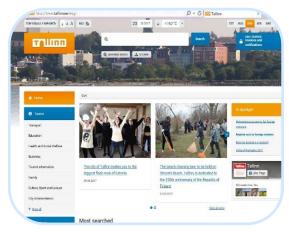


Benefit for Non-profit Activities

THE MOST POPULAR DATABASES 1



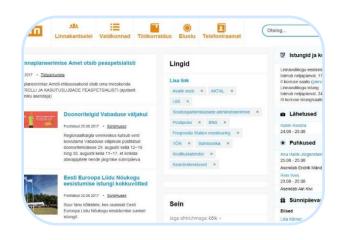
Total 49



Tallinn Website Tallinn.ee



City Council Information System



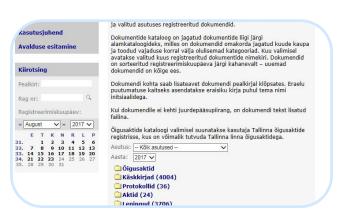
Intranet



Tallinn Legislation Register



Tallinn Planning Register



Document Register

http://intra.tallinnlv.ee/itabi/andmekogud/Pages/default.aspx

THE MOST POPULAR DATABASES 2



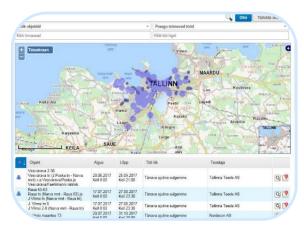
Total 49



Education Information Information



The Pet Register



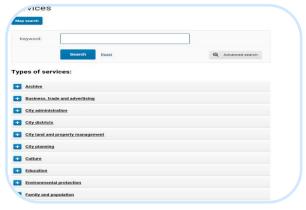
Operational Information System



Cemetery Portal



Tallinn Parking Management Database



Public Services



PUBLIC SERVICES

- Tallinn Virtual Service Hall was established in January 2009
- 21 areas, 570 services, fully digital 86
- 47 information systems, 35 databases
- Integration with financial infosystem SAP- Online payment environment
- Linking services with the city GIS/map
- Mobile text messages
- All services http://www.tallinn.ee/eng/teenused



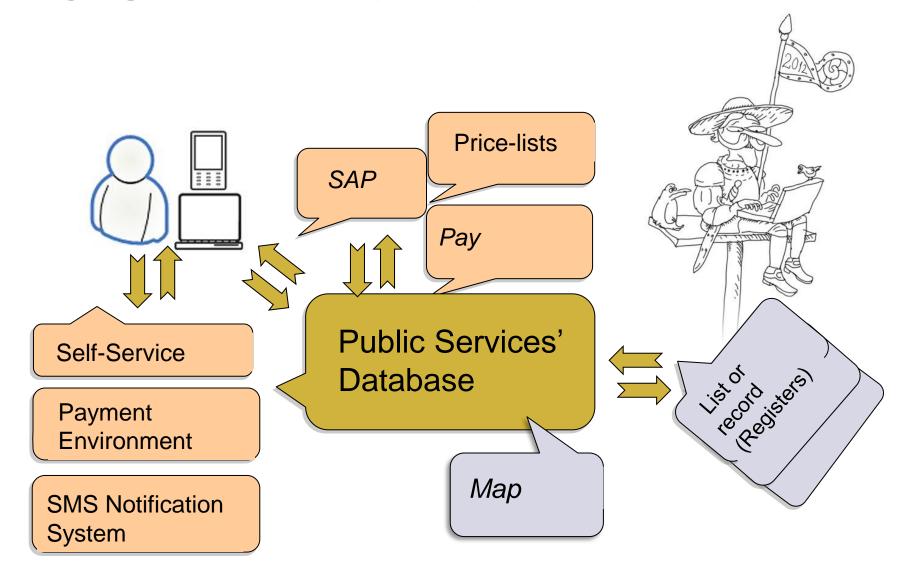
21 TYPES OF SERVICES

#	Archive
±	Business, trade and advertising
+	City administration
+	City districts
	City land and property management
#	City planning
#	Culture
#	Education
#	Environmental protection
±	Family and population

	Health
•	Heritage conservation
•	Maintenance and landscaping
	Public order
•	Public transport and traffic
	Roads and streets
	Social welfare
•	Sports
	Tourism
•	Utility networks
	Youth work



ARCHITECTURE FOR PUBLIC SERVICES' DATABASE





FREE PUBLIC TRANSPORT

- From the 1. January 2013 Tallinn is the first capital in the EU to provide free public transport (PT) to
 - its residents
 - school students
 - passengers aged 65 years and over
- A common and innovative public transport ticket system was implemented in Tallinn and Harju County, which was created as an online account-based solution

http://www.tallinn.ee/eng/pilet/



TRAVEL CARD is an electronic, contactless smart card, which proves your right to ride on public transport

THE PARKING PLATFORM IS INCLUDES MOBILE PARKING

enables up to 95 % of transactions to be performed electronically

PARK&RIDE (P&R) system – for Tallinn residents and non-residents who can park their passenger cars or vans in (P&R) parking lots and travel to and from their destination by public transportation



TALLINN DEVELOPMENT AND TRAINING CENTER (TDTC)





TALLINN DEVELOPMENT AND TRAINING CENTER (TDTC)

- organises international trainings and seminars that introduce the best practice and achievements of Tallinn to state and local authorities:
 - In the field of electronic services:
 - e-governance
 - e-services
 - mobile phone parking (m-parking)
 - In the field of transport and environment:
 - experience resulting from organising free public transport;
 - experience resulting from optimisation and development of public transport line network
 - Experience resulting from environmental project "Green Capital"
- foreign trainings and exchange of experiences for Estonian local authorities



PROJECTS of TDTC

- 1. The seminars target group are those cities, which are still starting to look at e-administration and where e-service available systems are still maturing e.g. Moldova, Georgia, Russia, Afghanistan, Belarus, Macedonia etc
- 2. Uganda co-operation project "Establishing service centres and building their capacities on the example of Tallinn"
 - Establishing service centres (one-stop- shop centres to provide public services) and building their capacities on the example of Tallinn for Ugandan state and local municipality employees, from August 27.08-3.09. 2017
 - Study visit to Uganda <u>from 02.12.-12.12.2017</u>
- 3. Co-operation with Armenia, Ukraina and Kazakhstan
 - The training and study visit to Tallinn and Estonia (<u>from 18.12.- 21.12. 2017</u>) for the Ministry of the Territorial Administration and Development of Republic of Armenia's delegation
- 4. The training seminar to students and lecturers of Ewha Hankyung Ace Academy (EWHA) and female entrepreneurs of the Republic of Korea in Tallinn 9.09.2017
- etc





International development co-operation project "Establishment of tourism information offices in Uganda and enhancing their capabilities, based on example of Tallinn", with the Public Services Ministry of Uganda from 2013





Collaborative project funded by the Estonian Foreign Ministry's Development Co-operation and Humanitarian Aid funds



CO-OPERATION WITH ARMENIA, UKRAINA AND KAZAKHSTAN







Training and study visit to Tallinn and Estonia for the Ministry of the Territorial Administration and Development of Republic of Armenia's delegation from 18.12.- 21.12. 2017

Study tour of the delegation of Ukrainian state and local authority officials to Tallinn and Harju county

Study visit of the delegation of Kazakhstan city Alma-Ata Akimat (administration) delegation to Tallinn to learn about e-goverment and e-services



Contacts



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Thank You for Your Attention!



