How cities can improve their resilience through digital means /
case studies from Elva and Tartu

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Workshop agenda

- e- democracy and open government principles
- e- services and tools (case studies)
- Methods of engaging people
- Discussion

Discussion: What is **resilience.** **Examples from your experience**

Resilience?

- the capacity **to withstand** or to recover quickly from difficulties; toughness.

- the ability of a substance or object to spring back into shape; elasticity.

What local governments do?

Municipalities in Estonia are of two types: **urban municipalities** or **towns** and **rural municipalities** or **parishes** . There is no other status distinction between them. Elva is a rural municipality, Tartu is a town

Fields of responsibility (from the law): social care, education, culture, youth work, housing and communal services, waste management, spatial planning, public transport, construction and maintenance of municipality roads.

E-democracy

- A natural part of modern governance using technical capabilities of today's world

- Information and Communication Technologies (ICT) significantly **increase government transparency, responsiveness and accountability**

- ICT provides citizens with an **additional opportunity to participate in the political process, ensuring better political outcomes for society as a whole.**

Open government 7 steps for local governments (Elva case study):

- Improve access to information about your activities.
- Discuss decisions with the community before decisions are made.
- Make NGO funding sustainable and transparent.
- Work with NGOs to develop user-friendly public services.
- Encourage young people to get involved in community life.
- Prevent and avoid the risk of corruption.
- Make Internet more accessible and help promote digital literacy for the population (also among elderly people).

Estonian experience

- We use principles of open government
- Using digital tools - different practices depending on local municipality
- Information should always be available through different channels (different focus groups)
- Personal approach, quality of service and customer satisfaction
- All services can be provided online

What is an e-service?

- Minimum data from end-users (data from different digital registers)
- Prefilled application with data
- All procedures online=invisible services= zero bureaucracy

Using digital tools, you need…

- Design of public services so that they are automatic and "invisible" to citizens;
- Support from all levels of government;
- Electronical ID, digital identity
- A single portal for serving citizens;
- Available open data;

People will not use electronic services unless their data is protected.

Practical examples- e-services
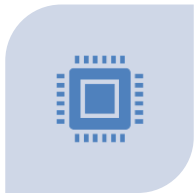
SPOKU - WEB PLATFORM FOR PUBLIC SERVICES (APPLICATIONS AND GRANTS); *(IDENTIFICATION WITH ID THROUGH X-ROAD SOLUTIONS)*

ARNO – WEB PLATFORM FOR MANAGING EDUCATIONAL SERVICES (KINDERGARDEN QUEUES, SCHOOL PLACES) *(IDENTIFICATION WITH ID THROUGH X-ROAD SOLUTIONS)*

VOLIS – SYSTEM FOR ONLINE VOTING (WE USE IT FOR MUNICIPALITY COUNCIL AND GOVERNMENT SESSIONS; VOTING IN PARTICIPATORY BUDGETING) *(IDENTIFICATION WITH ID THROUGH X-ROAD SOLUTIONS)*

[ARGCIS](#)- PLATFORM FOR PRESENTING DETAILED PLANS AND GENERAL PLAN ONLINE; TOOL FOR COLLECTING IDEAS ONLINE FOR SPATIAL PLANNING

AMPHORA- DIGITAL DOCUMENT MANAGEMENT SYSTEM

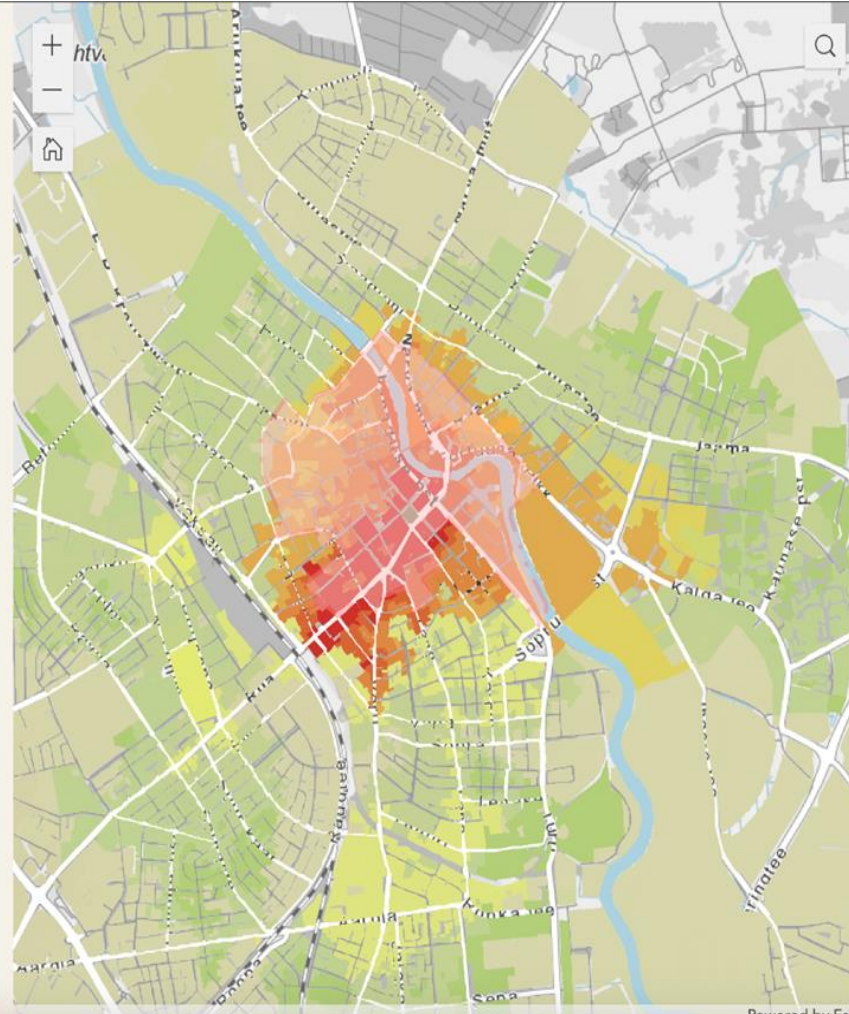# Examples- Service availability analysis in the city of Tartu

Examples- Service availability analysis in the city of Tartu

Service availability metrics:

- availability of services within 800m radius
- number of regional schools within a 1200m radius
- number of kindergarten within 800m
- number of grocery stores within 1200m
- number of restaurants within 800m

In practical use:

for example designing services and processing detailed plans

GeoHUB for Tartu City municipality

Smart Tartu mobility map- IOT platform
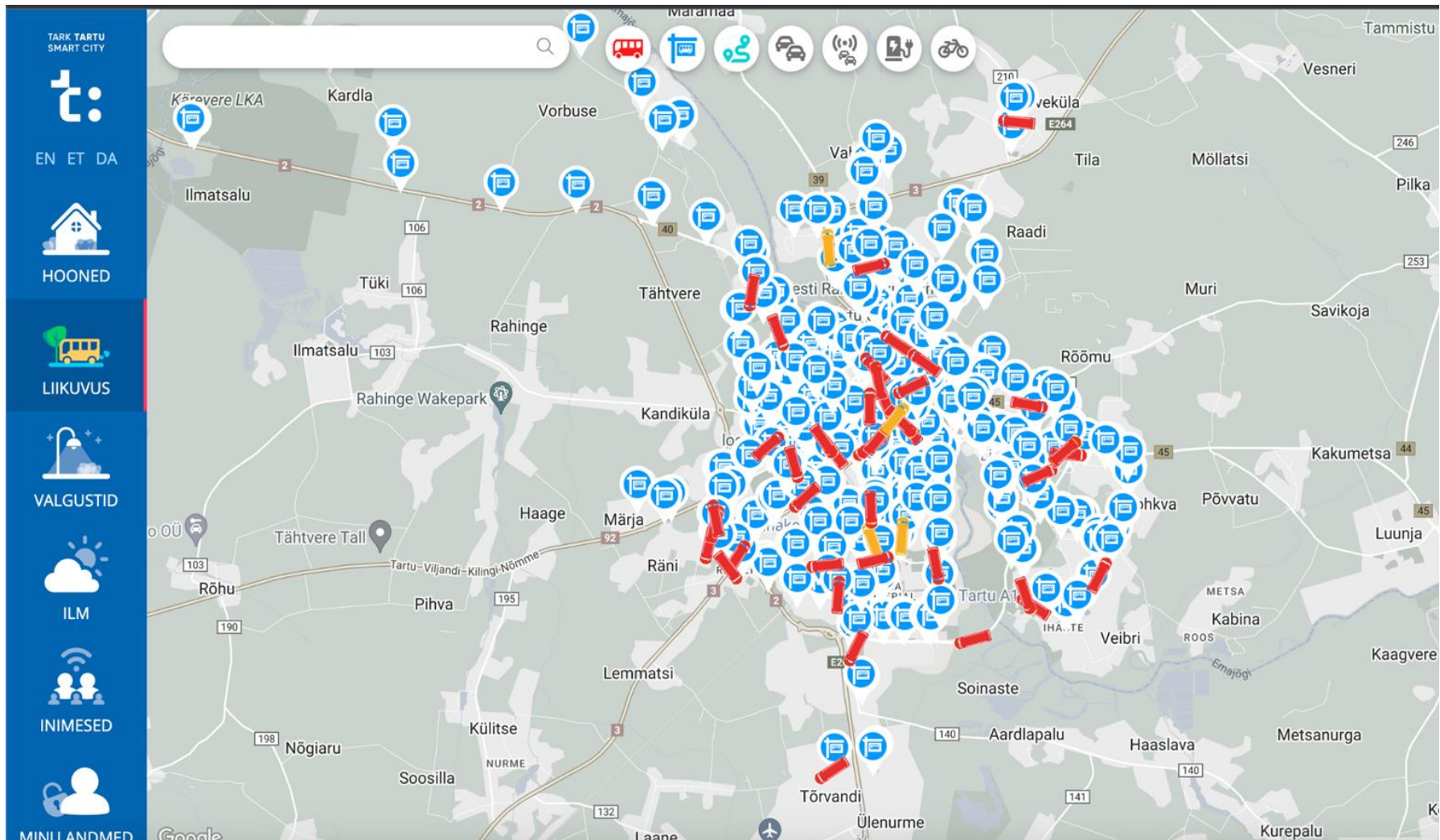
Inclusive municipality management and communication tools for supporting that

What communication channels and tools we use:

- **Web page** - active newsfeed and accessible information
- **Facebook -** active newsfeed and 'soft' content
- **Instagram -** 'soft' content
- **Weekly newsletter** - insight to municipality's meetings, projects, events etc
- **Weekly info –** officials weekly timetables published
- **Podcast** - in-depth opening of important topics
- **Newspaper -** all information also accessible for elderly and other people who don't use digital channels
- **Mobile application -** active newsfeed, problem reporting, important links, event calendar

Mobile application (Android / iOS)
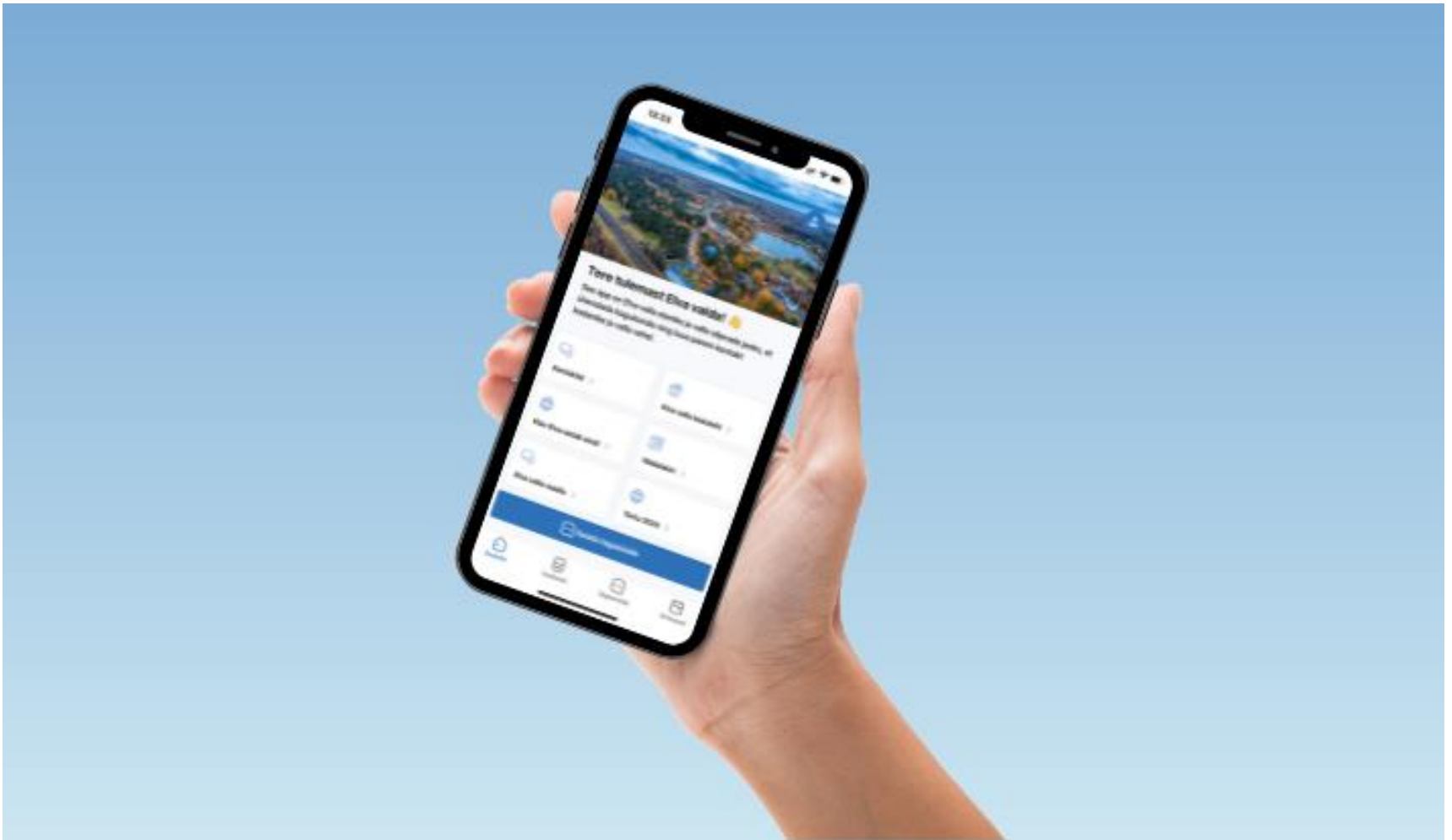
Agreement of involvement practises

Common understanding, what engagement means for the team and why and how to do it.

EXPLAIN TO YOUR TEAM:

- the process, which channels to use, which stakeholders to involve
- the benefits on involving
- encourage dialogue
- how to give feedback
- encourage to design involvement into the processes from the beginning

EXPLAIN TO PUBLIC
- what are the goals and expectations of the involvement
- the whole process (both retrospective and forward looking)
- who will make the final decision

Different methods of involvement

- representative assembly in every district (not compulsory)

- public consultations of important decisions

- public discussions

Mix of traditional and digital methods

Importance of communication

- Know your main stakeholders topic per topic and which channels they use
- Explain why their opinion is important and what is "in their power" to affect
- If possible, form 'leading group' aka smaller group of representatives of different stakeholders to give them early chance to take part in designing the whole decision making process
- Make „information nests"
- Constantly remind to take part!

Elva vald
Published by Eliise-Berta Tarto 🌐 · May 29 · 🌐

❓ Kui Sul on küsimusi 2023/24 õppeaasta ajutise õppekorralduse ja/või sporditegevuse läbiviimise kohta, siis esita see julgesti siin 👉 https://forms.office.com/e/aZaZ667hi6

✅ Küsimustik läheb lukku kolmapäeval, 31. mail ning pärast seda teeme eraldi postituse, kus nii Elva Gümnaasiumi kui ka Elva Vallavalitsuse esindajad annavad kõikidele laekunud küsimustele vastused.

Elva Gümnaasiumi õppekorraldus 2023/24

Kogu õppetöö toimub ühes vahetuses

1. **klassid** Elva Spordihoone
2. **klassid** Rõngu Keskkool
3. **klassid** Konguta Kool
4.-12. **klassid** Tartu mnt 3 õppehoone

Elva vald
Published by Eliise-Berta Tarto 🌐 · May 8 · 🌐

⭐ MIS ON SINU ELVA VALLA TOP 5? ⭐

🌙 Lükkasime Elva valla äpis käima põneva küsitluse - mine jaga Sina ka oma arvamust!

👍 Tahame teada, mis on Sinu TOP 5 kohta Elva vallas, mida Sina kindlasti külalisele siin tutvustaksid või soovitaksid? ... **See more**

Mis on Sinu Elva valla TOP 5?

Elva vald
Published by Eliise-Berta Tarto 🌐 · June 13 · 🌐

⚡ NOORTE OMAALGATUSFONDI KORD OOTAB TÄIENDUSI! ⚡

👋 Hea Elva valla noor! Tahame teada Sinu mõtteid ja ettepanekuid Elva valla noorte omaalgatusfondi määruse kujundamisel.

Kas Sa üldse tead, mis on noorte omaalgatusfond? 🤔 ... **See more**

🔷 ELVA VALD

Ulila piirkonna rahva-koosolek

15. juunil kell 18
Ulila Keesikojas

🔷 ELVA VALD

Avalikul väljapanekul on noorte omaalgatus-fondi kord

Noorte omaalgatusfond on Elva valla toetusvõimalus, mille eesmärk on arendada noorsootööd ning ergutada noorte omaalgatust.

Selleks, et võimalused noorte tegevuste rahastamiseks vastaksid noorte ootusele, ootame mõtteid ja ettepanekuid korra muutmiseks või täiendamiseks hiljemalt 14. juuliks e-aadressile elva@elva.ee.

Vaata täpsemalt postitusest, Elva valla äpist või koduleheIt.

Local governments in the future?

- strategic planning
- data-driven management
- performance-based management
- science-based management
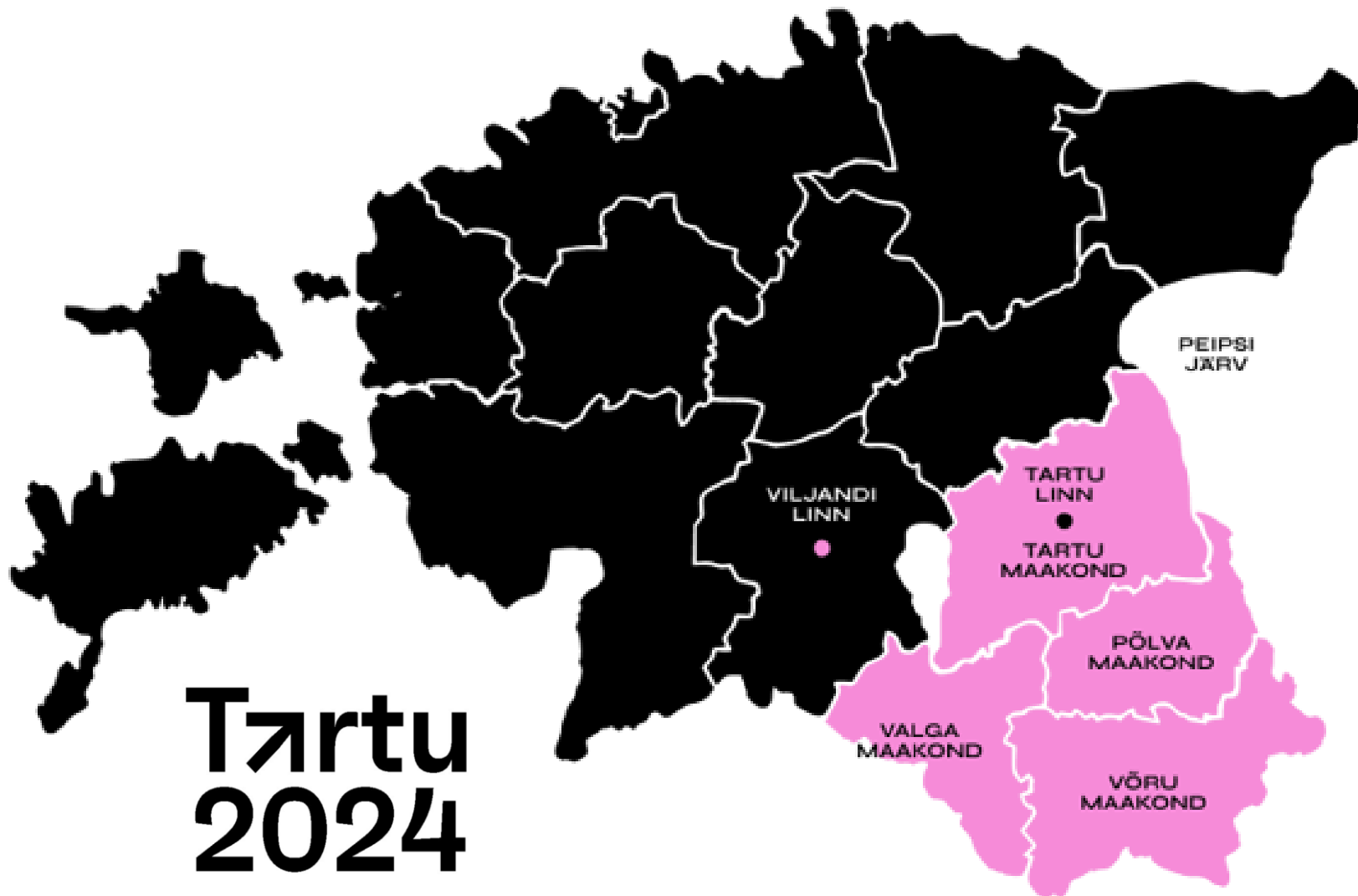- value-based management

Discussion

- What are the challenges in your municipality that might be solved with the help of digital tools?

- Depending on the challenges- identify the main obstacles.

- How to earn trust from citizens in adapting new solutions?

How digital tools can help resilience of local governments:

- Targeted and fast communication
- User-friendly / comfortable solutions for citizens
- Data based decision making
- Information is available for everyone and everywhere ("municipality in your pocket")

Tartu, together with Southern Estonia, is the European Capital of Culture 2024!

Opening ceremony takes place on 26th of January 2024 in city of Tartu.

Thank you!