



INNOVATIONS IN MOSCOW
CITY MANAGEMENT

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INITIATIVE
OPEN SECTOR VISIBILITY
BROADBAND UTILITIES
DIGITAL
LEARNING
GOVERNMENT
EFFICIENCY
CITY
EDUCATION
OBJECTIVE
PUBLIC
WATER
PROGRESS
CITIZEN
SOLUTION
TRANSPORT
CITY

STAKEHOLDERS
ANALYTICS PROTECTION
POPULATION
ELABORATE MANAGEMENT
SERVICES
BUILDING FUTURE LOCAL ENABLERS DATA NEWS PROCESS
COMPANIES START
LOCAL ENABLERS
DATA NEWS PROCESS
SERVICES
STAKEHOLDERS
ANALYTICS PROTECTION
POPULATION
ELABORATE MANAGEMENT
AUTOMATISM

COLLABORATION
LEADERSHIP ENERGY B4B
INFRASTRUCTURE
CONSUMER
PROJECT CAPITAL
SUSTAINABLE
SUSTAINABLE
MOBILE NEEDS
CRITICAL SAFETY GREEN SECURITY
ESTATE NATIONAL
MOTIVATION INSURANCE TOGETHER

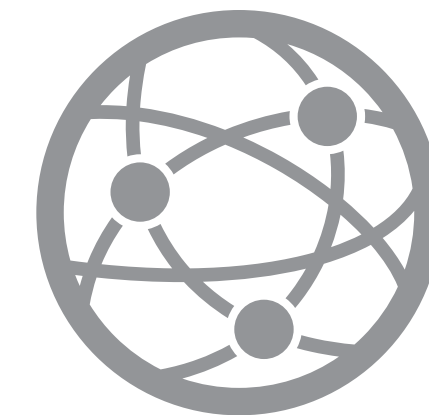
STRATEGY REGIONAL
CAPITAL PROJECT
SUSTAINABLE
MOBILE NEEDS
CRITICAL SAFETY GREEN SECURITY
ESTATE NATIONAL
MOTIVATION INSURANCE TOGETHER



MOSCOW 2010: GOVERNANCE CHALLENGES

- Poor operational efficiency of the government
 - Lack of information about the city
(including feedback from residents)
 - City governance viewed as people-unfriendly
- The threat of city government creating obstacles for development instead of driving it

ICT is one of the tools for turning the situation around





ICT IMPLEMENTATION

PAST

- Specific sectors
- Separate solutions



PRESENT

- City programmes
- System-wide frameworks

- IT revolution on three levels**
- 1 Changes in infrastructure:** creating a technological foundation
 - 2 Changes in governance:** new governance algorithms
 - 3 Changes for residents:** user-friendly services
+ opportunity to become involved in city governance



TECHNOLOGY INFRASTRUCTURE DEVELOPMENT

Ranked
45th
in Innovation
Cities Global
Index
+147 points
in the ranking
since 2012
(2thinknow,
2015)

Ranked
2nd
in the world
in terms
of mobile
penetration
(Ookla, 2015)

Ranked
2nd
in the world
in terms
of of Wi-Fi
coverage in
public areas
(PWC, 2015)

99% of households have
broadband access

98% of buildings are
equipped with water
and electricity meters

89% of social facilities
are computerised



GOVERNANCE CHANGES

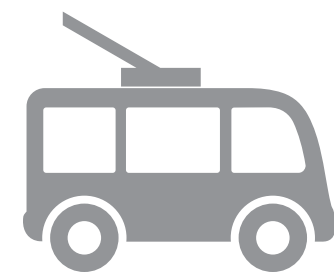


OPERATIONS

- electronic document flow;
- single postal system



better efficiency
and transparency

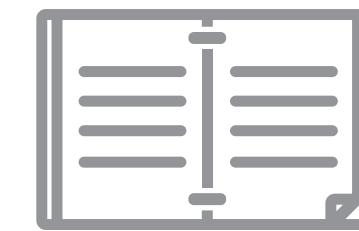


TRANSPORT

- video surveillance
- smart traffic lights



better traffic
regulation



EDUCATION

- online enrolment
- school popularity assessment



managerial
decisions



PEOPLE-FRIENDLY CITY SERVICES

EVOLUTION IN THE PROVISION OF GOVERNMENT SERVICES



One-stop-shop
close to home,
open 7 days a week,
waiting time
averages 3 minutes



**E-government
services**
more than 50%
of government
services in 2016



City in your pocket
smartphone apps



CITIZEN INVOLVEMENT

THREE WAYS TO INFLUENCE CITY GOVERNMENT DECISIONS



THREE SERVICES WITHIN VMESTE! GOVERNANCE SYSTEM

- 1** **Oversee** the work **Our City** gorod.mos.ru
- 2** **Choose** from several options **Active Citizen** ag.mos.ru
- 3** **Submit** proposals **Crowdsourcing platform** crowd.mos.ru





COMBINING INNOVATIONS

REFORM OF CITY OUTPATIENT CLINICS

IMIAS* > new industry insight

Crowdsourcing > collecting proposals on possible changes

Active Citizen > evaluating the relevance of possible changes

Information + expert and public opinion > new standard of governance

IMIAS* + Our City > implementation oversight, new quality level

*Integrated Medical Information and Analytical System



ACHIEVEMENTS

- 1. HIGHER EFFICIENCY OF GOVERNMENT**
- 2. BETTER INTERACTION WITH RESIDENTS**
- 3. NEW LEVEL OF AWARENESS BASED ON OBJECTIVE DATA**
- 4. MORE INFORMATION AVAILABLE TO RESIDENTS AND BUSINESSES**
- 5. GROWING ENGAGEMENT IN CITY GOVERNANCE**



OBJECTIVES

- ① IMPROVE SERVICES
- ② WORK TOGETHER WITH BUSINESSES
- ③ NEW QUALITY OF PLANNING
- ④ DIALOGUE WITH RESIDENTS