

Una manera de hacer Europa



BUENAS PRÁCTICAS

Actuaciones Cofinanciadas

Computer Application to allow a shift management system in the building of the Old Courts

City Council of Cieza

**Programa Operativo
Plurirregional de España**

Año 2020

Fondo Europeo de Desarrollo Regional

GOOD PRACTICE REPORT, CITY COUNCIL OF CIEZA. COMPUTER APPLICATION TO ALLOW A SHIFT MANAGEMENT AND PRIOR APPOINTMENT SYSTEM IN THE BUILDING OF THE OLD COURTS

Cieza City Council presents as good practice the implementation of a shift management and prior appointment system in its Old Courts building.

The action consists of the implementation of a computer system for the management of shifts and assignment of prior appointments, which consists of a digital application and three touch screens installed in the municipal building of the Old Courts, also rehabilitated thanks to the ERDF within the EDUSI Cieza 2025 Integrating City. Almost all of the citizen services have been concentrated in this building, with assistance points distributed on its 3 floors. The screens or service points have a small printer to obtain the turn on paper at the moment.

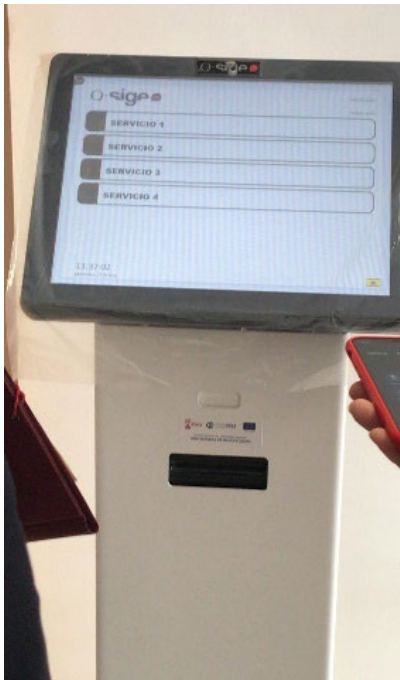


Figura 1. Fotografía de dispensador de turnos

The aim of this action is to coordinate and properly manage the order in which citizens are served, to minimise waiting times and to provide information, guidance and signage that is as accurate and instantaneous as possible. This facilitates citizen access to the services offered by this City Council, with the least possible cost of time. It should be noted that the application is available both at the electronic headquarters of the Cieza City Council and at the service points distributed throughout the different floors of the Old Courts building.

To this end, a computerized system has been implemented, called "Integrative service of face-to-face, telephone and telematic attention of the City Council of Cieza (SIAC)", that allows the management of waiting lines and citizen service shifts, as well as the management of technicians' agendas and multi-channel appointments, in line with what is included in the Catalogue of Digital Administration Services, published by the Secretariat of State of Public Function, in relation to the computer application of Prior Appointment.

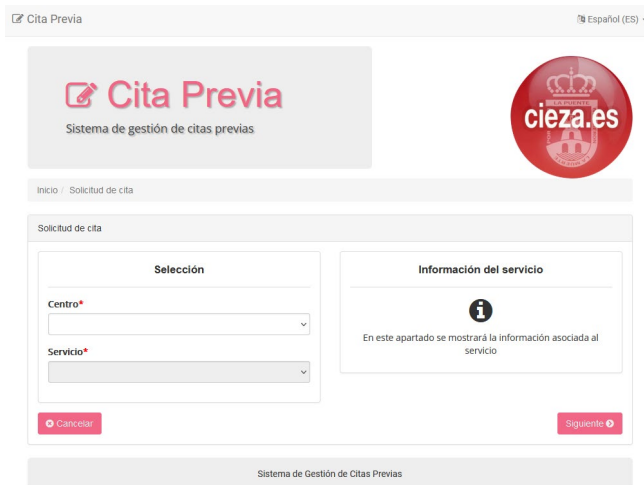


Figure 2. Screenshot of the first screen of the application

The action has a total budget of €17,966.14, being **co-financed by the European Regional Development Fund (FEDER) €14,372.912**, corresponding to 80% of the budget.

WHY THIS ACTION IS CONSIDERED A GOOD PRACTICE

1. The action has been properly disseminated among the beneficiaries, potential beneficiaries and the general public.

The dissemination that has been carried out in relation to the shift management and prior appointment system, in the building of the Old Courts, has been extensive among the beneficiaries and has complied with what is included in the approved communication study.

In relation to **regulatory communication**, it has been published in the contractor's profile on the Cieza City Council website and on the EDUSI Cieza 2025 Integrating City website, mentioning the 80% co-financing by the ERDF within the Multiregional Operational Program of Spain 2014-2020.

https://sede.cieza.es/gestor/RecursosWeb/DOCUMENTOS/1/0_26905_1.pdf

There is also a permanent plaque at the entrance to the Old Courts building and a small plaque on the shift dispenser.



Figura 4. Pequeña placa en pantalla táctil con dispensador.



Figura 3. Placa permanente de la actuación.

In terms of **complementary communication**, several press releases have had an impact on the local and regional media. An **announcement** was made in the local press, in the newspaper *Crónicas de Siyasa*:

[Cieza's Appointment and Shift Management system is already in operation – Crónicas de Siyâsa \(cronicasdesiyasa.com\)](http://cronicasdesiyasa.com)

El sistema de Gestión de turnos y Cita Previa de Cieza ya está en funcionamiento

Gracias a los Fondos FEDER y a la EDUSI Cieza 2025, se mejoran los sistemas de atención al ciudadano

Redacción

Desde hace más de un año los ciudadanos de Cieza pueden realizar gestiones de manera telemática a través del Sistema de Gestión de Turnos y Cita Previa disponible en la web del ayuntamiento. Además de la ya habitual cita por teléfono, se puede solicitar a través de internet, por lo que cualquier ciezano que tenga una conexión y un dispositivo

móvil, ordenador o tablet puede hacerlo de una forma fácil y sencilla. Esta medida nace de la necesidad de agilizar los procesos y evitar las aglomeraciones.

Las gestiones han quedado divididas en tres edificios: Casa Consistorial, Edificio Municipal de Atención al Ciudadano, ubicado en los antiguos

juzgados, y las oficinas de Juventud, Cultura y Participación Ciudadana que se encuentran en la zona administrativa del Teatro Capitol. En ellos se pueden gestionar los servicios de patrimonio, recursos humanos/personal, secretaría, calidad urbana, salud pública, catastro, gestión de recursos, inspección y sanciones, obras, viviendas e infraestructuras,

padrón de habitantes, recaudación, registro general, ventanilla única.

Esta actuación no solo es de ayuda para facilitar la solicitud de cita previa por parte de los ciudadanos y su consiguiente mejora en la gestión de su tiempo, sino que, para los trabajadores de la administración pública implicados supone una forma más ágil y ordenada de gestionar su trabajo. El responsable del sistema de gestión de turnos y cita previa afirma que "se han reducido los tiempos de espera, se han unificado todos los servicios y que, con ello, se ha facilitado todo el proceso". De esta forma, los vecinos que necesiten realizar una gestión presencial en los distintos edificios municipales pueden utilizar las nuevas tecnologías y hacerlo desde casa o desde cualquier lugar con conexión a internet.



In addition, a video has been produced, which is available on the Youtube profile of the Cieza City Council and which has been distributed through the EDUSI of Cieza website:

[Shift management and appointment - YouTube](#)



Figure 5. Capture of the informative video of the action

The performance has also been broadcast with a video spot during 50 shows that aired between 14 February and 7 March 2022 on the FIBRANET.TV television channel.

The action has also been disseminated on the social network Facebook:

<https://acortar.link/LxMiug>



In any case, intensive work has been carried out to disseminate the action, showing the fact that it has been co-financed at 80% by the European Regional Development Fund FEDER, within the framework of the Spanish Multiregional Operational Programme POPE 2014-2020.

2. The action incorporates innovative elements

The action is innovative in terms of the solution it offers, as it combines the services of requesting an appointment, reception, allocation of attention shifts and access to the services required by the user. Online and telephone appointments are handled in a single application.

The service that the citizen receives is homogeneous, with the same quality of response in each of the channels used. In this way, the personal service is provided by the Citizen Service Centres; the telephone service of *SIAC Cieza* is channelled through the 010 number, which provides citizens with information and procedures over the telephone; and finally, the telematic service is provided through the website www.cieza.es, which contains all the information of interest to the city and allows multiple procedures to be carried out.

It is also innovative because it has minimised the impact of queues and optimised the public service resources available to the Council.

3. Adequacy of the results obtained to the established objectives.

Through the implementation of the prior appointment and shift management system in the municipal building of the Old Courts, it has been possible to reduce waiting times for citizen procedures, with the lowest possible cost for said citizen in time of wait.

At the same time, in a parallel way, it is possible to optimize the time management of municipal officials.

Thanks to the implementation of this new system and taking into account the needs of the population, the objectives of the operation have been achieved, such as the modernisation of public electronic and computer services and the increase in the number of electronic administrative procedures available to citizens and businesses.

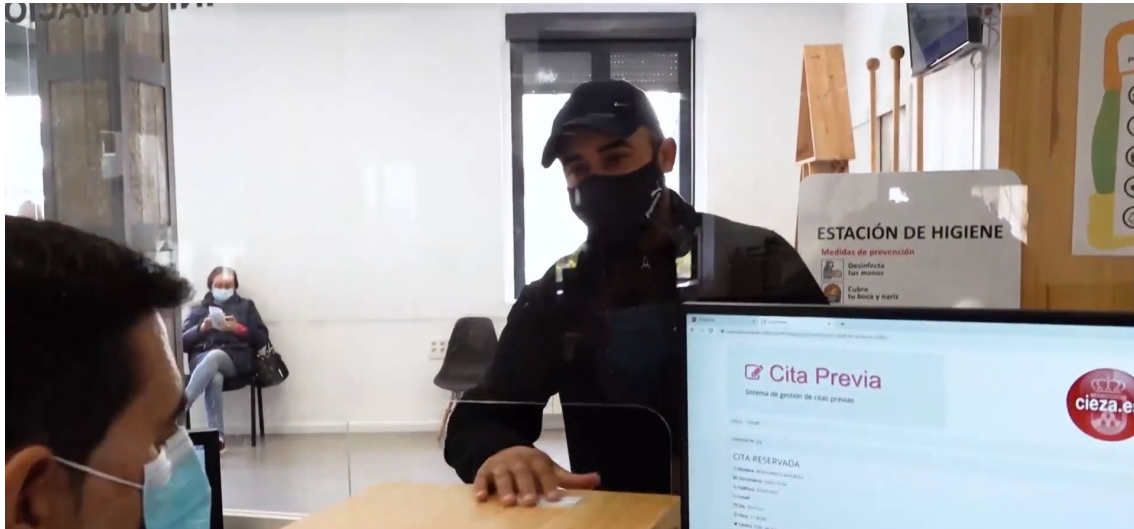


Figure 6. Photo of the face-to-face service

4. Contribution to the resolution of a problem or weakness detected in the territorial scope of execution.

First of all, it is interesting to note that the Old Courts building, where this action is taking place, was conceived as a new procedural centre for citizens, in response to a problem identified by the City Council, which had spread its services across several municipal buildings.

On the other hand, it is important to remember the importance of online paperwork management in everyday life, as the last decade has seen a focus on technology and an increase in the number of procedures carried out online with public services.

Therefore, through the electronic administration services, the user obtains a prior appointment management tool that helps reduce waiting times at the City Hall and avoids unnecessary travel.

Through this system, citizens can carry out many of the services offered by the City Council without leaving home or going to a single building at a previously established time, saving time and cost for both the population and the City Council.

5. High degree of coverage of the target population.

The degree of coverage of this action is very high, reaching the entire population of the municipality, given that it is a system open to all the citizens of Cieza, which in December 2022, according to the INE, were 35,298 inhabitants.

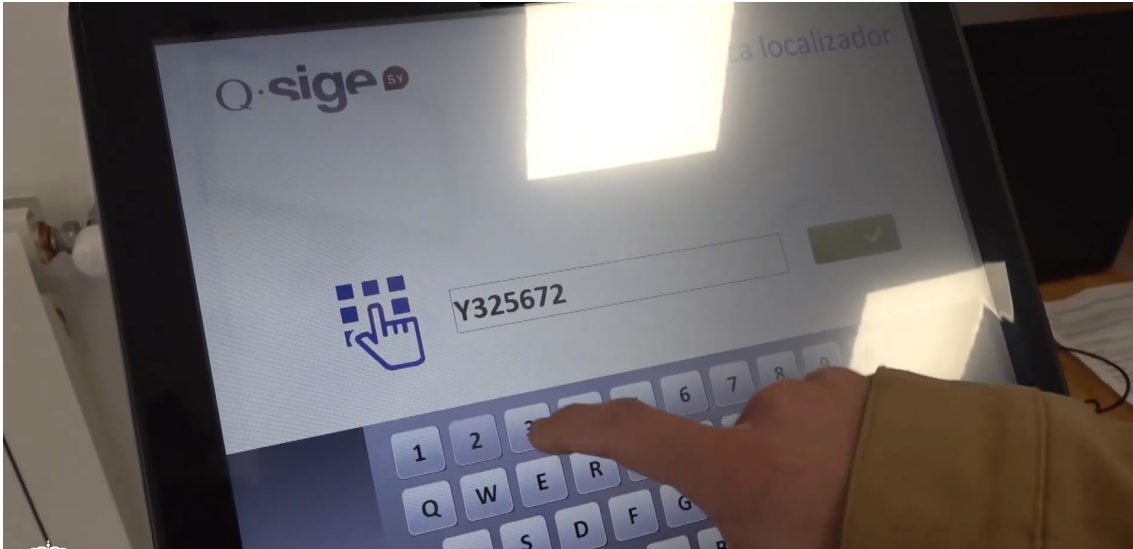


Figure 7. Shift vendor screen.

The variety of ways to access the scheduling system, (online, by telephone and in person), means that everyone can use it, both the most digitally savvy to the most traditional users.

6. Consideration of the horizontal criteria of equal opportunities and non-discrimination, as well as social responsibility and environmental sustainability.

This action contemplates the horizontal principle of equal opportunities, non-discrimination, social responsibility and sustainable development, through the development of a shift and prior appointment management system, available on the City Council website: <https://acortar.link/vocBQk>.

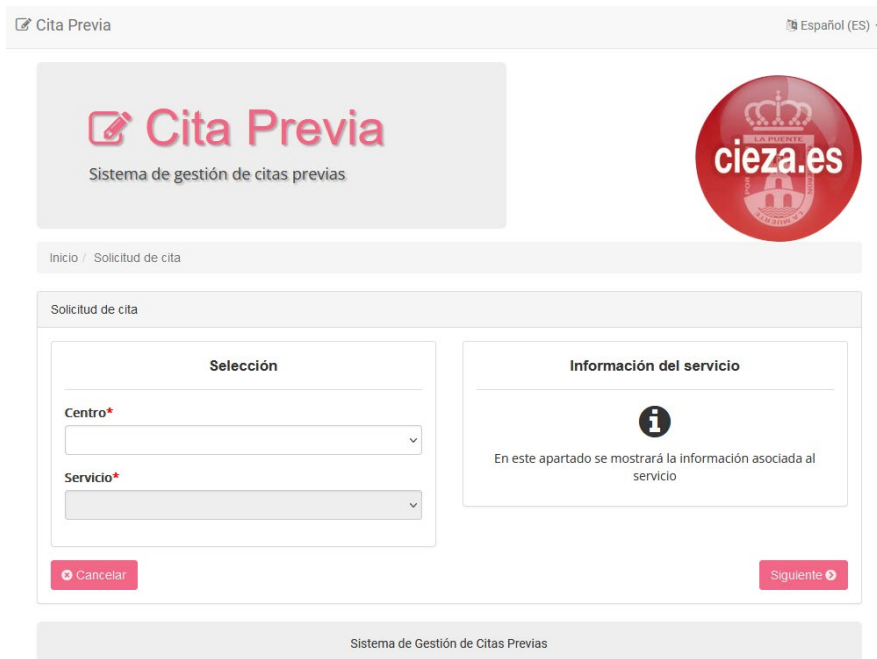


Figure 8. First screen of the application



Figure 9. Second screen of the application

The system has been implemented taking into account not only the improvement that it can provide to the service, but also considering the criteria of equality with respect to the digital generation that demands a more digitized administration.

In any case, although improvement is sought across all age groups, it is recognised that some older users have digital limitations, and for this reason, in addition to the computer application, two telephone lines have been set up for those who prefer to make an appointment that way. In addition, in the building itself, municipal staff can be asked to guide them through the process.

From the point of view of social responsibility and environmental sustainability, the shift management system and the telematic appointment system help to reduce queues and waiting times for users and improve the urban environment by reducing the number of journeys around the city and the associated pollution. It also helps to reduce the use of paper, thus contributing to a more environmentally sustainable city.



Figure 10. Photo of the screen that indicates the turn



Figure 11. Last screen of the application

7. Synergies with other public intervention policies or instruments.

The shift and prior appointment management system has been established in the Old Courts building, rehabilitated through the operation co-financed by the FEDER within the framework of the EDUSI Cieza 2025 Integrating City, within the "Plan for the Energy Rehabilitation of *property* buildings municipal", with the aim of favouring the transition to a low carbon economy.

The two actions are complementary, since thanks to the rehabilitation of the building it has made it possible to concentrate most of the public services to the citizens in a building and to create a space that helps to set up this system, which also reduce the number of journeys, thus contributing to the reduction of CO2 emissions.

In short, they have developed parallel but complementary measures that will contribute to a more efficient public administration.

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BUENAS PRÁCTICAS Actuaciones Cofinanciadas

Línea de ayudas dirigida a empresas de Castilla La Mancha para que incorporen las Tecnologías e Información y la Comunicación (TICs) en sus procesos

Cámaras de Comercio de Castilla La Mancha

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