

Una manera de hacer Europa



BUENAS PRÁCTICAS

Actuaciones Cofinanciadas

Implementation of a Prior Appointment System and In-Person Queue Management

EDUSI ALBACETE PROGRAM. ALBACETE CITY COUNCIL

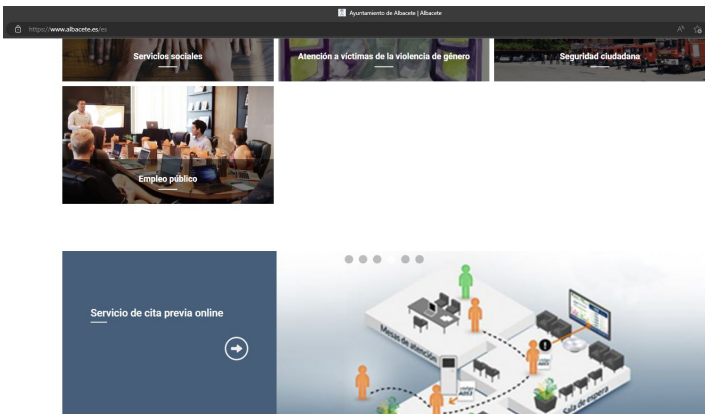
**Programa Operativo
Plurirregional de España**

Año 2022

Fondo Europeo de Desarrollo Regional

In addition to the obligatory permanent plaque, the ERDF's role has been disseminated to the public through the following means:

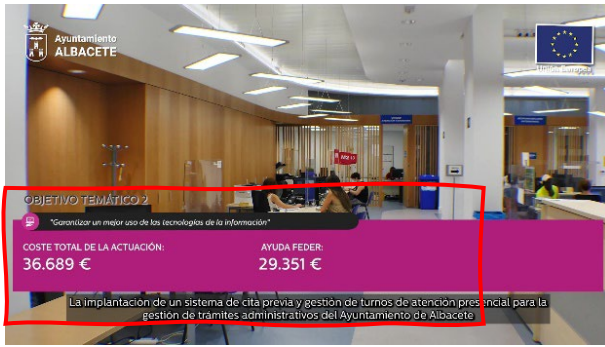
Video tutorial and informative brochure of the implemented Management System for the queue positions and prior appointments, with access on the home page of the municipal website for making prior appointments online.



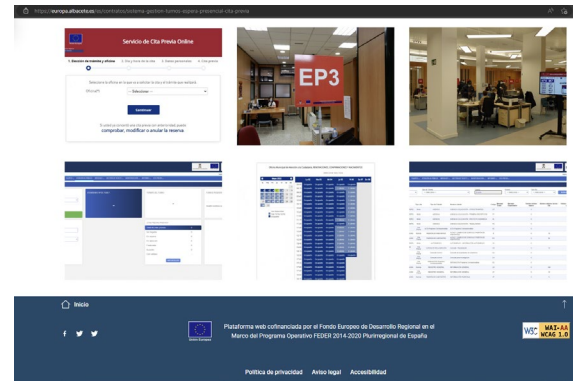
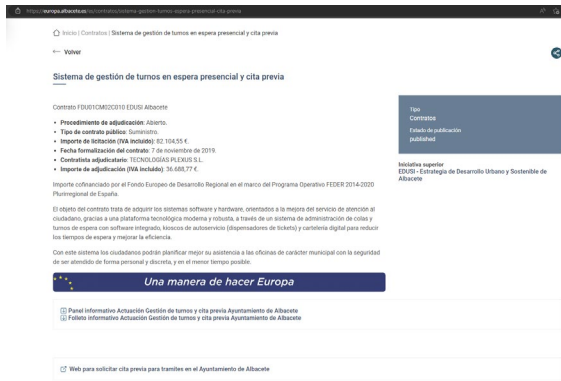
Placement of advertisements in the urban bus line in Albacete and in the press. Advertising banners in local and regional digital media, radio spot on local radio stations and information panel for exhibitions.



<p>EDUSI ALBACETE</p>	<p>ACTUACIÓN</p> <p>Implantación de un sistema de cita previa y gestión de turnos de atención presencial para la gestión de trámites administrativos del Ayuntamiento de Albacete</p> <p>Cofinanciado por el Fondo Europeo de Desarrollo Regional (FEDER)</p> <p>Una manera de hacer Europa</p>	<p>Oficina de Atención a la Ciudadanía</p> <p>Nueva ubicación en C/Iris 9</p>	<p>Oficina de Atención a la Ciudadanía</p> <p>Nueva ubicación en C/Iris 9</p>	<p>Oficina de Atención a la Ciudadanía</p> <p>Nueva ubicación en C/Iris 9</p>	<p>https://citaprevia.ayto-albacete.es/</p> <p>Solicitud de cita previa:</p> <p>Oficina Municipal de Atención a la Ciudadanía Oficina Municipal de Información al Consumidor Servicio de Empleo y Promoción Económica Archivo Municipal Corresponsables (conciliación familiar)</p>
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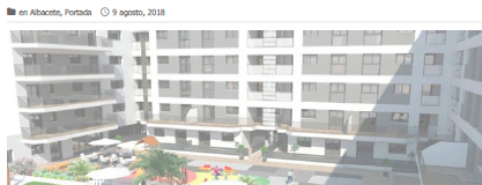


All the informational and publicity material, as well as the information and description of the action, has been disseminated in the EDUSI section on the website of the Albacete City Council.



News bulletins in the local and regional media. Periodic publications on the EDUSI Albacete social networks, including Facebook, Twitter, Instagram, LinkedIn and YouTube.

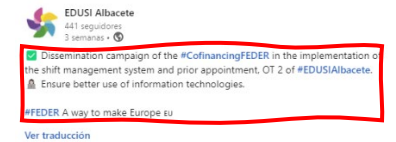
El Ayuntamiento de Albacete mejorará el servicio de atención al ciudadano gracias a una moderna plataforma tecnológica



El concejal de urbanismo en el Ayuntamiento de Albacete, Juan Francisco Jerez ha informado que el Ayuntamiento de Albacete dentro del programa operativo plurirregional de España (POPE) y Crecimiento Sostenible FEDER 2014-2010 Estrategia EDUSI Albacete, mejorará el sistema de gestión de turnos en espera presencial y cita previa, con el objetivo de garantizar un mejor uso de las tecnologías de la información y promover las TIC en Estrategias de desarrollo urbano integrado a través de actuaciones en Administración electrónica local y Smart Cities.

Juan Francisco Jerez ha explicado que la prioridad de este proyecto es el refuerzo en el uso de las aplicaciones de las Tecnologías de la Información y de la Comunicación para la administración electrónica, el aprendizaje electrónico, la inclusión electrónica, la cultura electrónica y la sanidad electrónica. Por este motivo se intervendrá en servicios y aplicaciones de administración pública electrónica (incluyendo la contratación pública electrónica, medidas TIC de apoyo a la reforma de la administración pública, ciberseguridad, medidas de confianza y privacidad, justicia electrónica y democracia electrónica).

El titular de urbanismo ha indicado que se dará servicio a las múltiples oficinas municipales que se conecten a la plataforma, la cual estará ubicada en las dependencias principales de la Casa Consistorial del Ayuntamiento de Albacete. La fecha estimada de inicio es el 1 de octubre de 2018 con un plazo de ejecución de 2 meses y un coste de la operación de 102.850,00 €



2. The action incorporates innovative elements.

This action introduces a new communication channel for citizens conducting administrative procedures with Albacete City Council, in order to make local public services more accessible and efficient.

The innovative elements were included both for the citizens who need to conduct administrative procedures and the City Council itself in its attention to the public.

Therefore, we consider planning and estimation information to be an innovative element when taking care of administrative procedures. Citizens have a website to plan and select the most appropriate time to schedule their procedures, minimizing waiting times for in-person consultations. With this prior appointment system, as it is an

online service and available 24 hours a day, citizens can request the day and time for their procedure without having to travel and without being subject to office opening hours.

When they collect the ticket, users are given an estimate of how much time is remaining until they are called, and since they will be given information about the people waiting in front of them, they are able to decide whether they would prefer to wait or would rather take advantage of the time to complete other tasks. Another innovative function is that users will know exactly where to go for each appropriate procedure.

On the internal level and also innovative, with the queue management system, Albacete City Council will have statistics that will allow it to better allocate resources to serve citizens more quickly. This is not currently available.

Another innovative element is that the implemented system is scalable and manageable from Albacete City Council and can be extended to other municipal services that have decided to manage in-person queue waiting times in their offices. Since implementation, several of these services have already been extended.

3. The results obtained have met with the established objectives.

The main objective was to promote the use of electronic channels to facilitate the communication between citizens, companies, and public entities, bringing the local administration closer to these sectors and providing more accessible and efficient municipal service to the public. This will ensure availability and mobility for citizens when they are scheduling their local in-person administrative procedures.

With the implementation of the online prior appointment system, greater flexibility and availability has been achieved so that citizens can organise all their administrative procedures, as they can request an appointment at any time, 24 hours a day, 7 days a week, any day of the year, reducing the need for mobility since each citizen can manage their visit anywhere and at any time from a computer, smartphone, or tablet, ensuring that everyone can receive personal and discreet service in the shortest amount of time possible.

This has contributed to modernising the local administration and improving efficiency in in-person service since there is an online agenda where all confirmed appointments can be seen, which serves as a basis for the allocation of resources, personnel, etc depending on the most requested procedures. Online appointment services are increasingly present in our society, and can be found in various fields, since it is a fact that people increasingly prefer to interact with the Administration online.

4. The action contributes to the resolution of a problem or weakness.

Prior to the implementation of this system, the Albacete City Council used a prior appointment service for many years, which had become obsolete both technically and functionally and did not meet the current digitalisation needs of the administration. In addition, it was an isolated system, as it did not have a system for queue management. Citizen use of this system was minimal, due to its limitations, which led to long queues and waiting times for in-person procedures, causing people to become upset and waste time.

With the implementation of the prior appointments and in-person queue management system to manage administrative procedures for Albacete City Council, waiting times and queues have been significantly reduced in the services where the system was implemented. In 2022, in the Municipal Citizen Service Office (general registry of the Albacete City Council), which is the service that the largest number of people use (57,495), 74% of the users were attended to in less than 10 minutes, which shows that the problem of long waiting times has been solved.

On average, in 2022, 10% of users requested a prior appointment online, but this percentage varies greatly depending on the procedure and the corresponding service, reaching 81% in the Employment and Economic Development Program. This variation is influenced by the nature of the procedure and the social status of the user, meaning that the use of online and electronic services is greater or less depending on the digital divide and access to new technologies. In the two years since the system has been implemented, there has been an 18% increase in the second year (2022) as compared to the first year (2021) in the online request for a prior appointment.

5. The action exhibits extensive coverage of the target population.

The action is primarily aimed at the population residing in the municipal area and at any person who must conduct an in-person procedure at Albacete City Council, but the action's scope extends to 100% of the population of the municipality of Albacete (172,327 inhabitants, according to INE register 02/01/22).

6. Horizontal criteria for equal opportunity and non-discrimination have been taken into account, as well as social responsibility and environmental sustainability.

The action guarantees equal treatment and opportunities for all people, regardless of nationality, sex, race, or ethnic origin, religion or beliefs, disability, age or sexual orientation, since it is aimed at all citizens, guaranteeing the provision of basic services to the entire population, facilitating access for everyone to the information and communication systems for Albacete City Council administrative management, and increasing the possibility of carrying out procedures without the need for unnecessary travel.

Regarding environmental sustainability, the action aligns with the principle of sustainable development, since trips to physical offices and waiting times have been reduced, which in turn reduces CO₂ emissions and therefore greenhouse gases. Digitalisation and citizen service management have enabled the optimisation of the material and personnel resources in different offices based on the information obtained from the implemented system.

7. Synergies with other policies or public intervention tools.

This action contributes to reinforce and enhance the effects of the following funds, policies, and public instruments:

- The "National Plan for Smart Cities" (March 2015). Referring to the introduction of new technology to provide more efficient public and local services to citizens, companies, and visitors.
- Local Agenda 21, which applies to making decisions in the municipality based on respect for the environment, aimed at managing the municipality more sustainably.
- The "Spanish Urban Agenda" (2019). Regarding the establishment of a new comprehensive and inclusive urban vision which improves areas such as planning, governance, transparency, and public participation through the promotion of electronic administration.

Albacete City Council signed a collaboration agreement in October 2016 to adhere to the Electronic Administration services developed by the Albacete Provincial Council. This agreement stated that the Albacete City Council would incorporate the tools provided by the SEDIPUALBA platform, which consists of a set of fully integrated tools, intended for the complete administrative management of City Council, which must comply with the standards established by the Technical Interoperability Standards (NTI ENI) as well as with the security conditions required in the National Security Framework (ENS). This strategic line of action aims to promote greater efficiency in administrative management, and the development of the information society, generating a more useful and easily accessible electronic administration.

In the Strategy for Sustainable and Integrated Urban Development of Albacete (EDUSI Albacete), Albacete City Council is moving towards a more transparent, more easily accessible and faster administration, using any necessary technological tools to ensure that this happens, which is why it has implemented a system which allows video recording of the Plenary Council sessions, as well as a live broadcast online, which gives citizens access to the political debates that occur at the municipal level. This action costs €216,590 and received co-financing from the European Regional Development Fund (ERDF) for €173,272.

Complementary to the implementation of the prior appointment system and the in-person queue management service, in March 2022 Albacete City Council transferred its entry register to a new location, which required an investment of 1.2 million euros to adapt the Municipal Citizen Service Office for its new purpose, where resources have been centralised into a new, larger space that has improved in-person service for citizens who need to conduct any municipal procedures.

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