Digital transition of cities and local governments in Western Balkan, Moldova and EU

16 October 2024

Sombor, SERBIA

SUPERSLUŽBENIK
Novi elektronski servis Glavnog grada

ePodgorica 2.0
Super Officer

Overview:
- AI-powered service enhancing citizen engagement
- Simplify citizen interaction with city administration and streamline access to information

Current Phase:
- Informative tool: Provides guidance on city procedures
- Active involvement: Collaboration between IT Center and local innovation community

Future Plans:
- Integration with E-Podgorica: Automate document gathering and request submission
- Voice Interaction: Aiming for an even more accessible experience

ePodgorica 2.0
Podgorica on Two Wheels

- **Overview:**
- A long-term initiative providing subsidies for bicycle purchases
- Encourages alternative transportation and reduces carbon footprint
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- **2024 Highlights:**
- Applications submitted exclusively online via www.epodgorica.me
- Simplified process through data exchange with local and national authorities
- Mandatory electronic signatures using new ID cards
- Comprehensive support through online instructions, video tutorials, and technical assistance

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- **Additional Benefits:**
- Encouraged use of digital platforms for applications
- Promoted electronic signatures adoption
- Strengthened cooperation between local and national authorities
- Trained citizens for both current and future digital services
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- **Conclusion:**
- Positive feedback shows we're on the right path toward a more digital, accessible future

ePodgorica 2.0
One-time financial aid for purchasing school supplies

1000+
ELEKTRONSKIH PRIJAVA VEĆ TOKOM PRVOG DANA
JAVNOG POZIVA ZA PRVAKE

Prijave putem portala www.ePodgorica.me

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▸ **Key Initiative**:

▸ • Program: One-time financial aid for purchasing school supplies for first-time students

▸ • Application Methods: Both electronic and traditional options available

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▸ **Results**:

▸ • Over 1,000 online applications received in just one day via the ePodgorica portal

▸ • Total Beneficiaries: Estimated 1,800

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▸ **Key Takeaway**:

▸ • Citizens are eager to embrace digital services

▸ • We must keep pace with their expectations, ensuring our services are modern, efficient, and easy to use

Podgorica –
Smart City

Ažurirani podaci na **Google maps** aplikaciji:

670+ stajališta   **25** linija   **2100+** polazaka

Key Vision and Strategic Objectives:
- Smart City Action Plan: Aims to align Podgorica with European standards, focusing on:
  - o Managing city expansion
  - o Enhancing quality of life
  - o Empowering the city and its citizens

Key Smart City Projects (Environmental Focus):
- Sensor network for air quality monitoring
- Video monitoring of public spaces and waste disposal areas
- Thermal imaging for monitoring high-risk fire zones

Smart Traffic Management:
- Adaptive Traffic Signal Project
  - o Uses AI to manage traffic flows in real-time
  - o Pilot phase: 10 intersections with smart traffic systems
  - o Goal: Optimize vehicle flow and reduce congestion
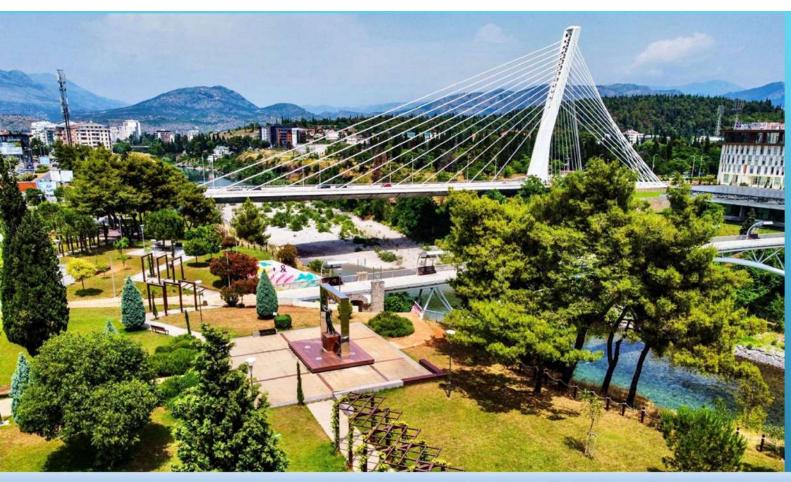
Smart Transport Initiatives:
- Urban Transport Projects:
  - o Online ticket purchasing
  - o Real-time bus tracking
- Integration with Google Maps:
  - o IT Center managed data integration independently
  - o Foundation for future advancements in transport services

Closing Note:
- Podgorica is on its way to becoming a fully smart city with innovative solutions improving efficiency, sustainability, and quality of life.

Challenges

- **Key Challenges:**
- • Similar challenges to those faced across the region
- • Additional complexity in Podgorica:
- o Political crisis
- o Early local elections
- o Uncertainty in forming a new local government
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- **Impact on Digital Projects:**
- • Budget planning delays
- • Disruptions in public procurement
- • Slower implementation of key projects
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- **Our Approach:**
- • Success in digital transformation isn't just about a clear vision
- • Adaptability is crucial: Overcoming real-world challenges and adjusting to new conditions
- • Staying committed to our goals, even when progress slows

THANK YOU FOR YOUR ATTENTION