



Best Practice: Services to Residents Via E-Services

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CITY: STOCKHOLM

POLICY AREAS: TECHNOLOGY; SOCIAL SERVICES

BEST PRACTICE

The City of Stockholm's **e-services** program offers residents access to city services ranging from applying for a residential parking permit to applying for pre-schools, all through a single web portal. The portal is the city's primary channel for information and services. Residents can also blog on the website and suggest additional e-services for the city to consider.

ISSUE

Sweden has a high level of internet usage and it is even higher in Stockholm. 99% of Stockholmers have access to wireless broadband- residents and workplaces combined. Capitalizing on the prevalence of computer and internet access, the City restructured its website in May 2008 to coordinate the City's e-service projects. The website www.stockholm.se and the municipal intranet are the City's primary information and communication channels. They make it easier and quicker to contact the City. Reducing the amount of information and communication in printed material like leaflets and information sheets also contributes to meeting the City's environmental targets.

GOALS AND OBJECTIVES

The overall goals for the e-services program are:

- Widespread use of standardized internet forms to facilitate work for city staff and for residents
- Easy access to information regarding the status of residents' ongoing cases
- Reduction in manual handling and increased automated procedures so that cases are easily recordable, permanently stored and digitally archived
- Improvement of search ability for municipal information
- Overall increased accessibility to services and information

IMPLEMENTATION

The City of Stockholm launched the e-services program in order to offer residents better insight into city operations and to facilitate access to the municipality's services. The City's vision was to enhance the dialogue with residents and to make it easy to contact the City via phone or the internet, while using e-services as a complement to efficiently handle resident's needs.

The e-services program is a combination of over 50 projects following the City's Project Management Model. City administrations can apply for funding for development of e-service projects. The e-service program staff is responsible for gaining approval for each project, support, prioritization and follow-up. Before a project is launched, a feasibility study and benefit analysis are conducted.

Program Framework

When designing the e-services program, the City focused on efficiency and reuse. The e-service platform was built on the principle that changes and upgrades carried out centrally are more efficient and cost effective. The e-service platform assures that all e-services sites have the following:



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- Login and password
- System Developer Kit
- Interactive assistance
- Digital Archiving capabilities
- Ability to integrate with other systems via SOA
- Digital Maps support (navigation, planning etc.)

Another reason behind the e-services program was to contribute to business development. The old administrative processes was not translated into digital equivalents. They were then fundamentally redesigned to reach the programs' goals. All e-services are now integrated with the relevant business systems well as regional and national department, so that the sharing of information is as efficient as possible.

A Site for Users, Built by Users

The motto during the construction phase of the website was to build "a site for users, built by users." During a six month period the City conducted a beta launch of the website, during which users could vote for different proposals, present their views and ask questions. The beta method attracted a great deal of attention. As a result of the beta launch, many errors were detected quickly and addressed at an early stage. Some of the public's suggestions for changes and improvements to the website were carried out. A few of the initially planned features were removed while others were given a higher priority.

The website was launched on May 6, 2008, and it was well received. The website has won many awards, and some Swedish cities have since launched their own websites.

Since 2008, several e-services have been made available on the City's website during 2008 to 2012. The current focus is on e-service management of comments and complaints about city operations (e.g. elderly care, parking, and health) and the City of Stockholm continues to involve the users in the development of its e-services.

In 2012 the City of Stockholm's website was remade once again. The main focus has been:

- Self-help with city services
- Easier to contact the city administration
- Easier to handle applications and notifications

Selection of e-services offered in 2012:

- Apply for residential parking permits:
In 2008, more than 27,000 people applied for residential parking permits. Half of these requests were made online. Since then, the service has been developed to simplify the application process, including paying for and printing permits. Commercial parking permits were made available from the first quarter of 2010.
- Plan your bike trip:
Every day, 70,000 people cross the boundaries of the City of Stockholm by bike. This e-service helps you to find the safest and shortest bike route from one location to another, reaching our side of the city borders.
- Scan radon gas levels in your home:
This e-service provides information on radon levels in both older and newly built Stockholm homes. Radon gas from natural sources can accumulate in buildings, especially in confined areas such as attics and basements. Calls to the Environmental Management Office have declined by 30 percent since the launch of the service and 25 percent more callers have requested and received information on radon compared to before.
- Book your wedding at the City Hall:
It is now possible to make appointments for wedding ceremonies at the City Hall online. After only three months

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after the launch of the service, 9 of 10 couples were booking their weddings online and the number of phone calls has declined dramatically.

- **Search the City of Stockholm's archive:**
This e-service contains photographs, films, drawings, art, and various facts and information on the city and its inhabitants throughout the centuries.
- **Access to elderly care journals:**
The City of Stockholm provides treatment and care for 26,000 elderly people. This e-service provides family members, who have been given consent, access to an elderly individual's journal for the daily care.
- **Find the right school:**
There are more than 250 primary schools and 90 secondary schools to choose from in Stockholm. The website provides information on school's location, special focus, grade, number of students, percentage of trained teachers, teachers per 100 pupils, average grades, student satisfaction index, contact details and a description of the school. Residents can also compare schools on the website. This e-service was named the second smartest e-services (public sector) by the European eGovernment Awards.
- **Apply for pre-school:**
Approximately 12,000 children apply for pre-schools each year, and 9 of 10 parents now apply online.
- **The School Website:**
A common internet portal is being developed for schools and childcare. It will be possible for parents and pupils to apply to schools and programs via this portal. By logging on to the internet application, teachers, pupils, school staff, guardians and other people involved can collaborate. Stockholm's School Website constitutes support for operational development, where the school management can gain an overall picture of the results and attainment of targets on pupil, class and/or organizational level.
- **Housing department:**
The housing department is an agency for vacant rental properties in the city of Stockholm and large parts of the Stockholm region. Over 95% of customers use the website to search for flats. The users can view and search for advertised flats, register their interest, keep track of their place in the queue for a flat and accept or reject a flat offer. The internet service is highly rated by the department's customers.
- **Digital library:**
Stockholm City Library is Sweden's biggest municipal public library service, comprising 44 libraries within the City of Stockholm. On the City Library's website - www.biblioteket.se - users can write assessments, and rate books and media. It is also possible to search for books, films, music, and download e-books and e-music, as well as reserve and extend book loans.
- **Monitor traffic at www.trafikenu.se:**
Trafiken.nu is a collaboration between the City of Stockholm, Stockholm Public Transport (SL) and the Swedish Road Administration that reports on the current traffic situation in the County of Stockholm. The trafikenu website assists road users in their planning of a route, reduces traffic disturbances and makes it easier to get around in Stockholm in general – by car, bike, public transport or on foot. Information is also available by phone and text messaging.
- **Route planning in your mobile phone:**
6,000 visually impaired people will gain personal freedom and improved security with a mobile route-planning tool.



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- Apply for a planning permit:
Each year, 8,000 applications for planning permits are submitted. This e-service makes it easier to fill out your application and to track its status.
- Apply for elementary school:
Next year, 7,000 children will begin elementary school. The application processing time is expected to be halved with the help of this e-service, from nine months to four.
- Booking and payment for workout in swimming facilities
- Apply for summer jobs
- Apply for construction permits

COST

The City of Stockholm will invest 650 million SEK (\$90,600,000 USD) over 5 years in website development. The city is expected to make savings while the value of e-services to citizens increases.

The e-services program is designed to finance itself within four to five years. Each project team must conduct a cost benefit analysis before the project is sent for approval. The savings that the proposed e-service is expected to generate may directly impact the organization's budget for the following year. If an e-service generates an annual saving of 700,000 SEK (\$103,623 USD) the organization will receive 700,000 SEK less in its subsequent annual budget.

EVALUATION AND RESULTS

Surveys show that most Stockholmers prefer to take advantage of city services via the internet or mobile phones, and that most people use the internet services after 9:30pm. The City also learned that e-services appeal to a wide range of age groups. 87% of Stockholm citizens over 16 have internet access at home and 62% use the web on a daily basis. Among young retirees, ages 65-74, 53% have access to the internet, and 37% surf the web daily. As much as 50% of all 4 year olds have logged on to the internet.

Two out of three Stockholmers think it is easy to find information on the City of Stockholm website, and usage of e-services continues to increase. Of all parents in Stockholm, 90% apply for preschools online. The processing time has been shortened by 100-500%.

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