# ****Municipal Innovation through Open Data: Solutions to make municipal services more accessible****

## Executive summary

The digital revolution is transforming municipal services, driven by the increasing adoption of artificial intelligence (AI) technologies that also benefit from open data. These developments have the potential to redefine the way municipalities deliver services to their citizens, providing **tools to improve** **efficiency, accessibility and sustainability**. This report **looks at success stories in the deployment of applications and platforms** that seek to improve various aspects of life in municipalities, highlighting their potential to unlock more of the vast untapped potential of open data and associated artificial intelligence technologies.

The applications and platforms described in this report have a **high potential for replicability in different municipal contexts**, as they address common problems. Replication of these solutions can take place through collaboration between municipalities, companies and developers, as well as through the release and standardisation of open data.

Despite the benefits, the adoption of open data for municipal innovation also presents **significant challenges**. The **quality, updating and standardisation** of data published by local authorities, as well as **interoperability** between different platforms and systems, must be ensured. In addition, the **open data culture** needs to be **reinforced** among all actors involved, including citizens, developers, businesses and public administrations themselves.

The use cases analysed are divided into four sections. Each of these sections is described below and some examples of the solutions included in the report are shown.

**Transport and Mobility**

One of the most significant challenges in urban areas is transport and mobility management. Applications using open data have proven to be effective in improving these services. For example, applications such as [**Park4Dis**](https://www.park4dis.org/main) make it easy to locate parking spaces for people with reduced mobility, using data from multiple municipalities and contributions from volunteers. [**CityMapper**](https://citymapper.com/), which has gone global, on the other hand, offers optimised public transport routes in real time, integrating data from various transport modes to provide the most efficient route. These applications not only **improve mobility**, but also **contribute to sustainability** by reducing congestion and carbon emissions.

**Environment and Sustainability**

Growing awareness of sustainability has spurred the development of applications that promote environmentally friendly practices. [**CleanSpot**](https://cleanspotapp.com/), for example, facilitates the location of recycling points and the management of municipal waste. The application encourages citizen participation in cleaning and recycling, contributing to the reduction of the ecological footprint. [**Liight**](https://www.liight.es/)gamifies sustainable behaviour by rewarding users for actions such as recycling or using public transport. These applications not only **improve environmental management**, but also **educate and motivate citizens to adopt more sustainable habits**.

**Optimisation of Basic Public Services**

Urban service management platforms, such as [**Gestdropper**](https://www.estudiosgis.com/proyectos/gestdropper-plataforma-de-gestion-y-telegestion-de-activos-y-servicios-urbanos/), use open data to monitor and control **urban infrastructure in real time**. These tools enable more efficient management of resources such as street lighting, water networks and street furniture, optimising maintenance, incident response and reducing operating costs. Moreover, the deployment of appointment management systems, such as [**CitaME**](https://virtualdesk.es/productos/CitaME/), helps to reduce waiting times and **improve efficiency in customer service**.

**Citizen Services Aggregators**

Applications that **centralise public information and services**, such as [**Badajoz es más**](https://provinciadigital.badajoz.es:8443/pentaho/api/repos/%3Apublic%3ACdM%20Publico%3AActual%3ACdM_Publico%3ACdM_Publico.wcdf/generatedContent) and [**AppValencia**](https://www.valencia.es/val/appvalencia), **improve accessibility and communication** between administrations and citizens. These platforms provide **real-time data** on public transport, cultural events, tourism and administrative procedures, making life in the municipality easier for residents and tourists alike. For example, integrating multiple services into a single application improves efficiency and reduces the need for unnecessary travel. These tools also support local economies by promoting cultural events and commercial services.

**Conclusions**

The use of open data and artificial intelligence technologies **is transforming municipal management, improving the efficiency, accessibility and sustainability of public services**. The success stories presented in this report describe how these tools can benefit both citizens and public administrations by making cities smarter, more inclusive and sustainable environments, and more responsive to the needs and well-being of their inhabitants and visitors.

Read [here the full report](https://datos.gob.es/sites/default/files/doc/file/informe-innovacion-municipal-en.pdf)