

## Local workshop on Digital tools and citizens - september, 30th 2021



December 17th, 2021 – Pierre CHAILLAN – Project manager – City of Marseille -  
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## PARTICIPANTS DATA



**64,86%**

**Number of experts** (deputy-mayors, city staff): **18**



**35,14%**

**Number of citizens and stakeholders:** **27**

# Citizens' participation

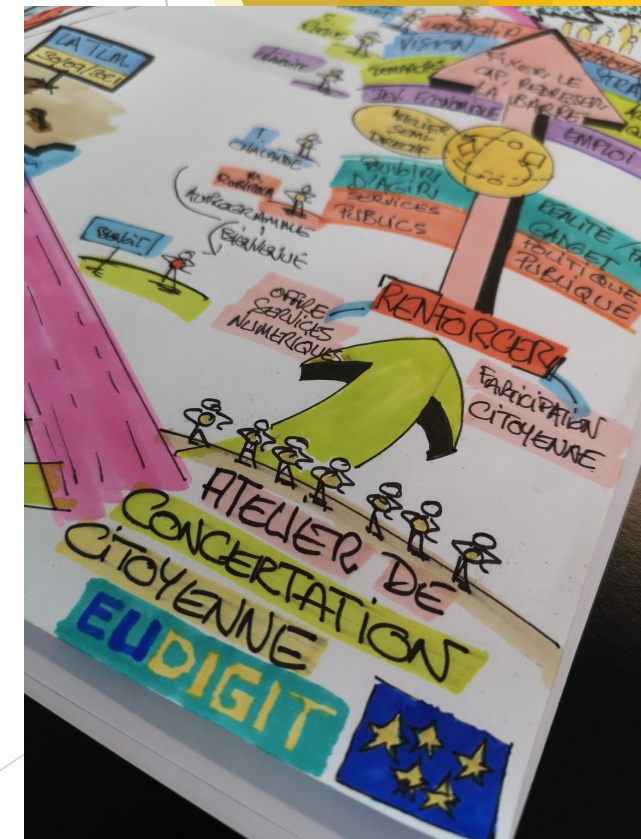
**The sanitary situation made it possible to physically gather citizens, stakeholders and city staff**

The workshop was a success : It was lively and dynamic.

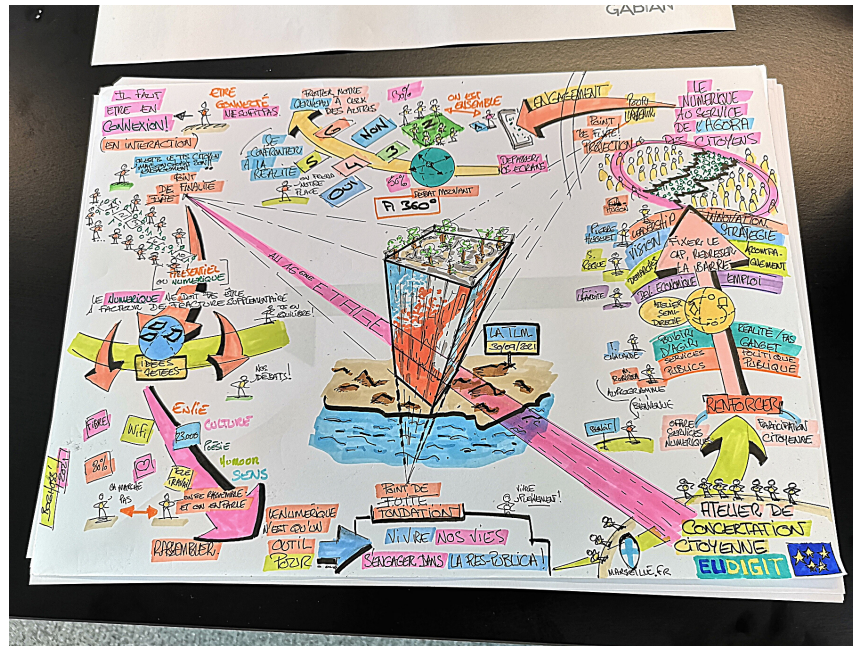
Interactions between the different participants in the process were valuable.

There were dynamic and interactive debates :

- Shifting debate in the room (e.g. people switch sides depending on whether they agree with an idea or not).
- Q&A with the elected representatives
- Post-it wall



# Citizens' participation



# Citizens feedback

Main reactions, lessons learned, expressed needs and proposals



Project n°1: **Digital technology as a tool for simplifying administrative procedures**

With Sophie Roques, Deputy mayor in charge of civil status policy, “Allô Mairie” and welcoming new citizens in Marseilles.

## Presentation of the digital offer

- City's e-services portal for online administrative formalities.
- “Allô Mairie” hotline to support citizens à marseille.fr
- Public amenities to welcome and provide services to inhabitants (boroughs halls, local offices).
- Strong municipal commitment to improve e-services and people's welcoming in local offices.

## Future ambitions:

- A single account for the citizens with the aim of improving the access to the services.

Expansion and consolidation of the services portfolio through the funding of 8 new e-services by 2022 (“Publik” platform). Connected citizens will have less need to go to the public amenities and will use their time more efficiently. Moreover, the time taken to process formalities is supposed to decrease. Citizens will be able to follow-up more easily on the processing and progress of their applications.

The “Publik” platform will also be set up in the local town halls to improve the feedback of user requests via the citizen account.

-Homogenization of the service's offer in Marseille's area thanks to digital tools.

**Discussion between the elected representatives, municipal staff and the citizens about the e-services quality, expressed needs and the municipal strategy.**





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## Project n°2: **Digital technology as a tool to improve the citizen participation**

With Théo Challande, Deputy mayor in charge of local democracy, fight against discriminations, promotion of participative budgets and civic service.

### **Presentation of the undergoing initiatives :**

- 10 citizen's councils, which cover 35 neighborhoods with social and economic difficulties (national law).
- City membership in 2 participative democracy networks.
- Neighborhoods committees (Comités d'intérêt de quartier, about 200 in the city), local initiative.

### **Future ambitions :**

- Citizen participation platform for strengthening the involvement of the inhabitants and their projects.
- Citizen's assembly of the future (eg. To debate on environmental issues).
- Launch of participative budgets initiative in 2022.

**Discussion between the elected representatives, municipal staff and the citizens about the e-services quality, expressed needs and the municipal strategy.**



## Project n°3: **Digital technology at the family and young Marseillais's service**

With Pierre Huguet, Deputy mayor in charge of education and school canteens.

### **Current tools**

- Superminot.fr: Online space to make daily life easier for families (kindergarten and school registrations, payments...)
- “*Classe mobile numérique*”: Digital mobile classrooms. Digital equipment provided by the City of Marseille in 229 elementary schools.

### **Future ambitions :**

- Extend the range of services offered by Superminot.fr.
- Develop digitalization for educational purpose.




**Discussion between the elected representatives, municipal staff and the citizens about the e-services quality, expressed needs and the municipal strategy.**

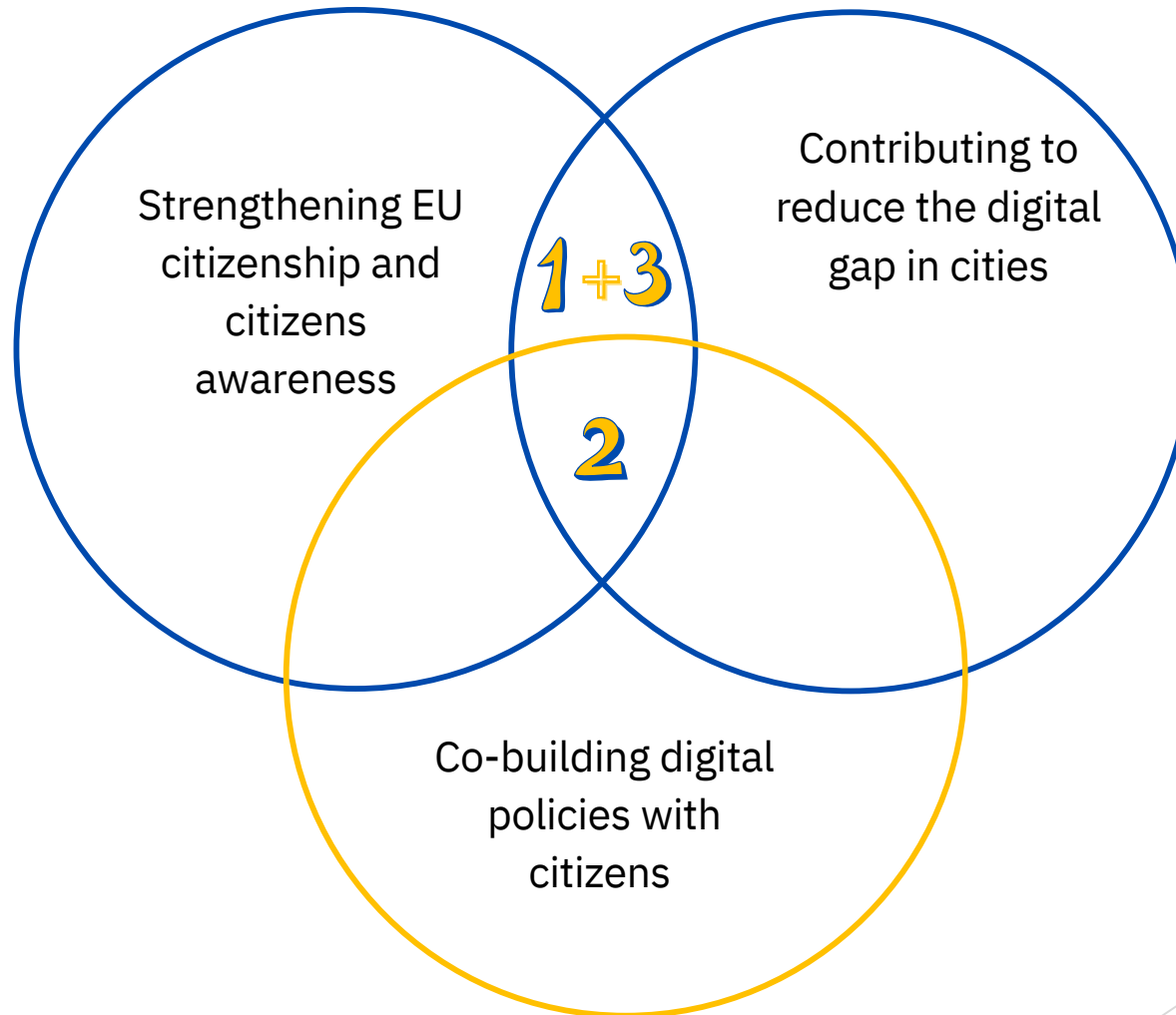




# Best practices

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- 1. Project n°: 1** “Allô Mairie” gathers many municipal services and information on a single website to facilitate the citizen’s daily life. There is also a mobile application available.
  - 2. Project n°: 2** The City of Marseille launched a project to develop a single platform for the municipal services “Publik”. Citizens will have only one user ID to access. All the administrative formalities will be available and be done online. The aim is to connect Superminot.fr and “Allô Mairie” under a same account and ID. A citizenship dimension is also included in this project (eg. Participative budget).
  - Action/Project n°3:** Superminot.fr helps the families for their children’s administration formalities.

# Relevance of selected best practices Link with EUDIGIT's objectives



# Importance of social bond



Digital technology can support people's daily life but must  
not replace social interaction



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THANK  
you!

