



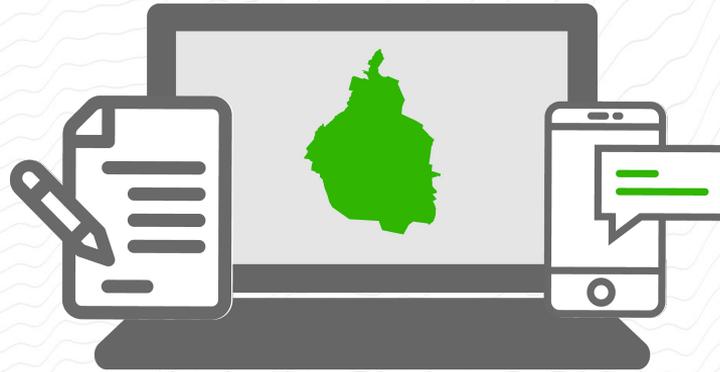
GOBIERNO DE LA
CIUDAD DE MÉXICO



ADIP

**Agencia
Digital de
Innovación
Pública (ADIP)**

Why a Digital Agency for Public Innovation?



All policies are unified as to technology, data, and connectivity to include more, serve better, and deliver better mechanisms to meet citizen demands.

Issues resolved



Close the space for corruption through the digital tracking of public resources use



Provide technological solutions for all city entities



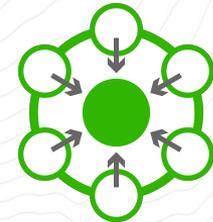
Provide a digital regulatory framework in line with city needs



Eliminate political mediators & “middle-men”



Automate what had been the manual transmission of information between dependencies



Unify citizen-response centers to ensure attention

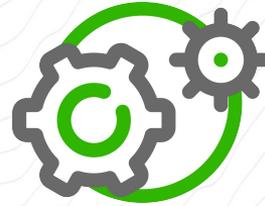
Benefits to City Residents



Digital tracking of all public resources use



Simplification of procedures and services



Improve regulatory framework to drive innovation and productivity



Cost savings via technological solutions for all city entities



Reduce time and costs of resident interaction with government



Provide a unified digital regulatory framework for the city

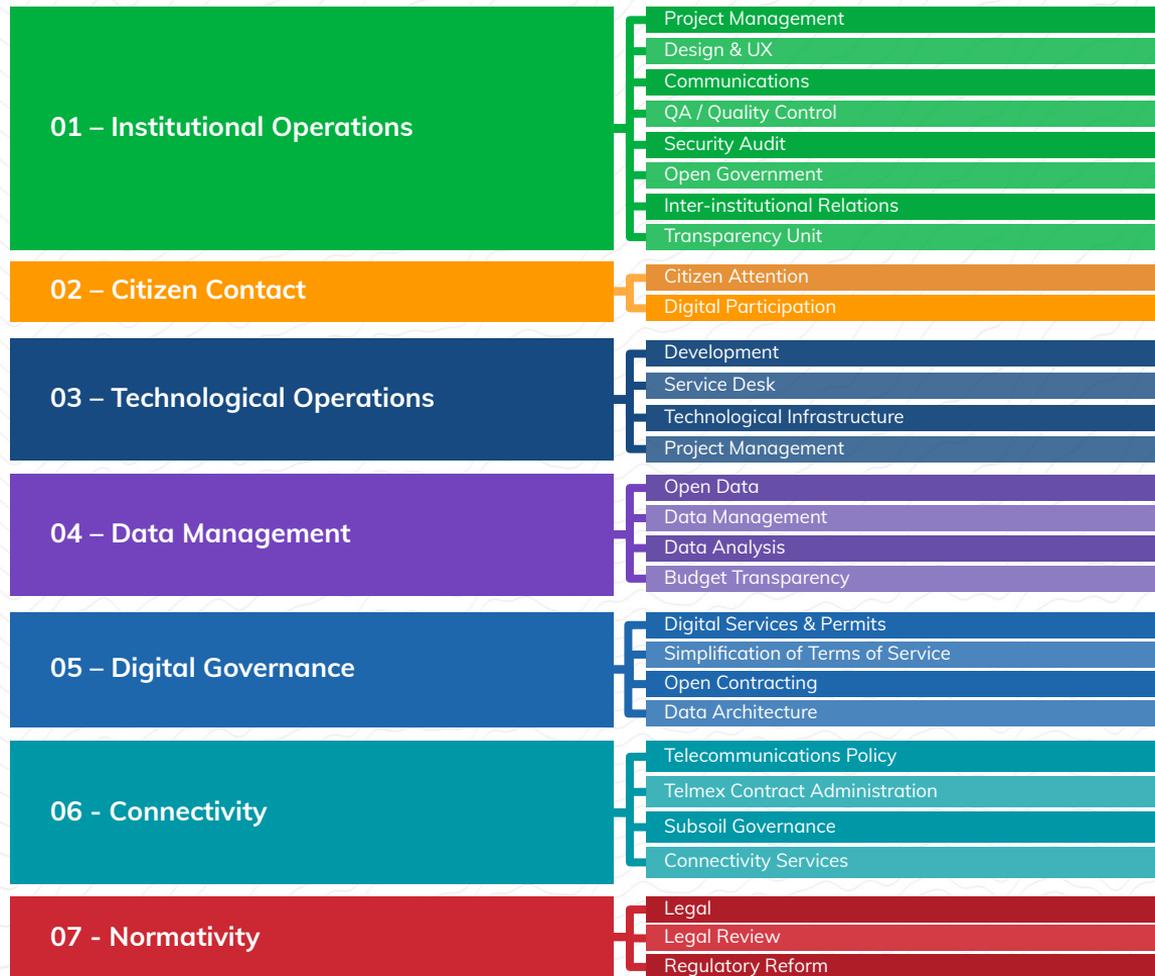


All non-emergency and citizen attention from one call-center



Increased connectivity and technological infrastructure for the entire city

Functions



Personnel Comparison

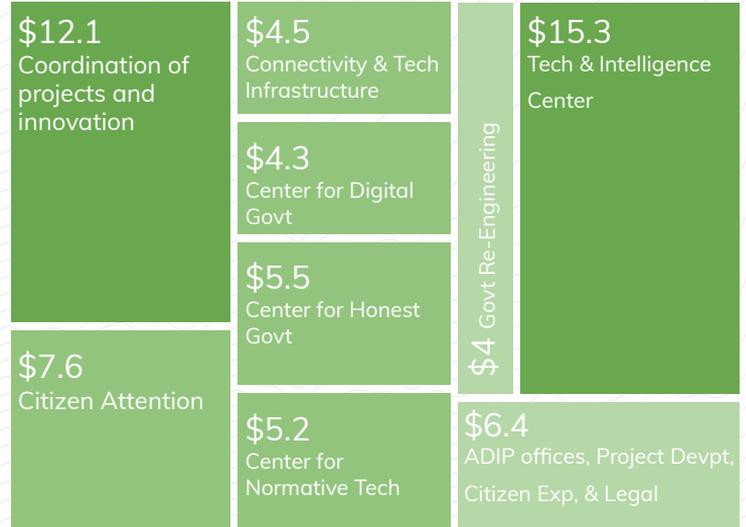
Prior Personnel

mx \$93.9 million



ADIP Personnel

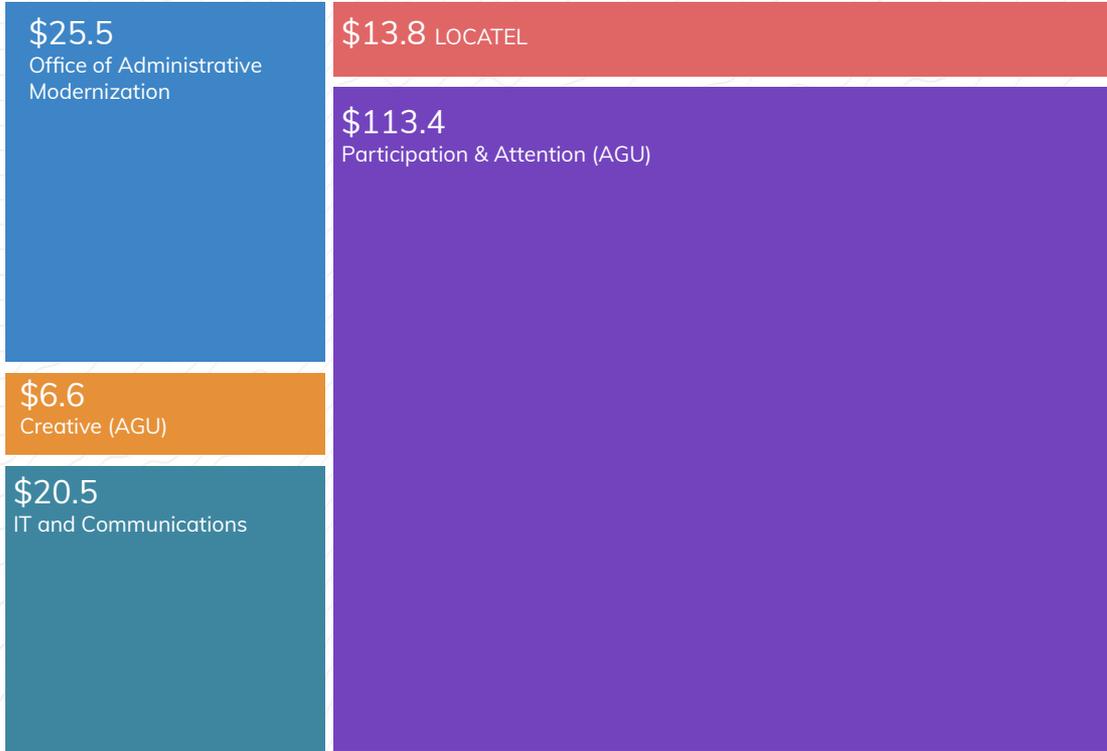
mx \$58.5 million



Costs Comparison

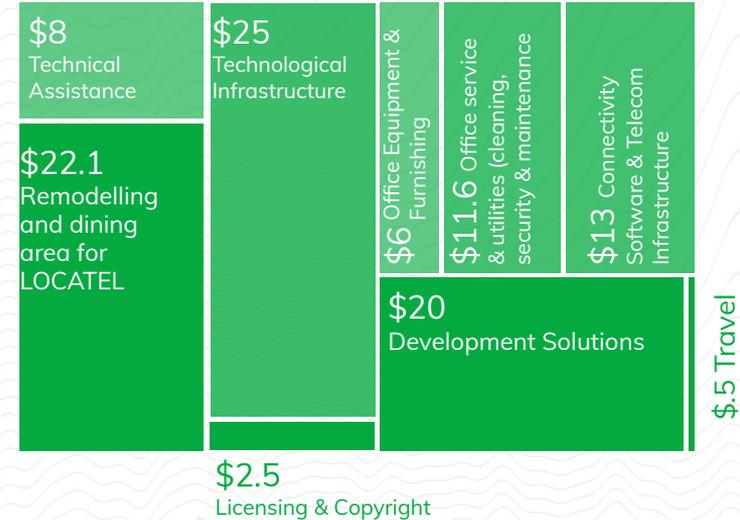
Prior Admin Costs

MX \$179.8 million



ADIP Costs

MX \$108.7 million



2019 in numbers

160
Ongoing projects

Savings of more than
700 million pesos
(through proprietary development
and connectivity renegotiation)

From **2,400**
down to **966**
permitting procedures

10k
Free WiFi points

170k attention requests in
one new unified citizen
care system.

204 published datasets
(including street-level crimes)

1 new release
every **3** days

77k downloads of the
city services app,
Alameda Central

More than
2 billion
pesos in regulatory savings

The ADIP legacy for 2019 is one of...



Finally, a **connectivity model** to guarantee access, savings, and speed.



One Unified System for Citizen Attention: SUAC.



Regulatory Improvements: red-tape reduction law, and a single outlet for construction permitting.



Becoming in one year the most advanced **Open Government:** Digital Marketplace, Open Data and Budget Transparency.



Software development: 112 developments accruing savings of \$400 million (pesos).



Data intelligence for better decision making.

Savings / Agility / Access / Opening

Technology from a Government of the Left



Innovate such that the demands of everyone in the city are heard and so that everyone's rights can be exercised.

ADIP's 2020 legacy is to be one of...

Increased Access

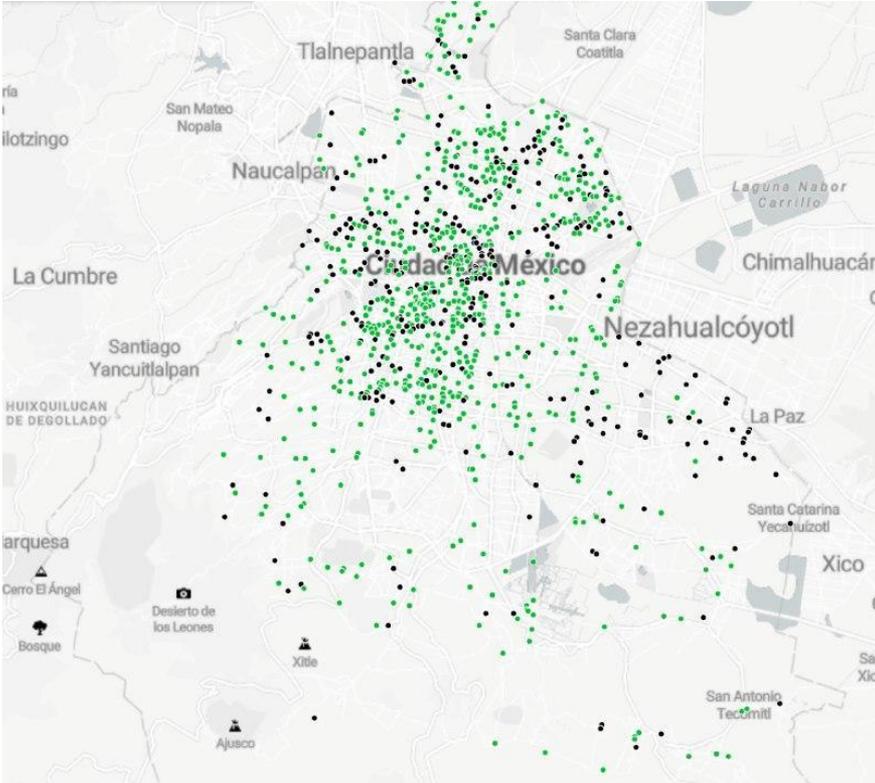
- Free connectivity in all schools and hospitals.
- Expand digital services through proactive campaigns in peripheral areas.

Demands Met

- ADU (electronic signature, single sign-on, digital recordkeeping).
- Citizen Attention (SUAC) dashboard.
- Digital citizen participation.
- Census and program registration.
- Open data as a public service.
- Digital tracking of every peso spent (public works, debts).

Efficient Service

- Increase accessibility.
- Digital permitting.
- Digital services requests.
- Open 311.
- Optimization of city services.
- City Card (signature, payment, ID).
- Government management systems.
- City government software development.
- Evidence-based public policy
Technological infrastructure.



WiFi as a Human Right

- Today, more 10,000 hotspots
- The goal: 13,000 hotspots by close of 2019
- Also connected:
 - 94 borough plazas, parks, hospitals, corridors, etc.
 - More than 70 PILARES cultural centers

71.102 registros

No hay filtros activos.

Filtros

Buscar registros...

alcaldía

IZTAPALAPA	10.515
GUSTAVO A. MADERO	10.058
CUAUHTEMOC	7.313
BENITO JUAREZ	6.049
VENUSTIANO CARRANZA	5.179
MIGUEL HIDALGO	5.110
> Más	

colonia

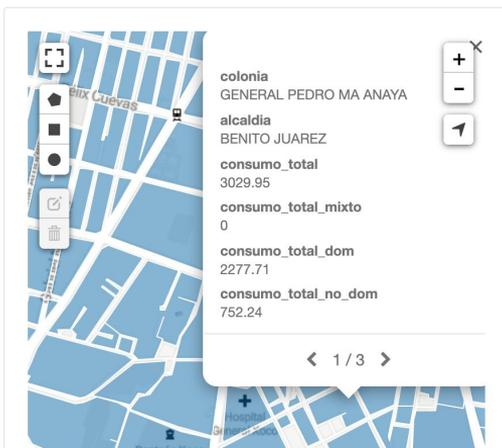
CENTRO	1.139
AGRICOLA ORIENTAL	837
ROMA NORTE	602

Consumo de agua



Información Tabla **Mapa**

Analizar Exportar API

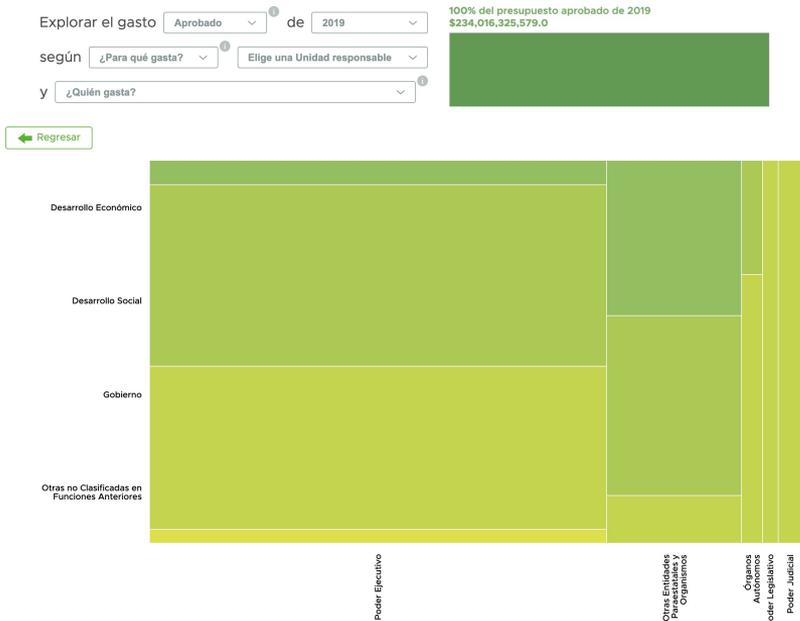


Tools for transparency and accountability

Open data portal

datos.cdmx.gob.mx

- First Place in the INAI Transparency Innovation Award 2019
204 published datasets
Never-before-available:
 - Street-level crime investigation folders
 - Real-time metrobus location
 - Legal termination of pregnancy



Tools for transparency and accountability

Budget Transparency: Your City, Your Money tudinero.cdmx.gob.mx

- First City to Adapt the Open Tax Data Package
- Better visualizations for increased accessibility

Never-before-available datasets:

- Payments authorizations at the civil service level
- Line item budget data
- Origins of tax resources: federal vs. local taxes



Tianguis Digital

Tools for transparency and accountability

The *Tianguis Digital*, the Mexico City public procurement system

tianguisdigital.cdmx.gob.mx

- 2,705 records issued under the new supplier registration system in the digital marketplace.
- Thus far published in the digital system:
 - 1,372 procurement procedures, and of these:
 - 1,343 were Public Tenders
 - 16 were Direct Awards
 - 12 were Restricted Invitations

Tools for transparency and accountability

SIBIS, Social Welfare Information System
tubienestar.cdmx.gob.mx

- Awarded the 2019 Inter-American Development Bank Governing Award
Social programs transparency:
 - Budgetary approval and exercise
 - Beneficiary patterns
 - Operating rules
- Next steps: standardized social policy management, results indicators, and services portal



edicón 2019
gobernarte
PREMIO EDUARDO CAMPOS

SIBIS
**Sistema de Información
para el Bienestar Social**

tubienestar.cdmx.gob.mx

   AGENCIA DIGITAL DE
INNOVACIÓN PÚBLICA

 **BID** Mejorando vidas

El espacio donde nos encontramos para decidir.

Plaza Pública es la plataforma de participación de la Ciudad de México donde la ciudadanía puede proponer, debatir, votar y decidir proyectos y disposiciones que afectan su vida en la ciudad.

Consultas	Asambleas	Iniciativas
Vota en los temas puestos a consulta por parte del gobierno	Próximamente podrás involucrarte en un grupo de decisión temático.	Pronto podrás crear propuestas y firmas para mejorar la ciudad
Ir a consultas	Ir a asambleas	Ir a iniciativas

¿Qué hacemos con la feria?

Las personas que habitamos y disfrutamos la Ciudad de México podemos opinar sobre **qué tipo de parque de diversiones queremos tener en el Bosque de Chapultepec.**

Las ideas y propuestas sobre qué tipo de atractivos debería tener, qué debería conservarse, qué hacer con la icónica montaña rusa o para qué sector de la población debería estar pensado, servirán de guía para las bases del concurso de licitación internacional que se abrirá próximamente para **decidir el futuro de ese preciado espacio de la Ciudad.**

El espacio de Chapultepec donde está la feria,
¿debe seguir siendo un parque de diversiones?



Sí

No

Tools for transparency and accountability

Plaza Pública, Digital City Participation Platform plazapublica.cdmx.gob.mx

- Prior processes:
 - Discussion of the Government Programme 2019-2024
 - Election of the search committee chairperson
 - Call for affected persons to join advisory council for the Reconstruction Commission
- Chapultepec Fairgrounds
 - Decision as to continued use of public parkland for an amusement park
 - Open question until 16 November, 2019

Encuentra el trámite, servicio o programa que estás buscando.

En este portal puedes consultar y realizar trámites de manera rápida, sin la necesidad de hacer filas y perder tu tiempo; desde tu computadora, móvil o tableta. No tendrás que buscar información en otros sitios de gobierno desactualizados y poco accesibles. En [tramites.cdmx](https://tramites.cdmx.gob.mx) tienes acceso a los trámites más solicitados de la Administración Pública, y a toda la información que como usuario necesitas para realizarlos. Como gobierno, sabemos que tenemos la obligación de innovar la forma en la que operan nuestras instituciones, adaptándonos a las expectativas digitales de la ciudad y respondiendo eficientemente a sus demandas.

Los más buscados ^

01 Ver información Realizar en línea Reposición O Renovación De Tarjeta De Circulación Para Vehículos, Motocicletas Y Remolques.	02 Ver información Realizar en línea Licencia De Conducir Tipo A-1, Tipo A Y Su Reposición	03 Ver información Realizar en línea Créditos Para Tu Negocio
04 Ver información Programa Interno De Protección Civil	05 Realizar en línea Plataforma de reconstrucción	06 Ver información Baja De Vehículo Automotor, Motocicleta O Remolque

Digital governance: simplification and digitalization of procedures

tramites.cdmx.gob.mx

- Eliminate renewal requirement for birth certificate every 3 months
- Auto inspection certificate renewals
 - A regulatory savings of mx\$1,455,074,752
- Driver's licenses renewals
 - A regulatory savings of mx\$29,173,410
- Single Construction Window
 - First stage: impact assessment
 - Regulatory savings of mx\$423,000,000



The Mexico City App: Alameda Central

- One App with all City Service apps
- MiTaxi
 - Improves taxi ride experience
 - Safer trips: panic button connected to emergency services
- Other service modules
 - Location and waiting times for Metrobus
 - Appointments for verification centers
 - Traffic violations inquiries
 - Ecobici
 - Nearest free Wi-Fi

Reportes, quejas o solicitudes para el gobierno

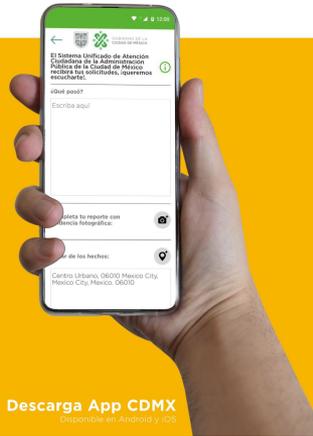
Ingresa al módulo

SUAC

en App CDMX

la app de la Ciudad de México

También puedes entrar a:
atencionciudadana.cdmx.gob.mx



Descarga App CDMX
Disponible en Android y iOS

SUAC - City Resident Attention System

- In 5 months of use
 - 170,352 cases opened
 - 74,000 cases closed
- 2,000 officials use SUAC daily in Mexico City town halls and outbuildings
- Attention times were modified and reduced.
 - 5 days to get an answer
- Penalties for comptrollership in case citizen demands are not met

¡Que no te madruguen!

Registra ahora el IMEI de tu cel

Si un día lo pierdes o te lo roban **podrás bloquearlo**

1 Consulta tu **IMEI** marcando ***#060#** desde tu cel

2 Regístralo en **bloqueatucel.cdmx.gob.mx** o desde la app **Alameda Central**

3 En caso de robo o extravío, bloquéalo desde la app **Alameda Central** o marcando a **Locatel**

Descarga App CDMX
Disponible en Android y iOS



Cell Phone Blocking

- A strategy to discourage cell phone theft
 - Locks the device using the IMEI number
 - The city protects your IMEI and can recall it in case of theft
 - Telephone operators can be authorized to permanently disable the device
- Report thefts via LOCATEL, the app, by DM on the Social Networks of the City Govt, or on the web portal, bloqueatucel.cdmx.gob.mx
- 25,500 preventive records
- 20,900 permanent blocking requests



Locatel: one number for non-emergencies in the Entire City

The unification of all call-centers: savings mx\$48 million

- 072, Semovi, SEDESA (Health service)

Modeled on the International number, 311

- Brings together all non-emergency city numbers to a single contact center (Locatel), with no cost for the service at 311
- Provides the same services via telephone, social networks, web portal, and mobile app
- Carry out the procedures and requests for services digitally from the same portal or web app

Technology and the use of data must tip the balance of power towards city residents.

Transparency, monitoring, exercising, digitalization, and participation are the tools for building a government **free of corruption and at the service of the people of the city.**





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Thank you!

adip.cdmx.gob.mx

Twitter: @LaAgenciaCDMX

<https://www.facebook.com/LaAgenciaCDMX/>