

Second Open Government Action Plan of the City of Madrid

1. INTRODUCTION AND PRIOR CONSULTATION.....	2
2. COMMITMENTS.....	3
CREATION OF AN ANONUMOUS COMPLAINTS MAILBOX.....	3
MADRID EN DATOS	6
DASHBOARD TO CONTROL GOVERNEMNT COMMITMENTS	10
WASTE MANAGEMENT TRANSPARENCY IN THE CITY OF MADRID AND CREATION OF A WASTE INFORMATION PLATFORM IN MADRID	14
CREATION OF THE CITY OBSERVATORY	20
3. ANNEX 1: PROMOTION OF THE CONSULTATIVE PROCESS OF THE SECOND OPEN GOVENMENT ACTION PLAN	23

1. INTRODUCTION AND PRIOR CONSULTATION

After having successfully fulfilled the commitments acquired in the First Action Plan with the Open Government partnership, the City of Madrid presents its Second Open Government Action Plan.

At this time, the Madrid City Council has proposed four of these commitments from the government and opened a consultation period to receive proposals for a fifth commitment proposed directly by its citizens. In addition to proposing a commitment, during the consultation it was also possible to comment and propose changes to the commitments proposed by the City Council.

The consultation on the Second Plan of Action of Open Government of the City of Madrid was carried out at [Decide Madrid](#) between June 20 and July 8. Clicking the following link, you can consult the results of the inquiry:

https://decide.madrid.es/legislation/processes/51/draft_versions/14

Among all the proposals received (more than 70), a commitment for the creation of a dashboard to control government commitments was selected.

The results were presented at an event that took place on July 12 at 18:00 in Medialab Prado that was attended by:

- Pablo Soto Bravo, representative of the Area of Citizen Participation, Transparency and Open Government.
- Inés Sabanés Nadal, representative of the Government Area of Environment and Mobility.
- Nacho Murgui Parra, representative of the Government Area of Territorial Coordination and Public-Social Cooperation.

During this event, the different city councilors discussed the relevance of open government policies for the City of Madrid and explained the commitments proposed for this Second Open Government Action Plan. In addition, the results of the inquiry on the Second Plan of Action of Open Government of the City of Madrid were presented.

In Annex 1 you can find a table that shows different links about the inquiry process and the discussion with the city councilors.

2. COMMITMENTS

CREATION OF AN ANONUMOUS COMPLAINTS MAILBOX

Commitment Template	
1. Creation of an anonymous complaints mailbox	
Commitment Start and End Date (01/01/2019 – 31/12/2019)	
Lead implementing agency/actor	Madrid Municipal Office against Fraud and Corruption
Commitment description	
What is the public problem that the commitment will address?	<i>Currently there is no space in Madrid City Hall where citizens can send anonymous reports about cases of mismanagement or corruption.</i>
What is the commitment?	<p>The Municipal Office against Fraud and Corruption proposes to incorporate into its complaints system a way that technically ensures the anonymity of the complainants.</p> <p>The commitment is to create a mailbox that ensures a system of communication between any person and the City of Madrid and that guarantees their anonymity and their security.</p>
How will the commitment contribute to solve the public problem?	<p>To do this, the City Council of Madrid will use technology developed by GlobaLeaks, an open source system auditable by everyone, created especially to send and receive files safely on the Internet.</p> <p>The software works in conjunction with safe PGP encryption and Tor Browser, which allows the Internet to be used anonymously and does not require prior</p>

	<p>computer knowledge. The sending process is designed to be very simple while following the highest security demands.</p>	
<p>Why is this commitment relevant to OGP (Open Government Partnership) values?</p>	<p>This measure is essential in achieving a completely transparent system and is - unfortunately - necessary in a context in which the lack of protection for informants exposes them. Currently there are many cases of informants who, in Spain and outside Spain, face complaints, prison sentences and situations of harassment at the personal level and in the workplace for reporting cases of corruption.</p> <p>The creation of complaint channels is a societal demand, but it is likely that very soon it will also be an obligation imposed by the EU. The Whistleblowers Directive proposal that is being debated in the commission includes the obligation to open complaint channels in municipalities with more than 10,000 inhabitants.</p>	
<p>Additional information</p>	<p><i>This Project will be incorporated into the general budget of the City of Madrid in 2019.</i></p>	
<p>Milestone Activity with a verifiable deliverable</p>	<p>Start Date:</p>	<p>End Date:</p>
<p><i>Creation of the anonymous complaints mailbox</i></p>	<p>01/01/2019</p>	<p>31/12/2019</p>

Contact information		
Name of responsible person from implementing agency		Victoria Anderica Caffarena
Title, Department		Director of the Transparency Project of the City of Madrid
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Other Actors Involved	State actors involved	
	CSOs, private sector, multilaterals, working groups	Fíltrala Access Info Europe Fundación Ciudadana Civio Transparencia Internacional España

MADRID EN DATOS

Commitment Template	
2. Madrid en Datos	
Commitment Start and End Date (01/09/2018 – 30/06/2020)	
Lead implementing agency/actor	Territorial Coordination and Public-Social Cooperation Government Area and Citizen Participation, Transparency and Open Government Area
Commitment description	
What is the public problem that the commitment will address?	<i>The City of Madrid publishes a lot of information and data through the transparency portal and the open data portal. However, this information is not always easily understandable and both the districts as well as the people engaging in the participation process have shown the need to find more detailed information at the district and neighborhood level and the need for that information to be available in a more direct access way and in a more user-friendly format.</i>
What is the commitment?	The commitment is the creation of a space that allows anyone to get to know the City of Madrid in detail. An interactive web interface will be created, which will use clear

	<p>language and will be supported by maps, visualizations and infographics that will allow the inhabitants of Madrid, with any level of skill and knowledge, the ability to access the possibility of using open data.</p> <p>It is intended that anyone can get to know what each neighborhood and district of Madrid offers and identify needs or improvements to bring up (in areas such as infrastructure, transport, services, educational and sports facilities ...).</p> <p>To do so, the data from the Open Data Portal of the Madrid City Council will be used.</p>
<p>How will the commitment contribute to solve the public problem?</p>	<p>This map will allow anyone to have interactive access to the data offered by the Data Portal of the City of Madrid without having to have technical knowledge.</p>
<p>Why is this commitment relevant to OGP values?</p>	<p>In the challenge to improve the lives of the residents of Madrid, transparency is essential. The districts, neighborhoods and inhabitants require data to define their needs and to be able to propose improvements from the Government or from the citizens through the different participation channels they have to make their proposals (Local Forums, Budgets Participants ...).</p>

	<p>In this context, the Territorial Coordination and Public-Social Cooperation Government Area and the Citizen Participation, Transparency and Open Government Area will collaborate to compile the needs of the districts and inhabitants and incorporate them into the Madrid Data project.</p>	
<p>Additional information</p>	<p><i>This Project will be incorporated into the general budget of the City of Madrid in 2019.</i></p> <p><i>Note: At the moment we have called this project Madrid en Datos but the name may change.</i></p>	
<p>Milestone Activity with a verifiable deliverable</p>	<p>Start Date:</p>	<p>End Date:</p>
<p>Consult District Boards and citizens about the Madrid Data Project to receive their comments and needs. Meetings will be held with the District Boards and citizens will be surveyed.</p>	<p>01/09/2018</p>	<p>31/03/2019</p>
<p>Development of the project</p>	<p>01/04/2019</p>	<p>30/06/2020</p>

Contact information		
Name of responsible person from implementing agency		Victoria Anderica Caffarena
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Other Actors Involved	State actors involved	
	CSOs, private sector, multilaterals, working groups	Neighborhood Associations of Madrid

DASHBOARD TO CONTROL GOVERNMENT COMMITMENTS

Commitment Template	
3. Dashboard to control Government Commitments	
Commitment Start and End Date (E.g. June 30, 2015-June 30, 2017)	
Lead implementing agency/actor	Citizen Participation, Transparency and Open Government Area
Commitment description	
What is the public problem that the commitment will address?	The City Council of Madrid publishes the information on the 2015-2019 Government Plan and its evolution on a regular basis through the Transparency Portal and the Open Data Portal , but it does not have a visualization system that allows citizens to follow up on the different actions taken, thereby guaranteeing an adequate rendering of accounts.
What is the commitment?	<p>Create a web space that allows for interactive consultation that is clear, visual, simple and transparent regarding the information in the 2015-2019 Government Plan of the Madrid City Council in a hierarchical and graphic way so that it might be understood by anyone and that facilitates access of interested users to the detail of each element.</p> <p>Citizens will have a place on the municipal website to find a graphic representation of the different commitments made by the city's government team. These commitments will manifest through concrete actions in the region, at the neighborhood and</p>

district level, or globally as actions for the entire city. Although at the beginning of the mandate they will be linked to the commitments established in the electoral program and government pacts, they will be permanently updated and those that are periodically approved in the municipal decision-making bodies will be added, such as: building a swimming pool, hosting refugees, creating an office to support victims of sexual assault Citizens will have a place on the municipal website to find a graphic representation of the different commitments made by the city's government team. These commitments will materialize through specific actions in the territory, at the district and district level, or globally as actions for the entire city. Although at the beginning of the mandate they will be linked to the commitments established in the electoral program and the government pacts, they will be permanently updated and will be added those that are periodically approved in the municipal decision-making bodies, such as: building a swimming pool, host refugees, create an office to support victims of sexual violence, etc.

Each action will have detailed information with the description of the phases planned for its development, the responsible municipal area and indicators that will help the citizens evaluate their degree of compliance. It will include documentation, photographs, links, etc. that will allow the verification of its progression. In

	<p>addition, an elected official should be associated with and in charge of that commitment, whether that official be the mayor or mayoress or a councilman of the plenary session of the City Council of Madrid.</p>
<p>How will the commitment contribute to solve the public problem?</p>	<p>By focusing on the commitments acquired and their degree of compliance, two benefits would be obtained, specifically:</p> <ul style="list-style-type: none"> • The first is that citizens would have an explicit dashboard in order to keep up to date with what is happening or is going to happen in their city regarding: deadlines, opportunities to intervene in their results, milestones, etc. In this way, they are guaranteed transparency in real time that allows for an effective exercise of citizen control. • The second is that the proposals made by public representatives will be improved when accompanied by clear planning. <p>The objective is to improve transparency that helps, on the one hand, the leaders to plan and coordinate work and, on the other hand, that allows all citizens to have useful tools to evaluate the actions carried out in their city and also to develop a common sense of what is possible and not possible.</p>
<p>Why is this commitment relevant to OGP values?</p>	<p>This commitment to transparency defines one of the aspects of the right of access to information that is often left aside and that is to ensure that the</p>

	information published is really accessible and relevant to the citizens.	
Additional information		
Milestone Activity with a verifiable deliverable	Start Date:	End Date:
Incorporation into the IT projects portfolio of the City of Madrid	01/09/2018	31/10/2018
Functional design of the IT system	01/09/2018	31/01/2018
IT development	01/02/2019	31/10/2019
Start date		31/12/2019
Contact information		
Name of responsible person from implementing agency	Victoria Anderica Caffarena	
Title, Department	Director of the Transparency Project of the City of Madrid	
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Other Actors Involved	State actors involved	
	CSOs, private sector, multilaterals, working groups	

WASTE MANAGEMENT TRANSPARENCY IN THE CITY OF MADRID AND
CREATION OF A WASTE INFORMATION PLATFORM IN MADRID

Commitment Template	
4. Waste management transparency in the City of Madrid and creation of a waste information platform in Madrid	
September 2018 – June 2020	
Lead implementing agency/actor	ENVIRONMENT AND MOBILITY GOVERNMENT AREA
Commitment description	
What is the public problem that the commitment will address?	Achieving sustainable waste management is the grand objective of all cities in the world. The lack of information and citizen awareness is one of the great steps in achieving it. The City of Madrid wants to improve the quantity and quality of information published on waste management in order to achieve a more informed citizenry on this subject.
What is the commitment?	A platform will be created that will have as its objectives to compile, analyze and clearly transfer to the population relevant information and concrete data regarding the generation of waste, the movement of each one of them, prevention activities, management systems, waste treatment and system costs. To do this, existing information will be compiled and processed, new services will be contracted and

ad-hoc studies will be commissioned on key elements in order to augment information on movement and processes, municipal and private channels. Methodologies and accounting criteria will be established with the agents involved that allow, in addition to complying with the requirements of legislation, for the information to be more comprehensible for all types of audiences.

The results of these information sources will be made visible and accessible to citizens through the open data portal, through a specific web page, a semiannual report and different interactive tools. All tools will look for the greatest transparency and accessibility.

A "waste search engine" will be available to inform on how each waste should be deposited, the benefits of its separation (environmental, economic), information on recyclability and other related information.

To make an adequate follow-up of the process, there will be a waste characterization service in order to learn about the composition of waste upon its entrance to the Urban Waste Treatment Plants, of waste during the intermediate points of its processing, of the recovered materials and what is rejected. The process timeline of

waste composition and the separation of waste at home will be explained in order to take measures to improve rates, as well as the calculation of catch rates, of preparation for reuse, for recycling and other assessments of the different types of waste.

All information about contracts and requests for bids that have to do with the waste management of the City Council will be collected.

To monitor the collection, a fleet and container management system will be implemented, integrated in the Mint IT platform, which will allow municipal services to consult and use a large quantity of graphic and numerical information, through reports or in real time, on the routes of collection of each section of waste, collection points, events and work teams.

A system for providing standardized information for its use and dissemination through the Waste Agency and the open data portal of the City Council will be incorporated into the agreements for the collection and treatment of waste.

The waste that is produced in the city will be completely investigated, as well as movement that is managed by private channels, establishing agreements with different

	<p>organizations. Businesses will be made to comply with the legal obligations derived from Law 22/2011, of July 28, regarding waste and contaminated soils and that the information, duration and means of the same be standardized.</p> <p>Work will be carried out in coordination with other departments of the City Council in order to take advantage of information, data collection, and processing tools. Content on waste management will be developed in the transparency ordinance.</p>
<p>How will the commitment contribute to solve the public problem?</p>	<p>A part of the strategy has to do with pivotal objectives that Madrid has indicated in order to achieve these best results objectives from an economic and social point of view. These will attempt to improve information and transparency, and will involve citizens, companies, and the different city actors in a progressive exercise towards zero waste.</p> <p>The proposal that contains the Waste Strategy of the City of Madrid 2018-2022 will require the full participation of the citizens, the different economic sectors, and the various agents involved in waste management in order to achieve better economic, social and environmental results. Using this strategy, the City Council of</p>

	<p>Madrid wants to create the spaces and tools to generate participatory transformation that obtains best results through the involvement of citizens in the change of behaviors and necessary habits, but also in the search for solutions.</p>
<p>Why is this commitment relevant to OGP values?</p>	<p>The 2018-2022 Waste Strategy of the City of Madrid is a commitment to transparency. To improve results, the administration itself and the different actors involved need to know much more about our current management system, its strengths and weaknesses. The Madrid City Council is proposing through this strategy to make a qualitative leap in the knowledge of the different types of waste generated and its evolution, its movement during processing, and the different possibilities of action and participation for the citizens and the economic actors of the city.</p> <p>Putting Madrid on the path of complying with the legislation and starting to implement this transformative vision towards the Circular Economy will of course mean major environmental improvements but will also help a more innovative social and productive fabric that will provide opportunities from a social as well as economic point of view for the creation of solutions based on</p>

	reuse, eco-innovation and recycling. Therefore, this waste strategy is one that is of economic and social development for the city.	
Additional information	The budget is €13,733.000 over the lifetime of the plan. Waste Strategy of the Community of Madrid y Spanish Strategy for a Circular Economy	
Milestone Activity with a verifiable deliverable	Start Date:	End Date:
Contact information		
Name of responsible person from implementing agency	Reyes Montiel Mesa	
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Other Actors Involved	State actors involved	
	CSOs, private sector, multilaterals, working groups	

CREATION OF THE CITY OBSERVATORY

Commitment	
5. Creation of the city observatory	
September 1, 2018 – September 1, 2020	
Agency / principal actor regarding the implementation	Citizen Participation, Transparency and Open Government Area
Description of the commitment	
What is the public problem that the commitment will address?	<i>Lack of truly representative mechanisms for government decisions to agree with the will of the people; as a complement to direct decision mechanisms.</i>
What is the commitment?	<p><i>A new model for a space that allows for the participation and monitoring of municipal action will be launched, which will faithfully represent the population of Madrid. The operation of this new space will be permanent and independent.</i></p> <p><i>Its members will be citizens chosen at random and in such a way that they compose a demographic sample representative of the population of the City of Madrid. The observatory will meet periodically and its members will be renewed every year.</i></p> <p><i>The observatory will analyze citizen and government proposals and will urge the government to call for citizen consultations on these proposals.</i></p> <p><i>The objective of the City Observatory is to complement the direct decision mechanisms for relevant issues of the city that are not addressed in this way, since</i></p>

	<i>there are no existing mechanisms to faithfully translate the will of the citizens.</i>	
How will the commitment contribute to solving the problem?	<p><i>The lack of faithful and representative decision channels will be resolved by selecting its members as a demographic sample that is representative of the population of the City of Madrid.</i></p> <p><i>The observatory will be a transversal space for the entire City Council, so it can solve the problem of the lack of representation regarding any relevant issue that affects any area of the City Council.</i></p>	
Why is this commitment relevant to the values of the OGP?	<i>This commitment is relevant to the values of the OGP on civic participation, allowing civic participation in a representative manner for all important matters of the city.</i>	
Additional information		
Activity milestone with verifiable date	Start Date:	End Date:
Approval of the Regulation of the Observatory of the City	December 1, 2018	April 1, 2019
Selection by lottery of a working group of citizens	April 1, 2019	May 1, 2020

First session of the Observatory of the City and its operation according to the terms that are marked in the regulation.		May 1, 2019	September 1, 2020
Contact information			
Name of the person responsible for the area that implements the commitment		Gregorio Planchuelo	
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Other actors involved	State actors	Transversal commitment to all areas and districts	
	NGOs, private sector, multilaterals, work groups	Citizen work group chosen by lottery	

3. ANNEX 1: PROMOTION OF THE CONSULTATIVE PROCESS OF THE SECOND OPEN GOVERNMENT ACTION PLAN

Press release	https://diario.madrid.es/blog/notas-de-prensa/el-segundo-plan-de-accion-de-gobierno-abierto-se-abre-a-las-aportaciones-de-la-ciudadania/
Twitter campaign	https://twitter.com/DecideMadrid/status/1009752001314508800
Facebook campaign	https://www.facebook.com/DecideMadrid/posts/1861480437490064
Consultative process on <i>decide</i>	https://decide.madrid.es/legislation/processes/51/proposals
Consultative process on <i>decide</i>	https://decide.madrid.es/legislation/processes/51/draft_versions/14
Extension date	https://twitter.com/DecideMadrid/status/1011587709465448449
Medialab discussion	https://twitter.com/DecideMadrid/status/1014102735648641024
Medialab discussion	https://www.facebook.com/DecideMadrid/photos/a.1476131352691643.1073741828.1475577616080350/1872583896379718/?type=3&theater
Medialab discussion	https://twitter.com/DecideMadrid/status/1014843376171147264
Report	https://twitter.com/DecideMadrid/status/1037356869059309570
Report	https://www.facebook.com/DecideMadrid/photos/a.1476131352691643/1929384344033006/?type=3&theater