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Local Governments Programme  
of the Open Government Partnership

# Second Action Plan of the City of Buenos Aires



Buenos Aires Ciudad

- 1 -

Alianza para el  
Gobierno  
Abierto  
Ciudad de  
Buenos Aires





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# Authorities

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## **Horacio Rodríguez Larreta**

- Head of Government

## **Fernando Straface**

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# Work team

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# Introduction

The City of Buenos Aires is part of the 20 local governments of the Open Government Partnership (OGP), together with other subnational entities (Paris, Madrid, San Pablo, Ontario, etc.) which promote transparency, participation and institutional innovation through the use of new technologies and the permanent dialogue with the civil society, thus generating:

- Opportunities For the creation of innovative products.
- Specific answers with public value.
- Community and trust between citizens and government.

During the first plan, we co-created, together with the civil society organisations, 5 commitments which were implemented in 2017; these commitments were aimed at improving the delivery of public services in health, education and transport areas, as well as promoting openness of data, transparency and interoperability between the branches of State.

In 2018, the programme for Local Governments of the Open Government Partnership was consolidated, broadening the number of participating cities, therefore the City co-created its Second Action Plan. Its implementation will last two years (September 2018 to September 2020), it includes 5 global commitments, and various milestones.

## For the Second Action Plan, we seek to:

- Leverage the local dimension to solve problems which have an impact on the improvement of the quality of citizens life.
- Enhance the community as a driving force of innovation.
- Use the sharing economy logic: the best ideas can be scattered throughout community.
- Rethink the processes focusing on the user's experience.
- Apply technology to find creative solution.



*Being close to the citizens, allows us to listen and understand their needs and dreams, to listen to their proposals since it is them who know better what we need to live better. During this year, we have been working on the Second Action Plan 2018-2020 with the conviction that the co-creation process is key to generate a transformative impact, placing our trust in a more participatory, open and innovative process.”*



**Horacio Rodríguez Larreta,**  
Head of Government of the  
Autonomous City of Buenos Aires.

*“An open government is based on a collaborative logic which assumes that, even though governments have all the information, they do not have all the answers. Therefore, we seek to transform the management approach, benefiting from innovative technologies and aiming for an open city which is constantly creating and opening data. This vision is translated in what we call Open Government Ecosystem.”*



**Fernando Straface,**  
General Secretary and  
International Relations.





# Open Government in Buenos Aires

Buenos Aires is considered a Pioneer city in Open Government due to its long track-record in terms of transparency, participation and accountability. This is reflected in the fact that the City has one of the first Acts on Access to Public Information (1998) of Latin America, its update was passed recently (2016.) Moreover, during the last 7 years, the approval of the regulation on open data deepened the path towards an open government: portal on open data [data.buenosaires.gob.ar](http://data.buenosaires.gob.ar) (2012), publication of Information in digital formats (2013), and the implementation of the Sistema de Tramitación a Distancia -TAD (System of Distance Processing) 2013.

The current Head of Government, Horacio Rodríguez Larreta, took this legacy and deepened the openness policies with a strong focus on institutional innovation and openness of participatory processes. These policies were aimed at creating more agile and simpler channels of interaction between the citizens and public officers, and to make government administration transparent. The most relevant background information is detailed below:

## Institutional terms and regulations

**Creation of the Ministerio de Modernización (Ministry for Modernisation) and the Dirección de Gobierno Abierto e Información (Directorate of Information and Open Government).** On the first day of the 2011-2015 administration, the Regulatory Decree N° 660/11 approved the Buenos Aires Government's functional organic structure depending on the Executive Branch. In this way, the creation of the Ministry for Modernisation was ruled, which led to the creation of the Directorate General of Information and Open Government at the beginning of 2012. The main goal of the Directorate General of Information and Open Government was to generate stages for citizen empowerment, civic innovation, design of better public services and to bring the Government and the citizens of Buenos Aires closer. In May 2018, the policies on open government of the City became the responsibility of the General Secretariat and International Relations, an area of coordination of strategic projects, with a cross-cutting vision of

the entire government. The Decree N°119/18, modified the denomination and primary responsibilities of the General Directorate of Institutional Quality, dependent on the Under Secretariat of Strategic Management and Institutional Quality of the General Secretariat and International Relations, to become the Directorate General of Institutional Quality and Open Government (Dirección General de Calidad Institucional y Gobierno Abierto).

**Decree on the Creation of the Open Data Portal.** At the beginning of 2012, the Government of the Autonomous City of Buenos Aires took the decision of driving the first initiative on Open Government in Argentina, with the aim of promoting transparency, participation and collaboration in public administration. In the same vein, the Decree 156/2012 regulated the creation of the portal on open data of the City of Buenos Aires: [data.buenosaires.gob.ar](http://data.buenosaires.gob.ar)

**Decree on publication of information in digital formats.** The Decree 478/2013 established that all data produced, stored and/or collected in digital media by the several bodies of the centralised and decentralised administration, as well as by the Autarchic Entities of the Government of the Autonomous City of Buenos Aires, shall be published, as long as its disclosure is not excluded due to specific norms, in such way to enable its discovery, search, access, redistribution and reuse by the citizens, through the site [data.buenosaires.gob.ar](http://data.buenosaires.gob.ar)

**Act on Access to Public Information.** The City of Buenos Aires has had this Act since 1998. In 2016, the Head of Government, submitted a bill which was developed in a participatory manner through the initiative Dialogando BA, aimed at the update of the regulation based on new international standards, good practices, capacities and experience in the topic. This bill was approved with the affirmative vote of almost all the political forces (57 legislators voted in favour and 3 abstained from voting,) indicating the consensus and clear will of the City in terms of transparency and fundamental rights. The new Act 104 (subrogated by Act 5784/16) was regulated in compliance with the terms stipulated in

the Decrees 260/17 – 427/17- 432/17- 13/18 and the Provision N° 13/18. The new regulation incorporates as essential elements: a) principles of Act enForcEment, b) two administrative stages: one aimed at guaranteeing the correct implementation of the obligations established in the Act and in its regulatory standards - Autoridad de Aplicación - (EnForcEment Authority) and other aimed at guaranteeing its FulFilment - Órgano Garante del Derecho al AIP - (Body in charge of Guaranteeing the right to Access to Public InForMation) and; c) a chapter on Active Transparency.

**Acts on socio-urban integration (N° 1770, 5798 y 5799)** These regulations established the participatory management round tables as participation spaces for the validation, Follow-up and adjustment of the actions of the re-urbanisation plan of several neighbourhoods in the City (Rodrigo Bueno, 20 and Playón de Chacarita). The work sustained over time led to the development of a strong tie with neighbours, which even outweighs the management round tables, generating a strong incidence and participation rate in the plan of the Instituto de Vivienda de la Ciudad (City Housing Institute).

## Policies

### City's Open Government Ecosystem

With the City's intention and commitment of going beyond the 1st Action Plan and FulFilling the OGP values, we developed an open government strategy which gathers all policies and Facilitates citizens' access.

The goal is to involve neighbours in the decision-making processes, make them participants of the management of the City's challenges and offer useFul inForMation to this type of active citizens that live and work in Buenos Aires.



## The initiatives of the Open Government Ecosystem are:



### BA Data and reuse of data.

In BA Data we opened more than 200 government databases and we displayed them to boost investigation, team work and City's development. The platform offers spaces for interaction with citizens and displays, which allow for a better reading and comprehension of the information. One of the main work lines of this initiative is related to the creation of a community of data users, this means that not only the civil society can use the published data, but also public officials can get to know new ways of solving issues of public interest. The goal is solving the City issues in a collaborative way.



### Collaborative management of requests.

It is a tool to submit all the requests in the same place in a fast and agile manner, allowing for a collaborative management of the services provided by the government. Furthermore, the new BA147 platform opens the submitted inquiries and requests allowing other citizens to support them to increase their priority.



### Openness of the Government Plan.

Publication of the Government Plan by axes, goals and projects, to provide accountability of Government's actions and making possible for citizens to oversee the management.



## Government Commitments

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Government Commitments constitute a new way of governing. They consist of specific and measurable goals, enunciated by the Mayor, Horacio Rodríguez Larreta, for which the Government of the City is accountable to the citizens, so that we can all together measure the progress.



## BA Obras (BA Works)

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Initiative on openness of information on more than 950 public works of the City. It is a portal which seeks to increase transparency in management through a real-time monitoring of the works carried out by the government, where all neighbours can check the works being done in their neighbourhoods, browse them per type of work, know their start and ending date, their cost and monitor the progress with pictures and videos.



## Open budget

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The Open Budget shows the City's expenses and how citizens resources are distributed in order to promote participation and accountability.



## BAC open purchases

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BAC is the purchasing and hiring system of the City of Buenos Aires, which contemplates the processes of purchases, public tenders, private tenders, hiring and direct hiring, stipulated in accordance with the regulations. Open purchases in the openness of information of the system of purchases and hiring processes.



### Citizen Participation

It presents conversation and dialogue spaces between the citizen and the Government. Its aim is to open the debate to citizens' proposals and ideas which might improve the city..



### BA Elige ("Buenos Aires Chooses")

An online platForm which allows citizens to propose and choose ideas to improve their neighbourhoods, communes and the City of Buenos Aires as well. Citizens will be able to decide on how to allocate part of the City's budget by using the webpage, social networks, by calling to 147, or on-site. The process consists in Four stages which revolve around the creation of proposals, a support stage, analysis of the proposals and, as a last stage, the best projects are voted. The idea arose From the collaboration between Madrid and Buenos Aires, two pioneer cities in the OGP Programme For Local Governments.



### Legado Olímpico (Olympic Legacy)

Buenos Aires is preparing to receive 3,998 athletes, who will compete in 32 sports during the Youth Olympic Games, in October 2018. The Legado Olímpico initiative opens all the inFormation about the organisation of the largest sports event in the history of the City. It allows citizens to know in detail data on the tender processes and the purchases of materials and supplies For the development of the competition. Furthermore, it allows For the monitoring of the evolution of works and it provides inFormation about the legacy that the City will get once the Games are over.



### Dialogando BA (Dialoguing BA)

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To strengthen institutions. It is an open initiative For the collaborative and horizontal construction of public policies. The main results are: i. Amendment and implementation of the Act 104 on Access to Public Information, ii. Clean City Commitment, signature of the Letter of Commitment between 30 political parties, electoral alliances, candidates and representatives of the civil society, iii. Amendment and approval of new regulations of the Office of Vital Statistics.



### BA Ciudad Colaborativa (BA Collaborative City)

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It is a public-private sector articulation programme which promotes the creation of a new common agenda between companies, civil society organisations and the Government regarding Corporate Social Responsibility (CSR) and sustainability in the City.

## Other initiatives



### Sistema de Tramitación a Distancia (TAD)

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(System of Distance Processing) In order to speed the administrative management, the Government of the City of Buenos Aires moved Forward with the progressive execution of digitalizing processing and internal communication performed in paper with the Final goal of easing the interaction with the citizens. In that context, Decree N°429/13 created the Platform of Distance Processing (TAD), as a tool for the reception and referral of filings, applications, documents, notifications and communications, among others. One of the processes that can be performed in this platform, is the filing of application to access to public information.





### Transparency and Access to Information Network (RTA)

With the same goal of improving the exercise of the right to access to public information, the City of Buenos Aires Formalized its entry to the Transparency and Access to Information Network (RTA) on 23th April 2013. RTA is an Ibero-American network made up of bodies and entities responsible for guaranteeing the right to access to public information, whose purpose is to maintain a formal space for dialogue, cooperation and exchange of knowledge and experiences among its members..



### OECD Public Companies

Public companies have a key role in growth, helping to expand public services and participate in infrastructure works. Because they are an essential part of what the government does, and because of the relevance of the projects in which they are involved, From the Government of the City we are working with them to accompany them in the establishment of policies aimed at raising the standards in the exercise of state ownership and in corporate governance practices. Aligning with international standards, and in particular with those that are promoted by the OECD and the National Government through the Good Governance Guidelines For Companies of State Participation in the Majority of Argentina. The initiative contributes to strengthening the values of transparency and access to information, public accountability and civic participation.



### Adaptation of the 2030 Agenda

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SDG 16. The Government of the City is keen on supporting the 2030 Agenda For Sustainable Development through its incorporation and monitoring of its strategies, plans and actions. In this stage, the focus is aimed at the SDG N°16 as well as in those goals related to open government, transparency and participation.



### Gender Indicators System of the City of Buenos Aires (SIGBA)

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It arises in 2017 as a collaborative construction which provides statistic and management data with a systemic perspective of the gender situation in the City. The indicators tell the evolution of the different situations between men and women regarding three interrelated dimensions in accordance with the theoretical framework of the Economic Commission For Latin America and The Caribbean (ECLAC): economic autonomy, decision-making autonomy and physical autonomy.



### Dialogue Round Tables on housing renta

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The Government of the City of Buenos Aires developed a collaborative deliberation process, from November 2017 to April 2018, with the aim of addressing the following topic: What to do to allow more people to have access to the rental housing market in the City of Buenos Aires? As a result, we managed to agree with the different actors (civil society organisations, academy, tenants, owners, government areas) on a document with recommendations and action proposals to improve the access to housing rental in the City.



## Resilience diagnosis and strategy

The strategy was developed with the support of the network “100 Resilient Cities” and with the participation of more than 300 people. It has 5 pillars which highlight the talent, diversity, integration, sustainability and risks management. It demonstrates the City’s development vision which works on the current challenges to anticipate to the future..



## Buenos Aires’ Goal in the Third Open Government National Action Plan

During 2017, the Government and the civil society worked together in the co-creation of the City’s goal, within the subnational commitment of the III Open Government Action Plan carried out by the National Government.

The co-creation process of the goal was composed of virtual and on-site participation stages. During March and April, an online Form was uploaded to receive proposals; 17 goal proposals were received from civil society organisations, individual citizens and several areas of the Government of the City. Two co-creation round tables were conducted with the civil society organisations and the government areas. As a result of the process, the selected Goal was introduced by the Directorate General of Institutional Quality and Communication of the Ministry of Urban Development and Transport, it is called “Observatorio de Obras Urbanas Abiertas: rendición de cuentas y participación ciudadana” (Observatory of Open Urban Works: accountability and citizen participation.)



## Exchange and learning spaces

When we applied to become part of the group of pioneer cities of the Open Government Partnership, one of our goals was to keep on improving through the exchange of knowledge with other cities, and the interaction with other initiatives and international organisations which promote good practices in terms of open government. The actions carried out regarding this topic are detailed below:

### 2016

- The Government of the City of Buenos Aires, together with the National Institute For Transparency, Access to Information and Personal Data Protection of Mexico (INAI), co-organised the Regional Meeting of Subnational Entities by the Open Government, sponsored by CAF – Development Bank of Latin America. The objective of the event was to examine the opportunities and challenges that arise from the initiatives of openness of the subnational governments to citizens, and to share related experiences and tools.
- We participated in the Global Summit of the Open Government Partnership in Paris, where we presented the First Action Plan of the City.
- Usage of the platform Decide Madrid (“Madrid Decides”) for the launch of BA Elige. The association with Madrid’s City Council within the pilot program of subnational entities led to a collaborative and exchange process which resulted in the design of the initiative BA Elige. The successful project, driven by the area Participación Ciudadana (Citizen Participation) of the City of Buenos Aires, was based on the Decide Madrid platform of open software.

## 2017

- Collaborative work with Open Contracting Partnership. We worked collaboratively with the Open Contracting Partnership in order to achieve their transparency standards promoted at international level. This work resulted in the openness of the dataset of purchases and hiring of the City.
- We participated in two workshops of Subnational Pioneers of the Pilot Programme of Subnational Entities of the OGP, one in July in Washington DC, and the other in November in the city of Buenos Aires. We shared the results, lessons and challenges with the other 14 cities of the Programme.
- We participated in subnational sessions of the Americas Regional Meeting of the OGP, and we organised the Welcome Reception for the national and international community of Open Government. Likewise, the Mayor, Horacio Rodríguez Larreta, spoke in a panel, together with other public officials, during the opening of the Summit.
- We chaired the Open Government and Transparency Work Group of the Ibero-American Capital Cities Union (Grupo de Trabajo de Gobierno Abierto y Transparencia de la Unión de Ciudades Capitales Iberoamericanas), we organised a meeting in the Framework of the Open Government Week in which we exchanged good practices with other capitals of Ibero-America (Montevideo, La Paz, Quito, Bogotá, Brasília, Guatemala, among others).
- We presented the experience of the City in the OGP and we exchanged knowledge with other jurisdictions, at national level, in diverse spaces, like: The Federal Roundtable of Citizen Participation; the Open Government Commission of COFEMOD; the Innovative Provinces Ecosystem; Argentina Abierta (Open Argentina); Smart City Expo and the “Urban Strategists” training courses.



In October, we brought together reference models of Four Citizen Response Services of pioneer cities from the programme for local governments of the OGP: Austin 311, 147 of Buenos Aires, Madrid Line and San Pablo's SP156. Four services that work with the spirit of Open Government, brought together to exchange experiences in matters of online, over-the-phone and in-person service.

We organised the Encuentro Gobernar con los Vecinos ("Governing with the Citizens Meeting") to debate on the new frontiers of citizen participation in the government's creation cycle of public policies.

The Open Government week was held in November 2017, in Buenos Aires; the Americas Regional Meeting of the OGP took place during this week. The city of Buenos Aires hosted the welcome event in which the Mayor of the City of Buenos Aires, Horacio Rodríguez Larreta, participated. A meeting with the Ibero-American Capital Cities Union (UCCI) was organised to coincide with this event. Álvaro Herrero, Undersecretary of Strategic Management and Institutional Quality moderated the OGP Subnational Pioneers Session.

In December 2017, to close a year of large accomplishments, exchanges and learnings we organised a session about Open Government. Alessandro Bellantoni, OECD's specialist in the topic attended the event. It represented an opportunity to get to know the work they had been doing and to engage in a constructive dialogue about the opportunities and challenges we can find when promoting policies related to open government and citizens. Moreover, we participated as peer reviewers in the OECD Open Government Unit mission in Colombia.

## 2018

- An event on achievements, challenges and next steps of Buenos Aires in the OGP was held in April 2018. The event had presentations of the Undersecretary of Strategic Management and Institutional Quality of the General Secretariat and International Relations, Álvaro Herrero, and the Civil Society organisations: Directorio Legislativo Foundation and Asociación Civil por la Igualdad y la Justicia (Civil Association For Equality and Justice.) Regarding the IRM assessment, it was conducted and presented by the First Action Plan OGP reviewer, María Soledad Gattoni.
- The City joined the Community of Open Government Practices and Exchange, coordinated by the UCLG, FEMP (Spanish Federation of Municipalities and Provinces) and Urban Glass, supported by the OGP. Within the framework of the initiative, we shared experiences about localizing Sustainable Development Goals in a Webinar and several on-site working spaces.
- In July 2018, the City participated in the OGP Global Summit Government conducted in Georgia, sharing the good practices and lessons about open government work at local level, and learning from the experiences of actors from several parts of the world and different sectors. It was an opportunity to exchange opinions on the work lines of the Second Action Plan.





# The co-creation path: methodological development

For this new process, we sought to make a qualitative leap extending the concept of open government through the participation of a greater diversity of actors, and incorporating in the commitments different open government pillars to go one step beyond the openness of information. In addition to the Civil Society organisations, we sought to work with the private sector, the academy and non-organised citizens. Likewise, efforts were made to send the proposals to all the neighbours to analyse the most relevant topics of public interest.

## By broadening the participation during the process, we tried to:

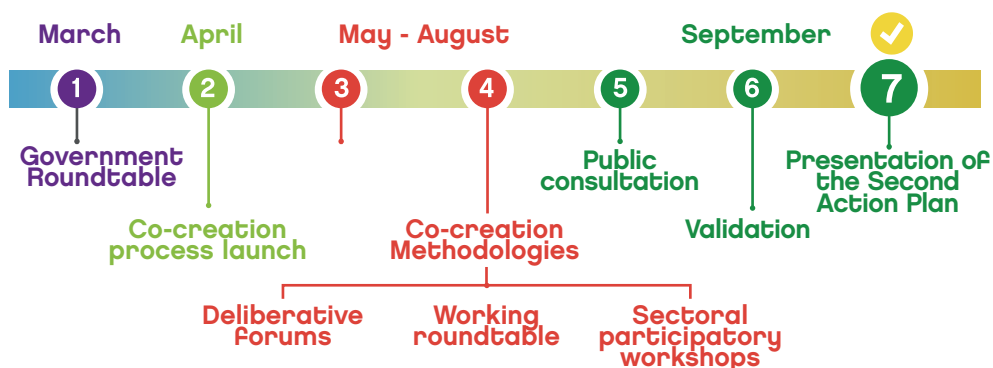
- Incorporate a greater diversity of perspectives in the elaboration of commitments, guaranteed by the incorporation of new actors.
- Design new cross-cutting commitments which can identify the different milestones that lead to solving problems.
- Prioritise, during the entire process, the perspective of users and how they will use the co-created products.

Our goal was to achieve ambitious and strong commitments, which include more than one pillar on open government, aimed at improving the quality of public institutions, their tie with society and the quality of life of citizens.

In this abstract, we will reconstruct the co-creation stages, analysing the several online and on-site methodologies, different topics and diverse actors, to shape this Second Action Plan on Open government..

As a starting point, we analysed several databases of the Government of the City to map the needs, complains and requests of citizens, bearing in mind that neighbours had already expressed their concerns through existing channels, this allowed us to gather topics of interest and needs to be able think on the work axes to be built and to use them as work material for the tables. Some of the sources consulted consisted of claims from the 147-telephone line, BA Elige, Requests for access to Public Information, Resilience Diagnosis, claims from the Public Defender's Office, requests in Change.org, among others. Some of the most consulted topics by neighbours were public space (sidewalks, permits and construction, etc.) tenants' rights (housing) and mobility (signage and transit; underground; sustainable mobility).

Taking into consideration these citizens demands, we created with the Governance Table a roadmap which includes different stages to be fulfilled between April and September 2018.



## Governance roundtable

The OGP Governance Roundtable in the City of Buenos Aires is the executive space of the co-creation process and Follow-up of the Second Action Plan of the City. Decisions are taken by consensus. Some of its Functions include:

- Debate and take decisions on the methodology of the Action Plan development.
- Elaborate a public consultation scheme and implement it.
- Address matters related to the participation and involvement of other government actors, the civil society, academy, the private sector and non-organised sectors.
- Develop and sustain internal and external communication channels on the development process of the action plan.
- Follow-up the Fulfilment of the action plan.
- Develop training initiatives, workshops and training of public officials, CSO and citizens.

This roundtable is composed of the Directorate General of Institutional Quality and Open Government, from the Under Secretariat of Strategic Management and Institutional Quality, within the General Secretariat and International Relations of the Government of the City (point of contact with the OGP), other government areas like: Dirección General de Acceso a la Información Pública y Seguimiento de Organismos de Control -DGSOCAL- (Directorate General of Access to Public Information and Monitoring of Control Bodies), the Subsecretaría de Reforma Política del Ministerio de Gobierno (Under Secretariat of Political Reform from the Government Ministry), and the Órgano Garante de Acceso a la Información Pública -OGDAI (Body in charge of guaranteeing the Access to Public Information), and civil society organisations which have worked in the OGP process at national level and, at the same time, they were involved in the co-creation and implementation of the First Action Plan of the City of Buenos Aires in the pilot programme of subnational governments (Fundación Conocimiento Abierto, Fundación Directorio Legislativo, y Asociación Civil por la Igualdad y la Justicia).

## Call and online proposals

Due to their direct and daily contact with citizens, cities represent the most appropriate scenario for the implementation of open government policies. Closeness makes it possible for participation and governance with citizens to become real practices when designing concrete solutions for specific problems. Local dimension facilitates the reunion of the collective creativity, which is dispersed among the different actors of the city, for the co-creation of answers. In order to achieve the targeted widening of the process, different strategies were implemented incorporating more stages of participation into the methodological design.

An open call created as a stage for the reception of ideas on solutions to different demands identified by the users. The form allowed any citizen, representative of an organisation or someone non-organised to send his/her proposal concerning an issue he/she thought should be addressed during the co-creation stages of the commitments of the Second Plan. The forms were available for online submission from April 11th to May 11th.

### Some data on the online open call:

The results are published in the web public repository ([buenosaires.gob.ar/baengop](http://buenosaires.gob.ar/baengop)). During this period, we received 47 proposals:



33

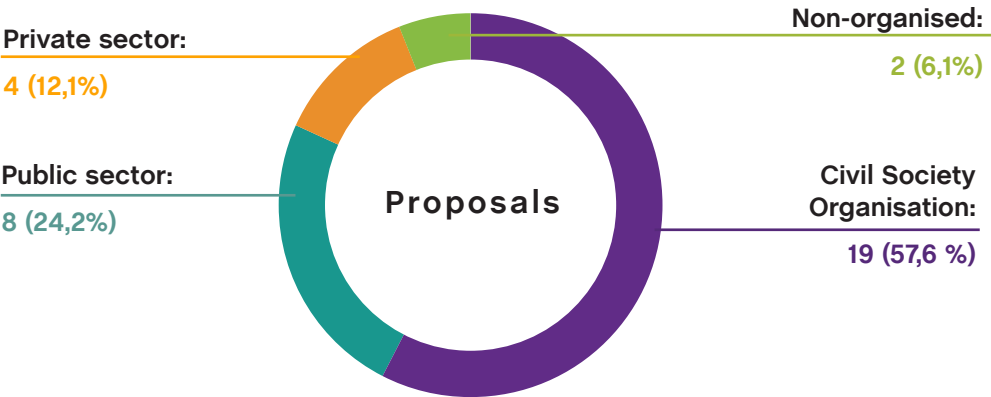
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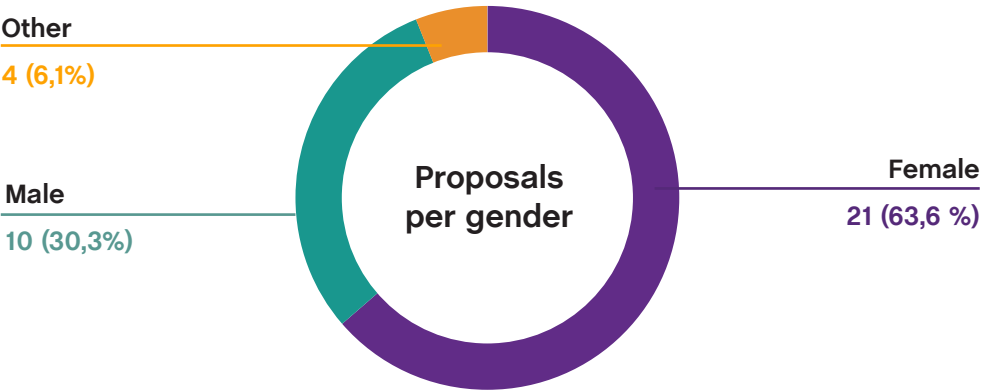
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THROUGH THE  
INSTITUTIONAL  
E-MAIL

Per sector, we received more proposals From civil society organisations:



Per gender, the submission of ideas was done predominantly by women:



Based on the sources consulted, the topics proposed by the governance roundtable (available at the process' public repository) and the proposals from the open call, we developed a workshop for the adaptation of topics to work methodologies. During the stage of analysis of the received ideas, the Governance Roundtable assessed the viability of the proposals through certain criteria which facilitate their classification.

Some of the criteria born in mind to classify the proposals and work on the possible commitments were the following:

- i. **Temporariness of the proposal** Is it viable to implement it in 2 years?
- ii. **Institutional complexity** Is there a representative organisation qualified to implement the actions in line with what is proposed? Will it require a high level of coordination which cannot be materialised for a 2 year-work?
- iii. **Resources** Is it viable to implement it with the financial and human resources of the City of Buenos Aires?
- iv. **Feedback** Does it have feedback with the citizens, organisations, academy or other sector? Does it create a good feedback circuit?
- v. **Participation** Does it contemplate participation and collaboration stages? Does it allow for accountability?
- vi. **Impact** Does it have a potential transformative impact on society?

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<sup>1</sup> <http://www.buenosaires.gob.ar/agendadetransparencia/gobierno-abierto/bsas-en-alianza/cronograma>

## On-site co-creation methodologies

The co-creation process of the Second Plan arose from the coexistence of three stages of participation with different dynamics and specific methodologies. The goal was to generate participation and collaboration processes which:

- *Promote civic innovation.*
- *Bridge the gap between citizens and representatives, developing stronger bonds of trust.*
- *Create new bonds of representation, incidence and social empowerment and incorporate key actors, who are experts in the issues to be addressed.*

We worked on participatory methodologies guided by “broad” thematic axes (i.e. axes which could involve diverse sub-topics and components) to: be able to work on diverse milestones that can shape a commitment and cover more than one open government’s pillar; avoid setting aside proposals considered viable; be open to new ideas that may arise during the on-site work stage; seize the two years of implementation to generate more ambitious commitments.

Likewise, we sought to design commitments which contemplate milestones whose implementation is distributed over time to achieve different outcomes and development stages through the two years of implementation.

The different topics proposed for the on-site co-creation processes are based on the open government axes and the work axes of the City Government:



### Transport y mobility: user’s experience.

From the citizens’ experience, who are transport users, we tried to promote an exchange and discussion that helps to identify the main demands and concerns related to transport and mobility as a topic of public interest to think of possible answers through Open Government axes. Some of the themes addressed in these Forums were: Underground; travel experience; infrastructure; accessibility; data; service accountability mechanisms.



### Innovation, Transparency and Participation

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We sought to debate, think and co-create initiatives which, through the Open Government axes, bring the Functions of the three powers of State closer, making them more understandable and Facilitating the participation of citizens in the different processes carried out by each power, allowing citizens to monitor them. The themes addressed in these meetings were: innovation in openness of data; innovative mechanisms for accountability; measurement indexes and assessment of public policies; opening of participation and collaboration stages; systematisation of participation and collaboration stages; among others.



### Human Scale City and Enjoyment

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We sought to debate, think and co-create initiatives which contribute to improving the enjoyment and experience of neighbours in a custom-made City, by using Open Government tools. The themes addressed in these meetings were: use of public space; mobility and transit; accessibility; urban development; decentralisation; recreation and culture and sports.



### Social Integration and Coexistence

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For this government axis, we sought to co-create initiatives which address aspects which help to create an integrated and accessible city with equal opportunities for every inhabitant. The themes addressed in these meetings were: housing, education, safety and health.





## Gender and Open Government

The incorporation of gender topic was something new, the goal was to debate, think and co-create initiatives which, through the Open Government axes, contribute to the matter of gender in the City, considering its different manifestations and the possibilities for facing them. The themes addressed in these meetings were: gender and public policies; gender and data; gender and education; gender and public space; gender and violence; among others.

Below are the three co-creation methodologies implemented:

### Deliberative forums with citizens on a topic of public interest.

The decision to conduct deliberative Forums was related to the idea of generating spaces for exchange to produce new inputs for the definition of commitments, providing the debate with greater depth and plurality of voices through the incorporation of citizens' perspective

- **Represented sectors:** citizens, neighbourhood and community organisations.
- **Dynamic:** Exchange Forums for the generation of diagnosis and identification of the main topics rated by the citizens (inputs for further commitment).

We conducted 8 Forums of 12-15 people, in different communes, guaranteeing an equitable representation of the north and south areas of the City. The call was aimed at non-organised citizens and neighbourhood organisations through the social networks of Participación Ciudadana (Citizen Participation) of the City Government. Likewise, we sent personalised invitations to neighbours through the Dirección General de Comunicación Participativa (Directorate General of Participatory Communication.) It was a priority for the call to bear in mind age diversity and gender equity.

The Forums consisted in Focus groups of 2 to 3 hours, implementing deliberative dialogues which later generated information on the alternative preferred by citizens. This allowed us to discover the strategic data about the issue, consider different perspectives and views and understand the benefits and cons of each option. The quota of participants was limited to be able to explore each topic in depth.

They were held at communal headquarters, cultural centres and neighbourhoods' social clubs. The work performed can be consulted in the programme's public repository through the website ([buenosaires.gob.ar/baenogp](http://buenosaires.gob.ar/baenogp))

Based on the methodology "World CaFé", we implemented Design Thinking tools to define the issues identified by neighbours in terms of mobility.

Neighbours were placed in two or three work tables (depending on the number of attendants) in which they discussed issues regarding mobility in the commune. With the help of a Facilitator, they worked on the selection of a common issue to, later, analyse the chosen issue based on a cause and effects matrix. After that, some participants were proposed to change to other table, while some others stayed in their original tables as "hosts" to chat and enrich the matrix with the participation of the neighbours from the other team.

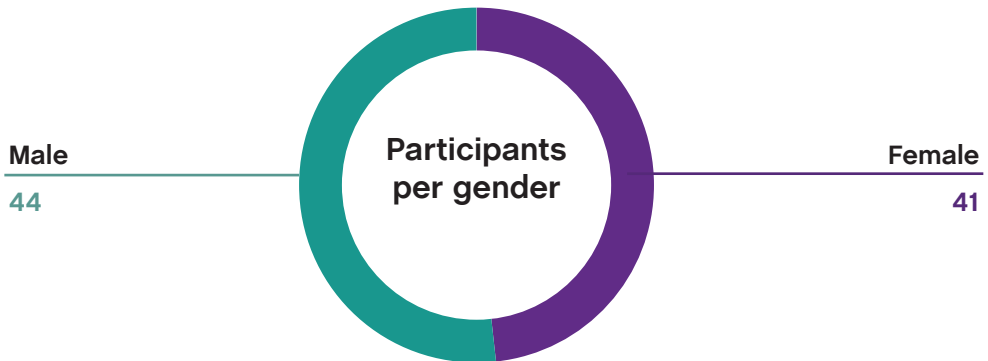
Finally, each group gave a presentation on the selected issue they had worked on. Likewise, it opened the possibility to propose solutions in an ideas bank.

Some data on the participation in the Forums:

### Deliberative Forums



In terms of gender;



### • Co-creation sectorial meetings.

The objective of this co-creation stage was the incorporation of different actors in the Framing of the potential commitments. The importance of having diverse participants lies in the fact that each actor has technical and specific knowledge about dissimilar issues that can contribute to the creation of innovative solutions.

- **Represented sectors:** CSO, private sector, academia, journalists.
- **Dynamic:** Diagnosis workshops, ideation and prioritisation of proposals (inputs for further commitment.) Divergence and convergence stages.

The idea was to conduct meetings based on the 4 thematic axes previously mentioned. We conducted 8 meetings, two per axis, during June and August.

Each axis had a “Meeting A”, where issues were identified, and a “Meeting B” to work on possible solutions.

## Meeting A

The goal of these first meetings was to raise issues regarding the assigned topic and reach an agreement, in a collaborative manner, between the diverse actors specialised in the topic, to define the related issues/ needs detected.

For each axis, we handed in work kits which included trigger questions and challenges perceived by the coordination in the Government, challenges and ideas that arose from the online proposals stage, open information and data tools, and examples of OGP commitments regarding the topic.

Each participant proposed issues or needs to be discussed around 3 questions, which participants were supposed to answer together as a team: which current solutions are there? Is it easy to solve? Is it necessary to solve the issue?

Then, they worked on the selection of needs and issues with common patterns and debated the proposed answers in a collaborative manner.

## Meeting B

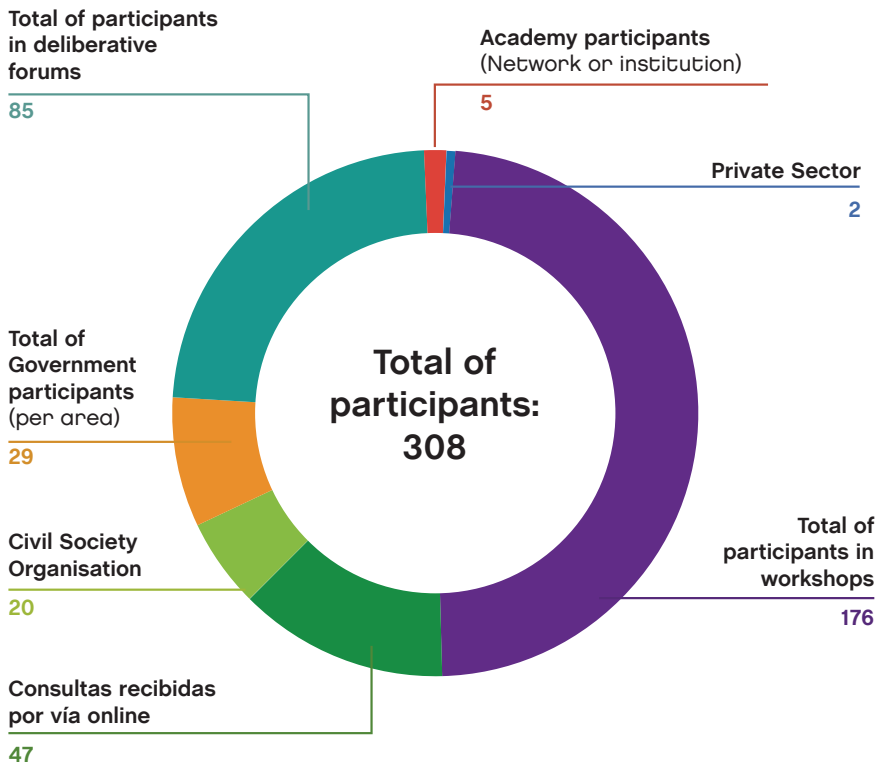
In this second meeting of each axis, we tried to “reconstruct” again the raised issues to later suggest possible solutions in a collaborative manner. With the agreed solution, we tried to define a proposal and its goals, always based on open government pillars. Several Design Thinking methodologies were implemented, some of them were playful methodologies, to achieve a deliberation as horizontal as possible.

## • Working Roundtable

After the inputs obtained from the deliberative forums and co-creation meetings, the on-site process was concluded with a Working Roundtable, in which commitments drafts were written for the Second Action Plan. Government, Civil Society and participants from the previous stages of ideation, diagnosis and debate, and representatives of different sectors, worked together on the main guidelines that should be contemplated by the Plan.

The session consisted in the recovery of the previously worked solution (introducing the documents and conclusions from previous stages), its adaptation to the commitment format proposed by the OGP, completing as much fields as possible (using the guide developed by the coordination as help), and a presentation of all the potential commitments of the entire Action Plan so that all actors could have a comprehensive idea of it.

### Participation in numbers



### • Validation, public consultation and writing of the Action Plan.

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After the commitments were agreed on, they were submitted to the involved sectors within the Government For internal validation. In the case of any modification, they would be consulted with the government sectors, which would actively participate in the implementation of the commitments, and the Head of Government as well as the organisations of the working roundtables.

Furthermore, the commitments drafts were submitted to public consultation during September. It was done through the web portal “BA Elige”, which uses Consult Software, and it was disseminated by the working roundtables through different channels: mailing, social networks, word of mouth, etc.

The writing and Final decision of the action plan is competence of the Government of the City, with the agreement of the Governance Roundtable.

### • Follow-up of the implementation of the Second Action Plan

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The implementation term of the 2nd Action Plan will be From September 2018 to September 2020.

The development and internal report will be the responsibility of specific departments depending on the commitments approved. In this context, in addition to the institutional CSO From the Governance RoundTable, we will ensure that sectorial CSOs can monitor the implementation of specific projects to generate spaces of interaction and relationship with the responsible departments.

Likewise, a constant virtual Follow-up will be possible through purpose-built performance-monitoring dashboards in the website of the initiative. Moreover, From the General Secretariat, the work team of BA in the OGP will be constantly available to solve doubts or queries through their work email accounts or the program’s institutional email.



# Commitments of the Second Action Plan on Open Government of the City of Buenos Aires.

From the whole co-creation process, 5 commitments were made, with different milestones that make them up, taking advantage of the biannual implementation period to achieve more ambitious and robust initiatives.







# Openness and Innovation for an Open Government

## 2018-2020 OGP Commitment

Title	Openness and Innovation for an Open Government
Link with the Sustainable Development Agenda 2030 (SDG)	SDG 16: Peace, justice and strong institutions
Status quo / Issue to be Addressed	<p>In general terms, citizens do not find the functions and activities of the different branches of government easy to understand. This complexity makes difficult the interaction between citizens and the government in terms of citizens' requests and co-creation as well as the follow-up, monitoring and control of public policies.</p> <p>Below are some different issues identified:</p> <ul style="list-style-type: none"> <li>• Lack of unified criteria for the publication of public information. Currently, information is dispersed, it is not completely clear and there is a lack of access to data.</li> <li>• Lack of information about data generated by each area and inexistence of a protocol established to ease the exchange of such data. While individual efforts are made by Ministries to exploit the data, there is no unified strategy nor coordination between the areas. There is a need to promote the reuse of open data through the participation of several actors in the processes.</li> <li>• The Executive Branch drives different citizen participation stages: virtual, on-site, at public works, etc. There is a need to systematize the information and its indicators to be able to conduct a follow-up, measure the impact in the public policies in an open manner and see the results of these stages.</li> <li>• There is a lack of systematised information in an open format within the Legislative Branch. Likewise, while the Legislature – and the Constitution of the City – promote diverse citizen participation stages, there is no virtual space that systematises the information generated in the Legislature in an open data format, nor an office that centralises citizens' claims and suggestions or promotes proximity to citizens.</li> </ul>

- Deficiency in intra-institutional communication of the Judicial Branch. By innovating and making the processes transparent, we will be able to bring them closer to the citizens who normally do not know in detail how Justice works due to its legal technicalities and the limited openness of information on how justice operates.

### General objective

Make the Functions of the three branches of Government more understandable and bring them closer to the citizens, Facilitate the Follow-up and participation of neighbours in citizen participation stages. Strengthen data openness and generate innovative mechanisms for accountability through the creation of indexes which allow for the assessment of public policies.

### Government area in charge and contact

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# Openness and Innovation for an Open Government

## 2018-2020 OGP Commitment

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### Other actors involved

#### • Government

- Presidency of the Cabinet of Ministers of the Government of the City of Buenos Aires
- Programme on parliamentary modernisation of the Chamber of Deputies of the Nation
- Open data links from the different areas of Government
- Criminal, Misdemeanour and Petty Offense Courts 10 and 13 (Juzgados 10 y 13 PCyF)
- Office of the Public Prosecutor of the City of Buenos Aires
- Office of the Public Defender of the City of Buenos Aires
- Office for the Protection of Minors and Incompetent Persons of the City of Buenos Aires

#### • Civil Society / Private Sector

- ACIJ (Civil Association For Equality and Justice)
- Directorio Legislativo
- Conocimiento Abierto (Open Knowledge)
- ADC Association For Civil Rights)
- Democracia en Red
- Chairs on open government and data from universities and research institution.
- Private sector (technology companies)

## Brief description of the initiative

The commitment "Openness and Innovation For an Open Government" has different lines of action aimed at improving institutions and their relationship with citizens. These lines of action are:

Access to information and assessment – Generate unified publication standards. Elaborate a diagnosis of relevant information related to civil society demand. Create tools and methodologies to assess the public policies on transparency.

Open data and reutilisation - The commitment will seek to enhance the open data policy through 3 stages: one internal stage on redefinition of standards and normalisation of criteria; another one aimed at the promotion of use, reuse and openness on request; and another stage for the increasement of published datasets and its displays.

Strengthening and Follow-up of citizen participation – we will work towards the openness of information on indicators and data about the citizen participation practices carried out by the Government of the Autonomous City of Buenos Aires. We seek to ease the tracking process to show the public the results of the different processes and practices opened, and promote different participation spaces within the public policies cycle.

Open data and participation in the Legislature - Analyse the information generated in the Legislature, systematise it and make it available in a centralised open data platform. Create a centralised office to act as a direct link with citizens, which can serve as a tool to increase transparency and proximity to society.

Open Courts - Generate an openness space in the Judicial Branch through an Innovation Laboratory which allows for the co-creation, development and diffusion of open government policies leading to the opening of a new extra- and inter- judicial participation channel.

# Openness and Innovation for an Open Government

## 2018-2020 OGP Commitment

Describe the way in which this commitment is relevant to strengthen OGP values of transparency, access to information, public accountability, civic participation, and technology and innovation for openness and accountability.

The generation of unified standards together with the creation of a diagnosis of relevant information related to civil society demand as well as the creation of assessment tools will strengthen civil society's capacity to monitor and assess the City's public policies in terms of transparency.

Openness of more data contributes to transparency, access to information and accountability. Furthermore, the promotion of use, the reuse and openness on request promote citizen participation, technology and innovation.

The participation initiative will make citizen participation processes more transparent and it will provide feedback since it discloses the results, thus it generates a feedback circle between the government and citizens.

The improvement of the access to parliamentary information by facilitating the analysis and electronic access to parliamentary information to all citizens and institutions, will allow for the improvement of performance accountability. In addition to enhancing the civil society's monitoring capacity, the centralised spaces for access to virtual information and the OAC (Citizen Services Office) will promote the effective participation of citizens in the decision-making processes.

The creation of a Judicial Innovation Laboratory will facilitate citizens' access to legal information, moreover, the establishment of openness practices will contribute to accountability.

Milestones	Ongoing or new commitment	Start date	End date
1. Strengthening of the processes for publication of information to improve the relationship between citizen demand and the Government.			
1.1. Make a diagnosis of the demand for information taking into account the applications for Access to Public Information and a public consultation process.	Ongoing	September 2018	September 2019
1.2 Develop a publication guide with minimum standards of active transparency for all areas of government.	Ongoing	March 2019	September 2019
1.3 Systematisation and publication of public information	New	September 2019	September 2020
1.4 Implementation and extension of a transparency assessment methodology. It will be done through a government transparency index, which will be public and updated periodically.	Ongoing	September 2019	September 2020
1.5 Train the operative staff to implement the publication standards.	New	October 2019	November 2019

# Openness and Innovation for an Open Government

## 2018-2020 OGP Commitment

### 2. Data openness and reutilisation

2.1 Redefinition and institutionalisation of the strategy for collection, normalisation and openness of data from different areas of government. Generation of a set of guidelines and recommendations. Metrics: number of meetings of the "data round-table"; agreements on standards; datasets updates and new datasets published.

Ongoing

July 2018

March 2019

2.2 Implementation of a strategy to promote the use and reuse of data published in the open data portal, with universities, civil society organisations and the private sector as main actors. Likewise, these actors will be incorporated into the design of openness of data plans to promote openness on request.

At least three sessions on civic innovation are expected to be conducted with this goal.

Metrics: effective conduction of sessions; products created from the reuse of data; datasets published on request.

Channels: networks, newsletters, "stories with data."

New

April 2019

September 2020

2.3 Make open data available through a programmatic access (API). Increase the number of datasets published in the open data portal by 50% and generate displays to ease its understanding.

New

October 2018

September 2020



## 3. Citizen Participation: openness of information and Follow-up of processes

3.1 Openness of Management indicators of Citizen Participation and proximity (stages, initiatives, projects, participants – amount, age, neighbourhood-, results, etc.)	Ongoing	January 2018	December 2019
3.2 Comprehensive Acknowledgement Programme For good coexistence between neighbours of the city: measuring impact (enrolled people, winners, etc.)	New	October 2018	December 2019
3.3 Achieve 300 direct interactions in participation stages (meetings with neighbours and government officials, participation in communal works and From areas with powers to execute public works, participation in projects of different areas of government, "Comisaría cercanas", "BA Elige" – Follow-up of winning projects-, "Experiencia BA", among others.) Results of such interactions will be shown (stages, initiatives, projects, participants - amount, age, neighbourhood-, results, etc.)	New	October 2018	December 2019

# Openness and Innovation for an Open Government

## 2018-2020 OGP Commitment

### 4. Open data and participation in the Legislature.

#### Portal on open data of the Legislature

4.1 Systematisation of new assets and responsible agents of parliamentary and administrative information produced by the Legislature, differentiating the information already published in the web site from the information that is not published. Indicator: list of new assets to be published.	New	October 2018	December 2019
4.2 Layout of the Portal on Open Data with the development of different datasets in open formats which include a form for "request for access to public information"	New	November 2018	March 2019
4.3 Comprehensive development and implementation of the Portal on Open Data, with a communication/awareness-raising campaign to promote its use.	New	March 2019	August 2019

#### Oficina de Atención Ciudadana (Citizen Services Office) of the Legislative Branch of the Autonomous City of Buenos Aires

4.4 Conduct a study, as a base line, on the Citizen Services Offices of the different branches of State at a national, provincial and municipal level.	Ongoing	March 2018	October 2018
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4.5 Selection of the location for the office within the Legislature, purchase of furniture and electronic equipment.	Ongoing	May 2018	February 2019
4.6 Selection of the staff that will work in the office.	Ongoing	June 2018	December 2018
4.7 Conduct a study on the areas of the Legislature which generate useful information for the citizens and create the procedure guide of the Citizen Services Office.	New	September 2018	March 2019
4.8 Opening of the Citizen Services Office (OAC).	New	March 2019	April 2019

## 5. Open Courts (Laboratory of Judicial Innovation)

5.1 Creation of the Judicial Innovation Laboratory. Two work meetings will be held with the potential actors involved -Office of the Public Prosecutor of the City of Buenos Aires, Office of the Public Defender of the City of Buenos Aires, Office for the Protection of Minors and Incompetent Persons of the City of Buenos Aires Criminal, and Misdemeanour and Petty Offense Courts 10 and 13 (Juzgados 10 y 13 PCyF).	New	October 2018	March 2019
5.2 Development of three innovation products in the laboratory ( For example: Open Judicial Units Model, tools for judicial data management, etc)	New	March 2019	September 2020



# Openness and Innovation for an Open Government

## 2018-2020 OGP Commitment

5.3 Call to participate in the commitment and diffusion to the entire Judicial Branch (Administrative and Tax Court and Criminal, and Misdemeanour and Petty Offense Court) as well as the Public Prosecutor's Office.	New	March 2019	November 2019
5.4 Design and plan "Courses on Open Government" within the institutional framework of the Centro de Formación Judicial, based on the experiences of Juzgados 10 y 13 PCyF (Criminal, Misdemeanour and Petty Offense Courts 10 and 13) and good practices. These stages will be aimed at raising awareness and sharing good practices in terms of transparency, accountability, innovation, work on statistics, displays, collaboration and participation. They will also cover the Access to Public Information Act to improve the compliance standards.	New	March 2019	September 2020
5.5 Creation and Implementation of Open Government Plans in the Judicial Branch with different initiatives. These plans will be designed, implemented and monitored through a participatory process with civil society organisations. Communication and dissemination of the work will be conducted within the Judicial Branch and externally.	New	September 2020	September 2020



# Human Scale City

## 2018-2020 OGP Commitment

Title	Ciudad a escala humana (Human Scale City)
<a href="#">Link with the Sustainable Development Agenda 2030 (SDG)</a>	SDG 11: Sustainable Cities and Communities
<b>Status quo / Issue to be addressed</b>	<p>One of the work axes raised by the City is the design of an enjoyable city at human scale. We seek to contribute to make a city designed for people, more connected, with initiatives which contribute to improve citizens' enjoyment and experience in the City. The promotion of the use of public space and implementation of improvements in a collaborative manner.</p> <p>In this context, we identify several situations to be addressed:</p> <ul style="list-style-type: none"><li>• Existence of different types of obstacles in the public space (darkness, physical obstacles, their state), which particularly affect people with reduced mobility (older adults, disabled people, etc.)</li><li>• There is lack of knowledge about the urban planning and construction code among citizens, mainly because it is difficult to understand for non-experts.</li><li>• Marginalisation (exclusion) of older people in the public space and surroundings (housing, public services, transport services, businesses, among others)</li><li>• The Ministry of Culture contributes significantly to the development of independent culture in the City through the policy on promotion of diverse artistic disciplines. The information related to the actions for funding independent culture conducted by the Ministry is partially published in a fragmented manner.</li></ul>

### General objective

To think and achieve an enjoyable human scale city through different open government initiatives. We propose:

- Improve public space accessibility in the City through tools which involve different open government pillars, guaranteeing safe transitability and accessibility environments, thus contributing to the re-dimensioning of Buenos Aires at human scale.
- Promote and simplify the access to the information about the new urban and construction code to support knowledge and improvement.
- Promote integration of older people into the public space and surroundings, adjusting them to their requirements.
- Improve the access to information related to the promotion actions conducted by the Ministry to Foster the development of initiatives on the field of diverse artistic disciplines.

### Government area in charge and contact

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# Human Scale City

## 2018-2020 OGP Commitment

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### Other actors involved

#### • Government

- General Secretariat and International Relations of the City of Buenos Aires
  - ASI (Agency of Information Systems of Buenos Aires City)
  - Secretary of Social Integration For Older Adults, Ministry of Human Development and Habitat of the City of Buenos Aires
  - COPIDIS (Commission For the Entire Participation and Inclusion of Disabled People)
  - CNRT (National Commission of Transport Regulation)
  - Ministry of Urban Development and Transport of the City of Buenos Aires
  - Ministry of Health of the City of Buenos Aires
  - Ministry of Environment and Public Space of the City of Buenos Aires
  - Ministry of Education of the City of Buenos Aires
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- Housing Institute of the City of Buenos Aires
- Secretariat of Habitat and Inclusion of the City of Buenos Aires
- Presidency of the Cabinet of Ministers of the Government of the City of Buenos Aires
- USIG (Unit of Geographic Information Systems of the City of Buenos Aires)
- Communication Secretariat
- AGIP (Government Administration of Public Revenue)
- **Civil Society / Private Sector**
  - CPAU, FADU, Professional Associations, Central Association of Architects
  - Fundación SURCOS and other sectoral CSOs
  - Citizens users of the services.
  - Universities and research institutions who work on these topics.

#### Brief description of the initiative

The Human Scale City commitment has different lines of action aimed at improving neighbours' experience in it. These experiences are:

Design and implement a collaborative georeferenced platform of diverse aspects of the public space. It will allow for the report, control and follow-up of repairs and "obstacles". Likewise, there will be channels to receive citizens' suggestions related to public space (in terms of accessibility)

Generate friendly, accessible and clear information for citizens to be able to know the possibilities and conditions for building in the City, main characteristics, cadastral information and information on the situation of asset protection of each plot of land. We will simplify the information regarding use of plots of land and infrastructure works status, facilitate the identification of new building opportunities, and we will provide open data and tools to analyse the urban profile of the City.

# Human Scale City

## 2018-2020 OGP Commitment

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Make the challenges of aging nowadays visible and incorporate the old age perspective into the strategic planning of the Government of the City of Buenos Aires (GCBA). Promote the openness of data related to the offer of activities for older adults in the City of Buenos Aires.

Contribute to the improvement in the access to information related to funding, projects and beneficiary agents of the actions which promote culture through its publication in the website of the Ministry of Culture in a downloadable format.

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The initiative of the platform for innovation of sidewalks is robust and it contemplates the diverse open government pillars since it strengthens transparency, access to information, accountability and it promotes civic participation through a collaborative stage of interaction with neighbours.

**Describe the way in which this commitment is relevant to strengthen OGP values of transparency, access to information, public accountability, civic participation, and technology and innovation for openness and accountability**

By implementing a platform that provides information on urban code in a simple manner, we guarantee citizens access to information. For this reason, the commitment is relevant in terms of transparency. Likewise, the provision of information in a friendly and pedagogical manner will allow for the interaction with the citizens, letting them know the construction possibilities and conditions.

The openness of data on older adults' situation, services and the offer of activities for this sector of the population contribute to strengthening the OGP values of transparency, access to information and accountability; likewise, it can promote civic participation through the reuse of information.

The culture initiative will allow the access to systematised information on the actions which promote culture, in a downloadable format; this will mean a progress in terms of transparency and improvement in the access to information. Likewise, the project will contribute to accountability since it includes the provision of budgetary information related to the policy on promotion of cultural activity in the City.

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Milestones	Ongoing or new commitment	Start date	End date
1. Platform for innovation of sidewalks - state of public space accessibility			
1.1 Collection, consolidation and systematisation of information on footpaths and public space (cracks, repairs, construction, value enhancement, etc.) and georeferencing of information.	Ongoing	July 2018	December 2019
1.2 Design and development of the platform and its functionalities. Tentative functionalities: <ul style="list-style-type: none"> <li>· See photos of Surveys and Census about sidewalks (at each sidewalk level)</li> <li>· Display sidewalk data</li> <li>· Check if that sidewalk has a repair scheduled by the Public Services Company</li> <li>· Check the geographic impact, at sidewalk level, of the Public Services Companies or the Government and get to know the end date</li> <li>· Check which claims have been done in a certain sidewalk</li> </ul> Note: it must work on tablets handed to older adults.	New	September 2018	December 2019
1.3 Publication and diffusion of the collaborative platform for innovation of sidewalks and public space. Channels: social networks, newsletters. Metrics: coverage, users, visits, etc.	New	December 2019	September 2020

# Human Scale City

## 2018-2020 OGP Commitment

### 2. Urban Dynamic Map

<p>2.1 Consolidation and systematisation of the available and relevant information (urban planning code, additional technical regulation and construction code.)</p> <p>It will offer the following information: economic districts (zoning and tax benefits); construction sites (location, type, purpose, number of square meters to be built and date); land use (location and type), urban code (location, zoning, maximum allowable construction height); value per square meter of the price of land per block; pre-feasibility study; plot of land conditions (water risk, street opening and widening, easement); special districts; authorisations (location, category, date and owner); single value of the street.</p>	New	September 2018	March 2019
<p>2.2 Interpretation of information in a pedagogical, friendly and clear manner, adjusted to demand.</p>	New	March 2019	May 2019
<p>2.3 Publication and diffusion of an open digital platform with georeferenced information for citizens. Channels: social networks, newsletters, brochures, etc. Metrics: coverage, users, visits, etc.</p>	New	June 2019	December 2019

### 3. Portal for older adults

3.1 Generate an inter-ministerial roundtable which allows for the generation of diagnoses of the issue on exclusion of older people in public spaces and surroundings.	New	December 2018	Quarterly basis
3.2 Systematise and publish in an open data format the information related to the offer of activities aimed at older people in the City of Buenos Aires (Focus on dissemination). Indicator: number of participants in activities diffused through the platform. Disaggregation with geographic criteria. Dissemination: social networks, newsletters, brochures, etc.	New	January 2019	December 2019
3.3 Technological inclusion: training on the use of digital tools and access to technological devices for older adults. Indicator: number of trained people.	New	January 2019	September 2019
3.4 Systematisation and openness of data on abuse and violence against the elderly in Buenos Aires City (CABA). Indicator: number of quarterly or six-monthly reports, as applicable.	New	January 2019	September 2019

# Human Scale City

## 2018-2020 OGP Commitment

### 4. Cultural Buenos Aires: openness of information on cultural promotion actions.

4.1 Consolidation and systematisation of information on actions which promote artistic initiatives from the Ministry of Culture. These actions are: Proteatro; Prodanza; Pro escritores; BA Música; BA Milongas; Mecenazgo and the Metropolitan Fund for Culture, Arts and Sciences (FMA).	Ongoing	December 2018	March 2019
4.2 Publication of systematised information in open format related to budget, granted funding, projects and beneficiary agents of the actions of promotion of culture.	New	August 2019	August 2019
4.3 Diffusion and circulation of information to be reused and displayed.	New	August 2019	March 2020



# Gender Equality

## 2018-2020 OGP Commitment

Title	Open government for gender equality
Link with the Sustainable Development Agenda 2030 (SDG)	SDG 5: Gender Equality
Status quo / Issue to be addressed	<p>Currently, there is a lack of accessible disaggregated budgetary information about programmes aimed at gender public policies.</p> <p>It is not possible to access to sufficiently updated budgetary information at the maximum level of disaggregation for the effective monitoring of the implementation of gender policies in the City of Buenos Aires.</p> <p>Likewise, this information is not available in a citizen-friendly manner.</p> <p>Furthermore, there is a lack of information on the implementation of the Act 2110 on Comprehensive Sexual Education (ESI). An advanced law in terms of its proposal and contents, which acts as a framework on the topic for all mandatory levels and modalities of the public education system under state and private management.</p>
General objective	<p>Open information on all programmes and resources that the City allocates to gender policies, promoting dialogue between government and civil society, and encouraging planning improvements and investment in gender programmes.</p> <p>Likewise, we will seek to make the information on the effective implementation of the Comprehensive Sexual Education Programme transparent through openness of information, mechanisms of monitoring and impact assessment as well as the involvement of active participation from different sectors.</p>



### Government area in charge and contact

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### Others actor involved

#### • Gobierno

- General Secretariat and International Relations of the Government of the City of Buenos Aires
- Ministry of Education and Innovation of the City of Buenos Aires
- Human Development and Habitat (GD of Women) of the City of Buenos Aires
- Ministry of Health of the City of Buenos Aires
- "En todo estás vos" Network
- Ministry of Education
- Ministry of Justice and Security
- Office of the Public Prosecutor of the City of Buenos Aires
- Office of Victim and Witness Assistance
- Legislature

# Gender Equality

## 2018-2020 OGP Commitment

	<ul style="list-style-type: none"> <li>• <b>Civil Society / Private Sector</b></li> <li>- ELA (Latin American Team on Justice and Gender)</li> <li>- ACIJ (Civil Association For Equality and Justice)</li> <li>- Amnesty International RAGCYT (Argentine Network of gender, science and technology.)</li> <li>- Amnesty International UNICEF</li> <li>- Sexsalud</li> <li>- Fundación Huésped</li> <li>- FEIM (Foundation For Studies and Research on Women)</li> <li>- Open Knowledge</li> </ul>		
	<p>Adaptation of the open budget platform for the opening and display of updated budgetary and programmatic information about programmes and actions with gender perspective.</p> <p>Normalisation and unification of criteria regarding information on the implementation of Comprehensive Sexual Education, and generation of joint proposals to improve the assessment and monitoring of its implementation.</p>		
<b>Brief description of the initiative</b>	<p>Describe the way in which this commitment is relevant to strengthen OGP values of transparency, access to information, public accountability, civic participation, and technology and innovation for openness and accountability.</p> <p>Openness of information in terms of gender programmes and policies will strengthen values of transparency and access to information as well as accountability. Civil society will be able to follow-up, monitor progress and propose improvements or new lines of action which enhance the impact of the implementation of gender policies as well as the Comprehensive Sexual Education Act (ESI)</p>		
Milestones	Ongoing or new commitment	Start date	End date
<b>1. Open Budget regarding gender topics</b>			
1.1 Agreement on the methodology of assessment and monitoring. Diagnosis of the existing information.	New	September 2018	March 2019

1.2 Classify the information and find a criterion/Format for data publication in a citizen-friendly manner. Initial upload of data.	New	March 2019	September 2019
1.3 Regular update (quarterly). Publication in open formats.	New	September 2019	September 2020
2. Buenos Aires Comprehensive Sexual Education			
2.1 Establish criteria and information publication formats related to Comprehensive Sexual Education in the Autonomous City of Buenos Aires. Some metrics: studies conducted, surveys, indicators, questionnaires, operation plan, focus groups, training, curricula, budgetary information.	New	September 2018	March 2019
2.2 Display and openness of information related to Comprehensive Sexual Education in the Autonomous City of Buenos Aires. Publication of such information in a citizen-friendly format: web platform with displays, information guides, etc.	New	March 2019	September 2019
2.3 Monitoring and collaborative assessment of the implementation of the Comprehensive Sexual Education in the Autonomous City of Buenos Aires. Metrics and indicators: proposals to strengthen the implementation and monitoring; stages of collaboration between government, education community and organisations; indicators to assess the implementation.	New	September 2019	September 2020

# Transport and mobility

## 2018-2020 OGP Commitment

Title	Transport and mobility: user experience
<p data-bbox="144 608 442 652">Link with the Sustainable Development Agenda 2030 (SDG)</p>	<p data-bbox="549 620 938 639">SDG 11: Sustainable cities and communities</p>
<p data-bbox="136 1070 449 1091">Status quo / Issue to be addressed</p>	<p data-bbox="549 767 1050 857">Sustainable mobility and the underground system are the most recurrent topics in the deliberative Forums of the OGP co-creation process. We will seek to address concerns through open government initiatives.</p> <p data-bbox="549 882 1050 1106">Sustainable mobility is a key Factor to make a human scale city more connected and healthier For everyone. During the last years, the government has promoted the bicycle as a sustainable and safe means of transport by building bike lanes and a system of free public bikes in different points of the City. This led to a growth in the use of the bicycle as a means of transport. Citizens' topics of interest to be addressed: expansion of the bike lane network, stations, etc.; road safety education; healthy and non-motorised mobility.</p> <p data-bbox="549 1131 1050 1374">Furthermore, the underground is the most important means of transport of the City of Buenos Aires, it has an average of 1,300,000 users per day according to data from July 2018. While there is currently information published regarding the service (including some datasets in open format), there is still a need to open complete and quality information. The promotion of user education, diffusion of reporting channels and the publication of quality information in open format would contribute to improve accountability and public conversation.</p>

### General objective

Taking into consideration that sustainable mobility is a topic that contributes to a healthy human scale city, that it is in the public agenda and it is a topic of interest for neighbours according to the Forums, we will seek to open information on the programme to promote sustainable mobility and generate an open planning based on user experience.

Likewise, we will seek to open information on the underground service through open formats, diffuse reporting channels to improve the information flow, and begin a process of cultural change to promote transparency, accountability and citizen participation.

### Government area in charge and contact

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### Other actors involved

#### • Government

- General Secretariat and International Relations
- Transport Secretariat
- Secretariat for Citizen Culture and Public Service of the City of Buenos Aires
- Ministry of Urban Development and Transport of the City of Buenos Aires

#### • Civil Society / Private Sector

- Citizens users of the services
- Universities and institutions who work on and research into sustainable mobility topics
- EnElSubte.com / Wikimedia
- SubteData (Laboratory of Public Policies)

# Transport and mobility

## 2018-2020 OGP Commitment

### Brief description of the initiative

Improve the planning of policies for the promotion of the use of bicycles by opening and bringing the policy-making process and information programmes closer to citizens. We will seek to provide information, communication tools and guidance for the promotion of sustainable and safe mobility practices and encourage collaborative work between public and private sectors and the third sector in order to optimise resources, redirect efforts and leverage actions related to the topic. We will also work collaboratively in the construction of indicators, their revision, etc.

Likewise, work will be done to provide citizens with information regarding the underground service, diffuse reporting channels to improve the flow of information and begin a cultural change in this public transport system.

Describe the way in which this commitment is relevant to strengthen OGP values of transparency, access to information, public accountability, civic participation, and technology and innovation for openness and accountability

The initiative has a facet of transparency and openness of information regarding the promotion of the use of bicycles as a means of transport as well as of the operation of the underground public service.

It contemplates accountability to increase the monitoring capacity of the Civil Society and citizens regarding the effective use of the public resources allocated to the sustainable mobility and underground service programmes.

It has a citizen participation aspect in order to: generate feedback stages and assess satisfaction and the access to information, collect information, proposals, suggestions and revise indicators. It also encourages dialogue and citizen participation through the diffusion of channels for complaints, openness of information and campaigns on cultural change in the underground.

Milestones	Ongoing or new commitment	Start date	End date
1. Sustainable Mobility: open planning based on user experience			
1.1 Publish information regarding the promotion of the use of bicycle as a means of transport in the city, in an accessible manner for citizens, (bike lanes, EcoBici Programme, bike racks, "estaciones de mecánica sencilla gratuitas" – free repair stations – stores with exclusive discounts for bikers, activities to promote the use of the bicycle as a means of transport, road safety programmes, etc.) and disseminate the information among neighbours and the interested public, in particular.	New	March 2019	June 2020
1.2 Generate at least 3 citizen feedback stages to: i. assess citizens' satisfaction level, ii. ensure accountability regarding the planning milestones, iii. gather users' suggestions, proposals and information. The stages will coordinate on-site and virtual means, they will be disseminated through social networks and surveys, questionnaires and forms will be implemented..	New	March 2019	June 2019
1.3 Draw up a report on indicators about the state of bike transport in the City by the end of the period 2020 which summarizes the contributions provided by the citizens to be considered in future planning processes.	New	July 2020	September 2020

# Transport and mobility

## 2018-2020 OGP Commitment

2. Mi Subte BA (My underground - Buenos Aires)			
2.1 Improve the diffusion of channels for complaints to increase user's knowledge (147, web page, social networks) through information campaigns regarding existing channels; information at public institutions, etc.	Ongoing	September 2018	December 2019
2.2 Develop and implement a campaign on cultural change and education aimed at promoting a better use of the underground as a means of transport and improving coexistence in it. Examples of actions to be conducted: campaign aimed at mind the yellow line when waiting for the underground in the platform; allowing the exit of passengers before getting on the underground unit, among others. The campaign will be disseminated mainly through interventions and posters at busy underground stations, social networks, audio messages from the drivers, subtv, wi-fi network, Subte App (Underground application)	New	November 2018	December 2019
2.3 Publication of information, in open format, about statistics and operation of services (operation, maintenance, improvements, investments, extensions, etc.)	New	August 2019	August 2020





# Housing: Indicators System

## 2018-2020 OGP Commitment

Title	Housing: Indicators System
Link with the Sustainable Development Agenda 2030 (SDG)	SDG 11: Sustainable Cities and Communities.
Status quo / Issue to be addressed	<p>In Argentina, access to housing is a citizen right which is enshrined in the Constitution (NC Art 14), in the City of Buenos Aires the Constitution "recognises the right to decent housing and suitable habitat." One of the main challenges when seeking comprehensive solutions and making effective impact decisions is the lack of statistics and complete information on the housing issue.</p>
General objective	<p>Explore the available information, primary sources in areas, academic publications, and build indicators of periodic publication for the different axes of the access to housing issue. Generate and publish open information related to access to housing, access to rental housing, idle housing, urbanisation processes in slums and human settlements, access to mortgage loans and provision of social houses.</p> <p>In this way, we expect to promote access to housing and integration of families of Buenos Aires City (CABA) and increase transparency in the management of the provision of housing solutions to neighbours by providing them with comprehensive information and keeping a continuous update frequency.</p>
Government area in charge and contact	<p><b>Juan Ignacio Maquieyra, President</b> Housing Institute of the City of Buenos Aires jmaquieyra@buenosaires.gob.ar</p> <p><b>Ailin Tomio, Consultant</b> Housing Institute of the City of Buenos Aires ailintomio@gmail.com</p>

### Other actors involved

#### • Government

- Secretariat of Social and Urban Integration of the City of Buenos Aires
- Secretariat of Habitat and Inclusion of the City of Buenos Aires
- Ministry of Human Development and Habitat

#### • Sociedad Civil / Sector privado

- Universidad Torcuato Di Tella
- Universidad de Buenos Aires (UBA)
- Universidad Católica Argentina (UCA)
- Centro de Estudios de Estado y Sociedad (CEDES)
- Asociación Civil por la Igualdad y la Justicia (ACIJ)
- Centro de Estudios Legales y Sociales (CELS)
- Observatorio por el Derecho a la Ciudad, Techo Argentina

### Brief description of the initiative

Creation of a "housing observatory" published in a web platform with open and georeferenced data and periodic updates. We seek to make the information on availability and access to housing in CABA transparent and promote/ diffuse the existing offer of solutions.

Describe the way in which this commitment is relevant to strengthen OGP values of transparency, access to information, public accountability, civic participation, and technology and innovation for openness and accountability.

The publication of information about different aspects of the access to housing issue will contribute to the values of transparency, access to information, accountability and they will strengthen civil society's capacity to monitor and assess public policies. It will also strengthen civic participation in the processes of elaboration of comprehensive impact solutions.

# Housing: Indicators System

## 2018-2020 OGP Commitment

Milestones	Ongoing or new commitment	Start date	End date
Establish a diagnosis of available information, bearing in mind the normalisation and unification of criteria.	Ongoing	July 2018	December 2018
Elaboration of an index of each of the topics to be published. Some indicators: <ul style="list-style-type: none"> <li>- Awardees, statistical data of beneficiary of the mortgage loans "Primera Casa BA" (First Home BA) and 341</li> <li>- Awardees (statistical data) beneficiaries of social housing</li> <li>- Publication of georeferenced information about public work under re-urbanisation process.</li> <li>- Rent</li> <li>- Publication of budgetary information of each of the involved secretariats.</li> <li>- Reports on the housing issue in CABA.</li> <li>- Quantification of idle housing (and transparency on how we arrived at such index)</li> </ul>	New	July 2018	July 2019
Openness of information on housing and display in a citizen-friendly format.	New	December 2019	December 2019
Publication and dissemination of the observatory of housing (Observatorio de Vivienda) through: communication campaigns, participatory stages with diverse actors, revision and feedback spaces on indicators, expansion of the commitment towards other areas working on the housing issue, etc.	New	December 2019	December 2020







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# Conclusion

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An open government is a government which broadens and eases access to information to all citizens in order to promote accountability and diverse stages for co-creation of public policies. It represents a change of paradigm, implying a new way of establishing ties between citizens and their representatives. It is a transparent government, accountable for its actions, which involves citizens in the decision-making process.

Even though the concept of Open Government is not new, it is not entirely known. For that reason, we understood that in addition to the work roundtables and meetings proposed by the OGP process, we shall include new methodologies which involve a variety of actors, and pedagogical actions to raise awareness about open government in general, and OGP in particular.

The coordination of an ambitious and innovative co-creation dynamic, like the one we implemented, provides us with lessons, it is important to analyse them during the implementation term and to develop future processes. Certainly, each paradigm change sets out considerable challenges for complex organizations. Many times, change agents are dispersed, it is possible to face issues related to resistance, unawareness and lack of prioritisation, even when there is support from the leadership positions. In Buenos Aires, we have faced many of those difficulties, typical of this kind of changing processes.

We are convinced that the open government includes tools that will help us to be closer to citizens and to become better public servants. To produce innovative solutions to concrete issues. To promote a collaborative logic based on the collective intelligence scattered across our communities. To develop stronger bonds of trust with citizens and the civil society organisations which think about our city with the same commitment as we do. For that reason, we intend to keep on working and improving the path to transform Buenos Aires into a city committed to these pillars.



Vamos Buenos Aires