City of Buenos Aires Action Plan

Pilot Program of Subnational Entities of the Open Government Partnership

November 29, 2016

On February 2016, the City of Buenos Aires applied to the Pilot Program of Subnational Entities of the Open Government Partnership (OGP). The City decided to apply based on its track record on the field and on its political determination to move forward to an open government. By applying to the program, Buenos Aires committed itself to involve the three branches of government –executive, legislative and judicial– under the paradigm Open Government, to seek for sectoral commitments of impact on the citizenship and to share its experience with other provinces, cities and municipalities of Argentina. The document hereby is organized as follows. The first section explores Buenos Aires track record on open government. The second section, describes briefly the development of the action plan, from the conformation of mechanisms of internal governance to the co-creation of work methodology with civil society organizations (CSO) that participated during the process. The third section introduces the co-created commitments. The forth section provides a brief conclusion and poses a way forward.

1. Track-record

The City of Buenos Aires became autonomous twenty years ago. Since then, the City moved forward in building its own democratic institutions. Some of them resulted to be deeply innovative. For instance, the city was one of the first Argentinian districts to have an Access to Information Law (1998) and an open data policy (2012). These policies were aimed at creating more agile and simple interaction channels between citizens and government officials, as well as providing transparency in government administration.

1. Regulations

- **Creation of the Ministry of Modernization and Directorate of Open Government and Information**. The first day of administration 2011-2015, the Regulatory Decree N°660/11 approved the organic and functional structure under the Executive Branch of the Government of the City of Buenos Aires, thus ruling the conformation of the Ministry of Modernization, to then create the Directorate of Open Government and Information at the beginning of 2012. The main goal of the Directorate of Open Government and Information was to develop stages of citizen empowerment, civic innovation, the design of improved public services and a better Government approach to the citizens of the City of Buenos Aires.

- **Decree for the Creation of Open Data portal**. At the beginning of 2012, the Government of the City of Buenos Aires decided to drive forward the first initiative for Open Government in Argentina to promote transparency, participation and collaboration in public administration. Bearing that in mind, the creation of open data portal of the City of Buenos Aires is regulated under the Decree 156/2012, data.buenosaires.gob.ar.

- **Decree on publication of information in digital format**. Decree 478/2013 established that all produced data, stored and/ or gathered in digital media by the different organs of Centralized and Decentralized Management, as well as self-regulatory agencies of the Government of the Autonomous City of Buenos Aires, whose publicity is not excluded by specific rules, will be published in order to facilitate its discovery, search, access, redistribution and reutilization by the citizens, at the site data.buenosaires.gob.ar.

- **Draft Bill to reform bill of Access to public information (104/98)**. The Undersecretary of Political Reform worked on a draft bill for the reform of the Access to Public Information Law. The aim of this reform is to improve and update the current regulation to be able to enforce the right to access to information in a more effective way in the city. The Draft was presented to the Legislature of the City of Buenos Aires on November 2016.

2. Policies

- **Buenos Aires Data**. As mentioned above, in 2012 Buenos Aires Data was created, the catalogue of digital public data, published in reusable formats, under which applications, events and further more activities of the Directorate of Open Government and

Information are established. In this portal one might find data on different topics, such as health, education, transit, culture, among others.

- **Creation of community of data users**. One of the main work guidelines of the Directorate of Open Government and Information was the creation of a community of data users (not only for the civil society to approach and use the data published but also to motivate government officials to approach and gain knowledge on new ways of resolving public interest issues.) In that context, many initiatives have been organized to accomplish that goal. Some of them, for instance, BAHackatons, BAapps, and Buenos Aires GobCamp, among others.

- **Government Lab**. The Government Lab was built with the aim of having a physical place within the office of Open Government and Information, that could welcome government officials, developers, NGOs members, academics, among others, to help them resolve, in a collaborative way, city issues. This place was essential for the goal of generating a higher demand for data and to strengthen the community that works with it.

- **System of Distance Processing (TAD by its acronym in Spanish)**. 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 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 (law 104/98). In this way, the first measures for the possibility of filing requests to access information online, were implemented. During 2016, the system of distance processing was simplified to allow access to information without the formal requirements that the old system required.

- **Transparency and Access to Information Network**. (RTA by its acronym in Spanish.) 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 organisms and entities responsible for guarantying 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.

- **Dialogando BA** (*Dialoguing BA*). In the context of an institutional strengthening agenda, the Undersecretary of Political Reform is implementing a participatory work scheme that includes diverse citizenship actors to formulate public policies connected to the access to public information and electoral processes. The methodology of "Dialogando BA para fortalecer instituciones" (Dialoguing for the reinforcement of public institutions) is open and horizontal. It consists on calling to thematic dialogue tables that will seek to reach consensus on the two topics mentioned above, Access to Public Information and Political Reform (electoral process.) Dialogue tables on Access to Public Information have reported the elaboration process of the reform project of the Law 104/98, previously mentioned[1].

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[1] For more information on round tables, see http://www.dialogandoba.com/.

- **Government commitments**. The program Government Commitments consists in the obligation assumed by the Government of the City of Buenos Aires to accomplish its specific goals by permanent accountability to the citizenship. Two months after taking office, the current Mayor of the city, Horacio Rodríguez Larreta, announced 20 Government commitments due in 2016 and 2019. These commitments aim at continuing building a human scale city, socially integrated, creative and enjoyable. During August efforts were redoubled to introduced 15 new commitments in addition to the initial twenty. Necessary information to be able to follow up all commitments and to know their progress, can be found on the City Government website http://www.buenosaires.gob.ar/compromisos.

- **Transparency and Institutional Innovation Agenda**. The Transparency and Institutional Innovation Agenda is an initiative that proposes 13 measures aimed at promoting an open, accountable and smart government. A transparent government that boosts citizenship participation, the access to information and accountability to the citizens. This Agenda includes important initiatives to achieve better openness of the Government of the City of Buenos Aires. Among these measures are the participation of Buenos Aires in OGP, the publication in an open format of the information on purchases and hiring of the city of Buenos Aires, the publication of the affidavits of government officials, the creation of a citizen budget platform with detailed information by topics, communes, ministries, etc [2].

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[2] More information about this Agenda can be found in the government website http://www.buenosaires.gob.ar/agendadetransparencia.

2. The path to co-creation

Buenos Aires was accepted in the pilot program of subnational entities in mid-April 2016. In that moment, the news was communicated to the civil society organizations (CSO) that had supported the application of the City of Buenos Aires, organizations that deal with topics related to transparency and open government in the city of Buenos Aires and/ or had participated of the OGP process at national level. In parallel, the General Secretariat of the City of Buenos Aires, as a contact agent with the Partnership for Open Government, coordinated an internal table for the definition of the governance. By the beginning of May, the decision was made to create a tripartite table composed of representative agents of the General Secretariat, the Ministry of Government (responsible for the access to information) and the Ministry of Modernization (responsible for open data policy.)

Furthermore, a round table was held with the mentioned CSO by mid-May. Diverse internal governance alternatives and proposals were taken into consideration and discussed in face-to-face meetings and by online platforms. The first topics raised and to resolve were the following.

- **Call**. It was discussed how to launch the call for other civil society organizations. It was resolved to launch the call in social networks and by e-mail, with the support of government and participant CSO's networks. In addition, a "snowball sampling" methodology was implemented. This technique introduced information on CSO interested in taking part of sector round tables, at the same time it was requested in the meetings, to extend invitations to other CSOs.

- **CSO Governance**. It was discussed to either create a mechanism based on the principle of representation, other one based on the rotation principle or to lean towards a governance based on the organizations with a track record on open government, that were already a part of the process. These models had been taken from governance mechanisms from other Latin American countries. Due to the pilot program nature and the concise deadlines, after several weeks of deliberation, it was decided to create an internal governance mechanism based on the participation of the CSOs that were already participants and allowing the possibility of incorporating other CSOs that desired to participate. In the case of having many organizations willing to join, alternative ways were to be explored so that the Round Table linking the government and the civil society did not lack enforceability. At the end, this did not occur.

- **Governance: Round Table**. The Round Table (RT) was composed by representative agents of the government (General Secretariat, Ministry of Government and Ministry of Modernization) and Civil Society Organizations (Directorio Legislativo Foundation, ACIJ – Civil Association for Equality and Justice-, ADC -Association for Civil Rights- and Conocimiento Abierto Foundation.) The General Secretariat was in charge of the coordination of the RT. From the very beginning, the aim of the governance mixed scheme that was finally adopted, was to meet the requirements of the co-creation.

- **Methodology**. In terms of methodology, it was resolved to begin with sector round-tables for brainstorming. The aim of these round-tables was to generate a first mapping of concerns, needs and issues. After identifying the issues, the RT would contact the government areas that a priori could settle them. The goal of the brainstorming round-tables was to quickly identify the areas of government capable of

responding to take them to the following round-tables. Five round-tables were established: of three branches (gathering the RT and the other branches of the government), of health, education, habitat and transport. Other round-tables were proposed (environment and safety), however they could not be made due to the limited number of possible commitments allowed in the pilot program context. Sector civil society organizations that deal with the topics of the tables and CSO members of the RT participated in these tables. It is important to highlight that representatives from the Legislature of the City of Buenos Aires, the High Court of Justice and the Magistrates Council, joined to the Three Branches Table. The Public Defense Office also joined to the table by the end of the process. Diverse areas of these three ministries participated in the tables of Transport, Health and Education. Officials of the Under-secretariat of Habitat and Social Inclusion took part in the Habitat table.

- **Face to face and virtual review**. Drafts on commitments were drawn up once the sector tables moved forward in the deliberation processes. These documents were discussed, in some occasions face to face and, in some others, virtually [3]. The mentioned drafts, once ready for a final version, were reviewed and validated by the RT, the CSOs that participated in the respective sector tables, and by the government areas responsible for enforcing them.

The round-tables were developed between July and October 2016. During that period the work was conducted in terms of consensus and investigation. The issues debated were registered on public minutes and the bilateral dialogue with government areas was led by the General Secretariat. The result of this methodology varied: in some cases, it was possible to rapidly call responsible areas open to dialogue and collaboration; however, in other cases these links took more time. In some cases, the links were incorrect, i.e. the identified areas did not have jurisdiction over the issue raised. In some other cases, the bilateral dialogue was held with the General Secretariat acting as intermediary, trying to narrow positions from outside the formal round-tables (this happened, for instance, with the education table.)

Diverse topics were discussed in the sector tables: the commitments do not express them all. In some cases, there was not an agreement between the areas of government and the CSO that participated in the process. The topics discussed during the process are represented in the meetings minutes, which documented the concerns, needs and issues raised by the civil society, as well as the responses offered by the government officials. Such minutes, are public and can be found in the web site of the General Secretariat[4]. Those of us who participated in the process aspire that these topics become the starting point of next year, to continue the dialogue started in 2016 to deepen, expand and extend the OGP process into other government areas, to find an ambitious action plan, able to meet the needs of the citizens of the city of Buenos Aires.

The commitments achieved are the result of this methodology that adjusted to the reality of the process while it moved forward and allowed to draw a large number of lessons and challenges concerning the continuity of the process. Except for one table, almost all of them achieved commitments, which are presented below.

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[3] Drafts on commitments were discussed by e-mail and trough Google Docs platform.

[4] See   http://www.buenosaires.gob.ar/agendadetransparencia/gobierno-abierto/bsas-enalianza/cronograma.

3. Commitments

The commitments are set out below, in the format indicated by the Open Government Partnership.

Transparent Functions in an Open Government

Name and contact information of the Secretariat / responsible Ministry:		**Ramiro Álvarez Ugarte. General Directorate of Institutional Quality. General Secretariat.** ralvarezugarte@buenosaires.gob.ar **Silke Arndt. General Directorate of Institutional Strengthening and Legislative Modernization.** silke.arndt@legislatura.gov.ar **Mariano Heller. Secretariat of Coordination of the Magistracy of the City of Buenos Aires.** meheller@jusbaires.gov.ar **Adela Pinzón. Communication Area. High Court of Justice of the Autonomous City of Buenos Aires.** apinzon@tsjbaires.gov.ar **Dolores Gandulfo. Public Defense Office, CABA (Autonomous City of Buenos Aires).** dgandulfo@defensoria.org.ar
Other actors involved	**Government**	Executive Branch: areas that join to the pilot program (GS commits to identify 3 areas during the first quarter of 2017).
	Civil Society, Private Sector	· Legislature, Directorate of Modernization. · Magistrates' Council, Under-Secretariat of Coordination. · High Court of Justice of the A. City of Buenos Aires. · Civil Society: Organizations of the RT of OGP.
Status quo or problem/ issue to be addressed		Improve the access to information about the functions of each of the three branches, presented as a necessary condition to improve the accountability of their performance to the citizens. Transparency could be useful to improve civil society capability of monitoring the actions of the government branches, to generate virtual places for citizens' participation and to bring the work of the three branches closer to the city residents. This would ease the effective participation in the decision-making processes, since it would facilitate the monitoring of how the three branches carry out their executive, legislative and judicial functions.
Main objective		Make transparent the intrinsic processes of each of the Government branches, with the aim of offering information in open formats that strengthen the citizen capacity to monitor, assess and participate of the decision-making process regarding the executive, legislative and judicial functions.

Transparent Functions in an Open Government

Brief description of the commitment	Make transparent the exercise of functions of the three branches of the government.
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 transparency of the exercise of executive, legislative and judicial functions will strengthen the capacity of civil society of monitoring the exercise of the three functions, assessing the performance of government officials and participating in the decision-making processes. In this sense, the openness of information on the functions of the three branches will ease the follow up and control by civil society, since it will be presented in friendly and reusable formats that will allow the possibility of setting up public or private initiatives to improve the participation, evaluate, and monitor the performance of the three branches of government.

Milestones, preliminary and final goals that verifies the fulfillment of the commitment	New or ongoing commitment	Start Date:	End Date:
1. Publication in open format of all information related to the legislative life cycle, as well as to the Legislature statistics and yearbooks to set up datasets and facilitate its reuse. The openness of information will be accompanied by the implementation and the empowerment of online participation mechanisms in that cycle.	New	January 2017	June 2017

Transparent Functions in an Open Government

Milestones, preliminary and final goals that verifies the fulfillment of the commitment	New or ongoing commitment	Start date:	End date:
2. Co-creation by the Judicial Branch and the CSO of the progressive plan for openness of information [1], set up of performance indicators for courts[2] and publication (through a schedule). Publication of sentences and electoral data of the High Court of Justice in open formats and with the codification of relevant information in accordance with international best practice.	New	March 2017	November 2017
3.The executive branch commits itself to design a pilot program for the openness of public policies life cycle. The objective is to develop three projects on public policies that open one of its stages (problem definition, agenda, setting, policy development, implementation and/ or evaluation) to citizen participation through different participation mechanisms.	New	March 2017	September 2017
4. Public Defense Office commits itself to share, in open formats, information of the processes and claims that it receives.	New	January 2017	June 2017

Coordination in the production and publication of data in an Open Government

Name and contact information of the Secretariat / responsible Ministry:		**Matías Zubiría. General Directorate of Innovation and Open Government. Ministry of Modernization, Innovation and Technology.** mzubiria@buenosaires.gob.ar **Silke Arndt. General Directorate of Institutional Strengthening and Legislative Modernization.** silke.arndt@legislatura.gov.ar **Mariano Heller. Secretariat of Coordination of the Magistracy of the City of Buenos Aires.** meheller@jusbaires.gov.ar **Adela Pinzón. Communication Area. High Court of Justice of the Autonomous City of Buenos Aires.** apinzon@tsjbaires.gov.ar
Other actors involved	**Government**	In December 2016, a committee will be created with representative actors of each of the Government branches, working in areas of information openness and citizen participation, as well as representative actors of the civil society organizations that form part of the Round-Table (RT) of the OGP in Buenos Aires. In that same month, the work methodology and meetings schedule will be co-created. It will be named Coordination Table.
	Civil Society, Private Sector	
Status quo or problem/ issue to be addressed		Substantial volume of information and data is handled and generated continuously by each of the Government branches. So far, the interoperability among those information resources is limited. One of the most relevant causes is (a) the lack of shared standards for the record, normalization and publication of data, (b) the absence of a catalogue of information that the branches need to share among them and (c) the lack of institutional spaces of collaboration.
Main objective		Improve interoperability of information that the three branches share through the creation of a permanent body of coordination and collaboration. The mechanism is expected to lead to (a) a more efficient use of the public resources; (b) an improvement in the service delivery and performance of the processes and (c) an improvement in the levels of transparency of the three branches of Government.

Coordination in the production and publication of data in an Open Government

Brief description of the commitment	Improvement in the coordination of production, exchange and publication of data and information among the three branches of the government.
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.	So far, many of the efforts anticipated in the frame of the OGP have been focused in the Executive Power. Nevertheless, the path to a real Open Government requires a constant dialogue and a coordination body between the three branches of government. With this approach, the creation of a coordination table would offer the space to meet both needs. On the one hand, it would allow the coordination between the three branches of Government resulting in a better efficiency in the investment of public funds, an improvement of processes and tasks optimization. On the other hand, it would generate a permanent channel of participation for civil society that would channel citizen claims to improve the quantity, quality and type of information that is produced and shared.

Milestones, preliminary and final goals that verifies the fulfillment of the commitment	New or ongoing commitment	Start Date:	End Date:
1. Establish a diagnosis of the data and information that the branches shared among them and/ or gather from the others in the exercise of their functions [1]. This diagnosis must (a) identify at least 5 datasets to be gathered, produced or built; (b) produce a publication schedule and (c) create a list of priority information to share and/ or publish.	New	January 2017	March 2017

Coordination in the production and publication of data in an Open Government

Milestones, preliminary and final goals that verifies the fulfillment of the commitment	New or ongoing commitment	Start date:	End date:
2. Develop standards for homogenization of the production, systematization and publication of data and information in the three branches. At least 10 variables, that allow to unify the criteria used by the Governments to produce, store and publish information, will be discussed.	New	April 2017	June 2017
3. Provide a mechanism that allows to gather citizen needs in data terms, with the objective of creating a dialogue and interaction channel with other organizations and/ or citizens non-members of the RT of OGP. This mechanism will be created by the Coordination Table.	New	July 2017	November 2017

Transport
Openness of transport data in GTFS format

Name and contact information of the Secretariat / responsible Ministry:	**Juan Manuel Barriola** **Under-Secretariat of Transport and Traffic Innovation and Development Team** **Address: Martín García Av. 346, 1st Floor, CABA** **Tel: (5411) 5030-9100 int:1462**
Other actors involved	· National Commission for Regulation of Transport (CNRT for its acronym in Spanish) · Unit of Geographic Information Systems (USIG for its acronym in Spanish) · Ministry of Modernization of the City of Buenos Aires
Status quo or problem/ issue to be addressed	The usage and exploitation of massive volumes of data to plan public polices in matters of transport and to generate new services for the citizens, is a global trend rapidly expanding. The City of Buenos Aires is making use of these tools. The commitment hereby introduced, addresses the need of expanding these polices to the inclusion of buses, something essential for city public transport.
Main objective	Increase and improve public information available on public transport of the City of Buenos Aires, through the openness of information in General Transit Feed Specification (GTFS) format, the worldwide standard for openness of transport data, linked to the buses that run around the city.
Brief description of the commitment	Gather, store and publish information in GTFS format about bus services operating in the City of Buenos Aires. The GTFS format will be adjusted to the particular characteristics of CABA using the format GTFS-BA, defined by USIG (Unit of Geographic Information Systems). The difference lies in the inclusion of the variable of bus branches within the mentioned modified format. Data provided by the feed will specifically consist in: · **Line** · **Branch** · **Bus stop** · **Company** · **Service** (specific trips each bus branch does every day) · **Frequency** (operating frequency at specific timings) · **Itinerary** (link between branch and set of stops) · **Timetable** (the time when the bus arrives to a stop) · **Schedule** (days of the week that the service is available) · **Mapping** (sequence of points in a map that sets the mapping route of a bus branch)

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 commitment that the City of Buenos Aires will take on will represent a positive impact on the production of specific solutions to one of the main concerns of citizens of mega cities, like Buenos Aires. In fact, public transport is one of the most important services local governments offer, whether directly or through third parties. In this context, the gathering, storage and publication of information on bus transport (schedules, routes, stops, etcetera) will allow to (a) improve the development of transport public policies; (b) make transparent the information related to decision-making, empowering the non-government actors involved in the accountability processes and (c) enable information that might be useful for third parties for the delivery of innovative services that improve citizens' life quality in their daily life in the city.
Milestones, preliminary and final goals that verifies the fulfillment of the commitment	1. Gathering of standard information of the GTFS-BA format on bus lines that run the city of Buenos Aires. Date: January-July 2017. 2. Set up of data bases (in CSV format) (August-November 2017). 3. Publication of information in the website data.buenosaires.gob.ar, as well as in the website of the Secretariat of Transport.

Comprehensive portal for provision of information and reporting channel about sexual and reproductive health services in the City of Buenos Aires.

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Other actors involved	**Government**	• Sexual Health, Aids and STI Coordination, Ministry of Health.
	Civil Society, Private Sector	• Civil Society Organizations: Amnesty International; Fundación Huésped (Huésped Foundation); Fundación para Estudio e Investigación de la Mujer -FEIM-(Women´s Research and Study Foundation); Equipo Latinoamericano de Justicia y Género-ELA- (Latin-American Team for Justice and Genre.)
Status quo or problem/ issue to be addressed		The health service delivery to adolescents represents some practical difficulties related to cultural patterns. It is necessary to deal with these patterns for adolescents to have access to full and appropriate health care services in reserve and celerity conditions, thus guarantying an efficient service delivery.
Main objective		To collaborate in the transparent supply of contraceptive methods, to guarantee the access to sexual and reproductive health to all population, especially oriented to adolescents and young people, in accordance to the governing law. One of the aspects of this commitment is to generate effective mechanisms for reporting the quality of the service with the objective of providing an appropriate diagnosis of the quality service in all the healthcare centers of the city, to the competent health authorities and civil society organizations that work on the improvement of these services
Brief description of the commitment		To ensure the access to information about sexual and reproductive health service delivery and healthcare in the City of Buenos Aires, through a portal and reporting channel, specifically treating adolescents and young people

Comprehensive portal for provision of information and reporting channel about sexual and reproductive health services in the City of Buenos Aires.

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.	According to the state-of-practice, every child or adolescent has the right to request information, healthcare and contraceptives, and healthcare professionals are responsible for responding to their request. Nevertheless, the quality of service delivery is not necessarily the same in every contact point, between the healthcare service and the users. The commitment presents two facets. On the one hand, one facet is related to the access to information and innovation through the generation and/ or feeding of a platform with a geolocation map of information about different sexual and reproductive health services (e.g. contraceptive methods.) Furthermore, a reporting and rating mechanism is incorporated that will allow the civil society organizations to monitor the fulfillment of the Government obligation and the health authorities will count with a diagnosis tool on service delivery. This will ease the accountability process and will incorporate a collaborative and participatory element that is especially suitable for improving the quality of health service delivery.

Milestones, preliminary and final goals that verifies the fulfillment of the commitment	New or ongoing commitment	Start Date:	End Date:
1. Gathering of information on distribution places, suppliers, general stock and types of contraceptive methods that the City Government distributes. Highlight also the places that offer other sexual and reproductive health services, e.g., consulting services, information centers, and legal termination of pregnancy methods (ILE for its acronym in Spanish).	New	January 2017	March 2017

Comprehensive portal for provision of information and reporting channel about sexual and reproductive health services in the City of Buenos Aires.

Milestones, preliminary and final goals that verifies the fulfillment of the commitment	New or ongoing commitment	Start Date:	End Date:
2. Creation of a platform with a geolocation map of the information and information channels oriented particularly to young people and adolescents. It is divided into service levels offered by the center (if it just provides information or there is also access and supply of contraceptive methods) and type of contraceptive method (generic), and the requirements needed to access to them.	New	April 2017	June 2017
3. Establish a reporting mechanism for the healthcare service consumer to be able to report his/her service delivery experience, rate its quality and lodge complaints if there was any shortfall during the service delivery. The mechanism will act as a source for the assessment of the service, by both the civil society organizations and the government. The State commits itself to respond to the complaints received through this mechanism.	New	July 2017	November 2017

Education
Map of infrastructure works in schools

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Other actors involved	
Status quo or problem/ issue to be addressed	The maintenance of the schools of the city of Buenos Aires presents several challenges, it is a relevant concern of parents of children and adolescents who assist daily to schools of the city.
Main objective	The generation of information and accountability mechanisms for the infrastructure works carried on by the Government of the City, will strengthen the relationship within the education community in every school. Additionally, the generation of reporting mechanisms that includes parents active collaboration, will improve the internal follow-up processes of the Infrastructure Directorate.
Brief description of the commitment	Generate an information and accountability platform about infrastructure works of the schools of the city of Buenos Aires, through a platform that georeferences works and establishes reporting channels for education community members.
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.	Currently, the request for information on infrastructure works in public schools of the city is one of the most requested topics by the citizens through the access to public information mechanism, prescribed by law 104. The generation of a platform to access to detailed, georeferenced and updated information would improve transparency and accountability, and it would contribute to an efficient usage of public resources, under the paradigm of active transparency. Moreover, the commitment counts with a participatory facet since an online reporting mechanism is incorporated for the citizenship, regarding the infrastructure works. Furthermore, this will allow the civil society organization to monitor and follow up the actions taken by the State.

Education
Map of infrastructure works in schools

Milestones, preliminary and final goals that verifies the fulfillment of the commitment	New or ongoing commitment	Start Date:	End Date:
1. Gathering of information on infrastructure Works in schools of the City of Buenos Aires, specifying level of execution, whether it is a new project, reform or maintenance; individualization by school, district, level.	New	January 2017	March 2017
2. Generation of a platform including a geolocation information map that allows to link directly the infrastructure work to the school, thus generating information channels and visualizations accessible to service users and the citizenship in general.	New	April 2017	June 2017
3. Implementation of a reporting mechanism for the citizenship regarding the infrastructure works, which allows the Government to receive information from education community members, and at the same time facilitates answers to requests and accountability.	New	July 2017	November 2017

4. Conclusion

An open government process represents a novel experience to all the actors involved. The co-creation of public policies responds to a special participatory logic with a specific point of arrival- action plan commitments. The coordination of a creation dynamic led to important lessons, worth of analysis for future processes. However, this is not the space to reflect them: they should result from a dialogue process with civil society organizations and government actors that participated in the process. We believe the result of the mentioned dialogue should be as follows: to build a co-creation process that benefits to the fullest from participation, in order to produce precise answers to the specific needs the citizens of the City of Buenos Aires have.