



Curridabat, September 30, 2020

**MC-AM-0962-09-2020**

## **Dear OGP Local 2020 Selection Committee,**

On behalf of Curridabat's Citizens and this Local Government, we truly appreciate the opportunity to express our support and commitment to be a part of the Open Government Partnership. We share OGP vision and acknowledge the importance on open data to take decisions with our communities.

For a bit context, for the past ten years we have been doing efforts on developing tools and criteria to better capture ideas, analyzed the data and innovate on collaborative projects, with our communities, national and international organizations willing to improved people's lives. To us every experience matter, that is why we incorporate as a common language the Design Thinking Methodology in our planning. Teams always have to response these important questions as we grow on common language:

1. Define and decompose the optimal desired consequence.
2. Define the current experience and identify areas for improvement.
3. Analyze the decomposition/composition process to define specific actions to implement.
4. Execute these actions.
5. Evaluate geo-referenced implementations, based on indicators corresponding to the five dimensions: Biodiversity, Infrastructure, Habitat, Coexistence and Productivity and the full Sweet City vision.

One can wonder, what is the relationship of our Sweet City Nature-Based city modeling with Open Data and Design Thinking? The three fundamentally focus on individual needs, experiences of those who are more vulnerable. We are really proud of the work Curridabat has achieved, but we recognized all the work we have ahead, as our citizen demand higher results from their local government transparency at decision making and public investment.



These initiatives are part of a broader plan towards improving people experience when they try to reach out us their local government, an administration close to citizens and believers than together we can do much and better work:

1. Yo Alcalde app. Is available on App Store and Play Store for citizens to report and interact with local government. The dashboard version, allows us to manage data on people important sensible matters and plan future investment. <https://www.curridabat.go.cr/inicio/proyectos/yoalcalde/>
2. Webpage. Recently a new webpage is available online. As a new tool to access information on Services, Projects, Transparency, Online requests. Also we incorporate accessibility tool. <https://www.curridabat.go.cr/>
3. Online Council sessions. As part of transparency and due to COVID-19 urgent need to provide access to political decision making.
4. VUI Project. Is a national initiative with all public institutions involved on commercial license permit.
5. Participatory Design processes where the citizen co-creates conceptual proposals for projects such as "Espacios de Dulzura" and "Transiciones Urbanas" that in recent years have been possible to materialize through public investment.

Our strategic plan focus in improved listed projects and incorporate new pilot projects aligned with the vision. We acknowledge innovation requires constant review and OGP opens a world of opportunities to new alliances with other cities, good practices and gives us a great exposure to share our lessons learned.

In a different but equally important matter, one of the most successful projects between our citizens are "The Human Development Centers" <https://www.curridabat.go.cr/inicio/servicios/> One of the best ways to reach people has been taking the local government to the communities. We have four Centers, one on each district. This started as a pilot project and grew and replicated as communities demanded. The buildings allow us to innovate the public services we offer and also gives access to information to vulnerable communities but also, is a proven example of how public investment can improve people´s lives.



We are also working this year on mapping, questioning, analyzing and reframing the procedures from the user experience. Committed to innovate not only on public infrastructure and services but also on administrative experiences, creating optimized online procedures for those principal and more used ones. But the goal is to go to all procedures, detailing opportunities to reduce paper, time and adapting to new realities such as Covid-19. We named this strategy as "Procedures Improvement", we are working with a multidisciplinary team including merchants, developers and entrepreneurs.

We believe we can contribute to other local governments, organizations and national governments mainly because team work is our way to identify, analyze and innovate. Also, we can learn from all the community who have develop different successful initiatives. A strong community support will lead us question even what we believe it has been a hard and transparent work.

Sincerely,

**Jimmy Cruz Jiménez**  
**Curridabat's Mayor**  
Cc/arch