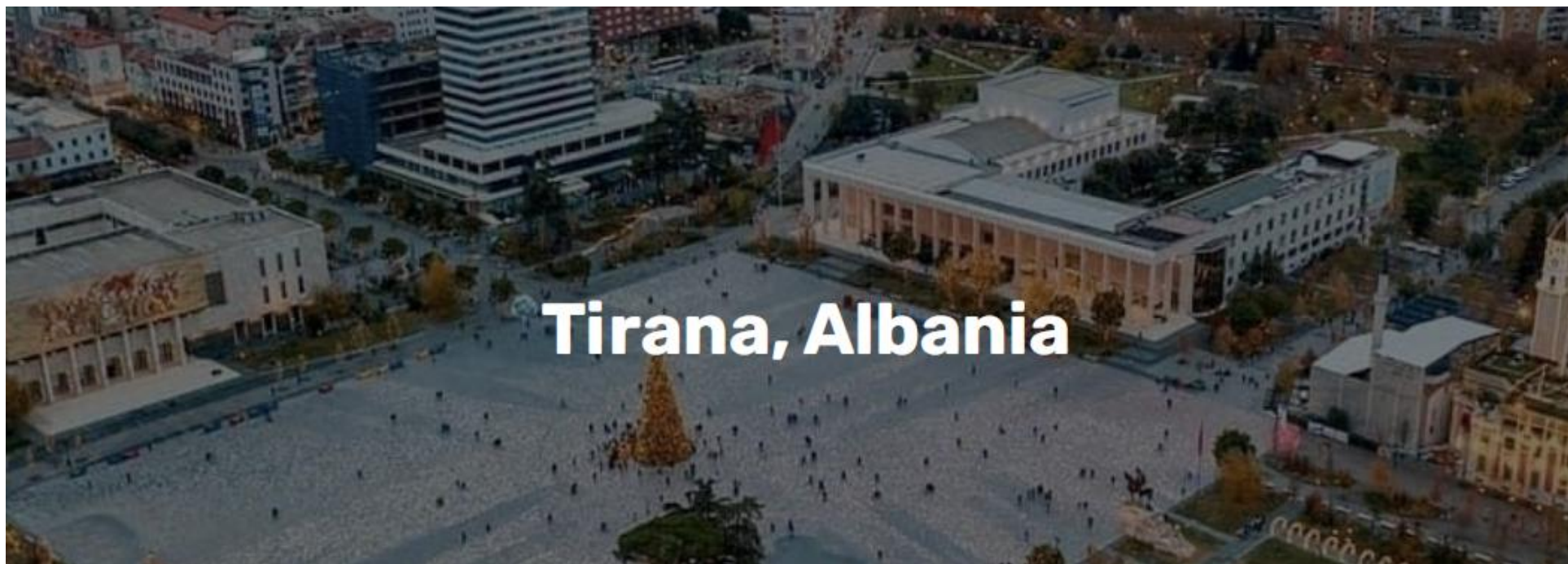




**OPEN GOVERNMENT PARTNERSHIP LOCAL  
TIRANA  
2021-2023**



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- 
- A decorative graphic consisting of several horizontal lines of varying lengths and colors (teal, light blue, white) extending from the right side of the page towards the center.

# WHY WE JOINED OGP?

## Vision

- Our aspiration to increase the level of transparency and citizen inclusion in our work and we are deeply committed and open to new ideas and best practices, which we are certain we shall find through the cooperation with the Open Government Partnership.

## Tradition

- Civil society organizations and reformers in government have championed open government approaches in Tirana. The Municipality of Tirana has continuously worked with civil society organizations in issues such as youth participation and employment, extension of social services, environment protection, etc. As a new member of OGP, Tirana hopes to scale up these efforts in partnership with local stakeholders and incorporate lessons learned from other OGP members.



## EXISTING TOOLS

Tirana Ime App is an application created as co-operation of Tirana Municipality and Vodafone Albania.

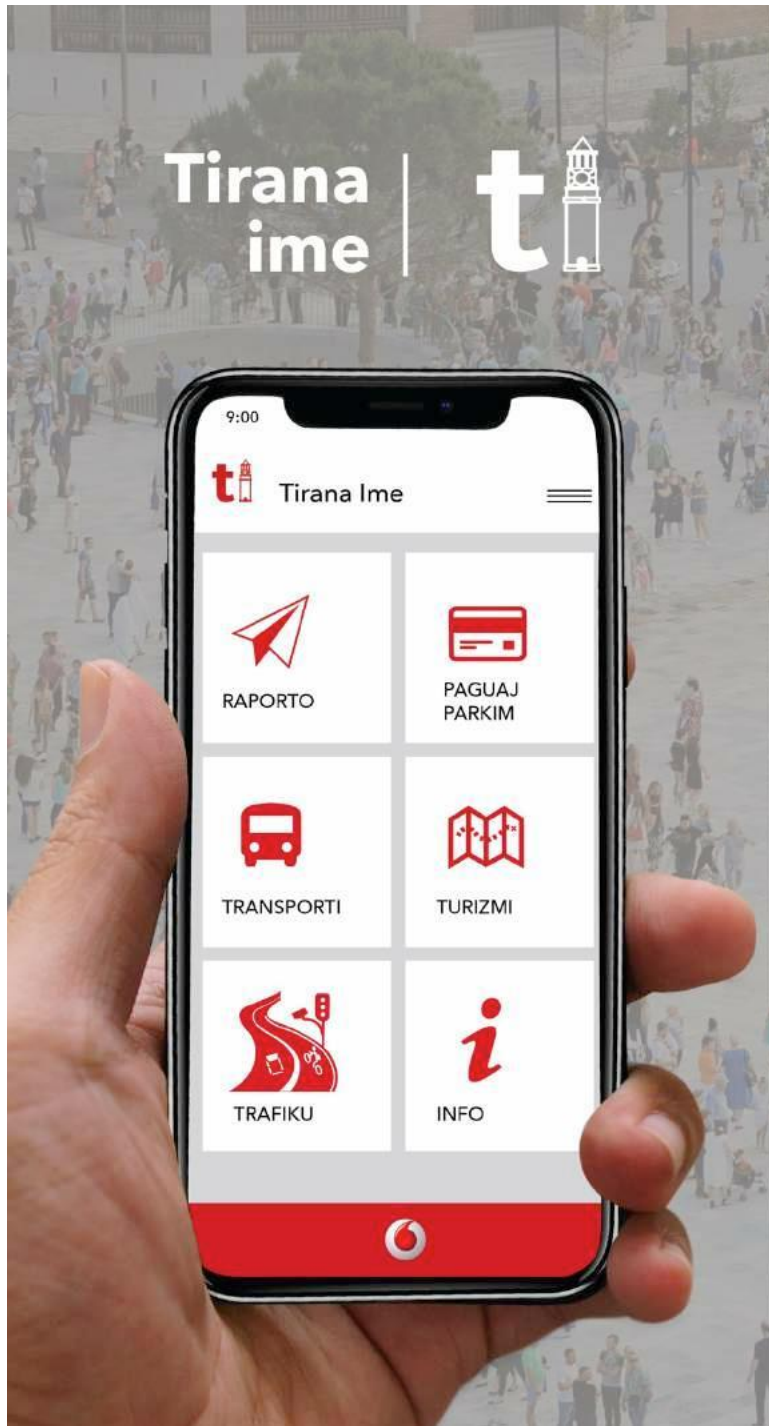
The app summarizes the main services of the city of Tirana on your smartphone.

These include information on:

- traffic and transport in the city;
- tourism;
- the opportunity to report problematic situations, the opportunity to pay for parking via cell phone, as well as many other valuable information.

The background of the slide features a large, stylized white 't' logo on a red background, with a white outline of a tower or monument to its right. Below this, the text 'TIRANA IME' is written in large, white, sans-serif capital letters. The overall background is a dark, textured red with a faint grid pattern.



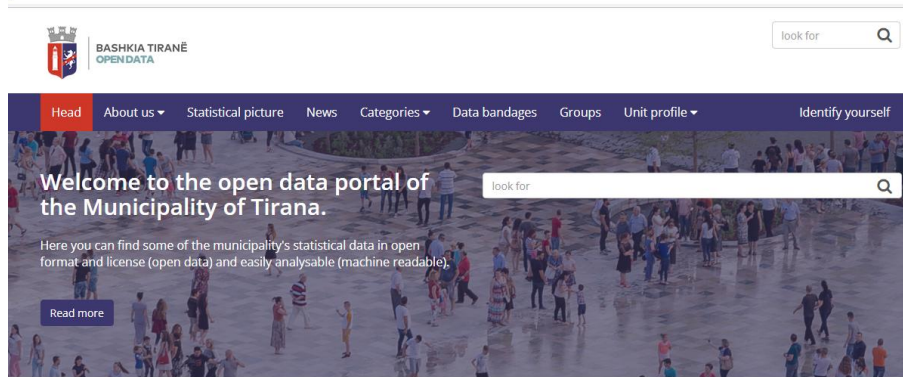


The "Tirana Ime App" app has these general functionality:

- **Report** – Offers the opportunity for the citizens of Tirana to report problematic situations regarding the infrastructure of the city, pollution, cleaning, etc.
- **Pay parking** – New functionality, parking charge in the city of Tirana via cell phone.
- **Air quality**– Other new functionality from April 2019 for air quality in the city of Tirana via cell phone.
- **Transport** – Information is offered in this category as above:
  - Map of bike lanes;
  - **Urban and interurban public transport**, in relation to public transport stations and lines crossing these stations;
  - Information about **taxis** in the city of Tirana;
  - **Parking location** in the city of Tirana.
- **Tourism** – this functionality will offer the opportunity to display a list of interesting places to visit in Tirana. This information will also be offered on a map-accompanied interface.
- **Traffic** – Information is offered in this category as follows:
  - **Traffic map** – this functionality offers real-time information on the traffic situation in Tirana, accompanied by a map view facilitating for the user the choice of the most favourable route, which avoids traffic. Available information includes: traffic flow and average traffic movement speed;
  - **Traffic view** – this functionality offers the opportunity to visualize, in real time images of the traffic situation. The user can choose from the map one of the cameras, which wants at one of the intersections of the city of Tirana and click on it to visualize images in real time;
- **Notifications** – give the opportunity to be informed in the case when traffic on a certain road according to your configurations is loaded etc.
- **Info** – general information about the city of Tirana.

*The Dashboard will provide some statistics on reports carried out on this app from January 5, 2016 when it came out live as an app. Every citizen of Tirana is given the opportunity to denounce a problem in the city even anonymously.*

# OPEN DATA TIRANA



## CATEGORIES



## CATEGORIES



<https://opendata.tirana.al/?q=aplikacioni-tirana-ime-0>

## **OPEN DATA APRIL 2017, FIRST CITY IN ALBANIA**

- 1) Free distribution and publication of data without legal restrictions, patents or other control mechanisms.
- 2) Online portal "[opendata.tirana.al](http://opendata.tirana.al)",
- 3) Transparency
- 4) Offers citizens various data on jobs, investments and every service performed in the city.
- 5) Improving service to citizens





# MUNICIPALITY OF TIRANA WEBSITE



## Të Fundit



**Inaugurohen dy shkollat e reja “Vaçe Zela” dhe “Kristo Frashëri” në kryeqytet; Kryebashkiaku Veliaj: “Ky vit do hyjë në historinë e Tiranës, hapim 10 shkolla në një sezon shkollor”**

Ky vit i ri shkollor do të mbetet në histori për hapjen e më shumë shkollave të reja në Tiranë. Kryetari Bashkisë së Tiranës Erion Veliaj së bashku me zëvendës/kryeministrin, Arben Ahmetaj inauguruan dy institucionet e reja ...

[Lexo më shumë](#)

## Aplikime & Informacione

One Stop Shop	Planifikim dhe Zhvillim Teritori	Strehimi
Bashkëpronësia	Procedura Ankimimi	Kultura
Zyrat e Gjendjes Civile	Emergjencja Civile	Karburante
Transporti	Banimi	Ujësjetës Kanalizime
Tokë	Shërbimi Social	Pronë

...—

**Chat with Bashkia Tiranë**  
Typically replies within a day

Pershendetje,

[Log into Messenger](#)

## Shërbime në hartë





## APPS FOR CITIZENS



Tirana Ime



Welcome Tirana



Tirana Outdoor



Karta e Studentit

# OPEN GOVERNMENT PARTNERSHIP CO-CREATION



## Participation

70 groups,  
15 public meetings.

## Venues

Municipal Council  
Reja  
Public libraries  
Administrative units  
Community Centers.  
Virtual space.

# OGP LOCAL TIRANA



## 4 COMMITMENTS

Participatory Decision Making through  
'Informal education' approach

Administrative Unit's Info Points

My neighborhood's change agent

WhatsApp Counselor





# Participatory Decision Making through 'Informal education' approach

- The commitment involves informal education sessions in each of the 6 Multidisciplinary Centers, not just to put into the spotlight the core functions of the Centers but also to inform users through thematic discussions which are closely related to their physical and mental/psychological wellbeing.
- Thematic 1. Medical care.
- Thematic 2. Education.
- Thematic 3. Employment.
  
- We expect from this commitment to contribute to the transformation of the mentality of what a community center can offer (besides a shelter of the free meals), by giving diverse and holistic information about all the services offered, how can they benefit; being transparent of procedures. We seek to mobilize citizens to engage in public services, provide input and make contributions that lead to more responsive, innovative and effective governance. We aim that the target group shows a higher interest in the Multidisciplinary Community Centers in the future, entailing the 3 respective thematic.
- Informal education will have a direct long-term impact on:
  - - Improved literacy
  - - Higher Vaccination of any child identified as unvaccinated and women;
  - - Higher Medical visits to health institutions for women and children;
  - - Higher registration in schools and kindergartens;
  - - Higher Employment opportunities of youngster and adults;
  - - Counselling and psychological support;
  - - Stronger families and community

## Administrative Unit's Info Points



- This action predicts an establishment of the infrastructure which will bring together the Municipality and the citizen to solve complex problems that require civic participation and the creation of a partnership with them. Municipality of Tirana will train all of the Administrative Units, in the end, each of them will have integrated an Info Point regarding all the programs and schemes they offer, meanwhile there will be an "**OGP officer**", an employee of the Unit which will be in charge of sharing the information and orientation needed. The increase of the understanding of the complex processes of the city come through periodic discussions between the Municipal Units and the stakeholders. The ultimate results will be informed citizens for every topic from infrastructure to social help and it will affect directly Municipality processes by the feedback the administrative units are going to receive

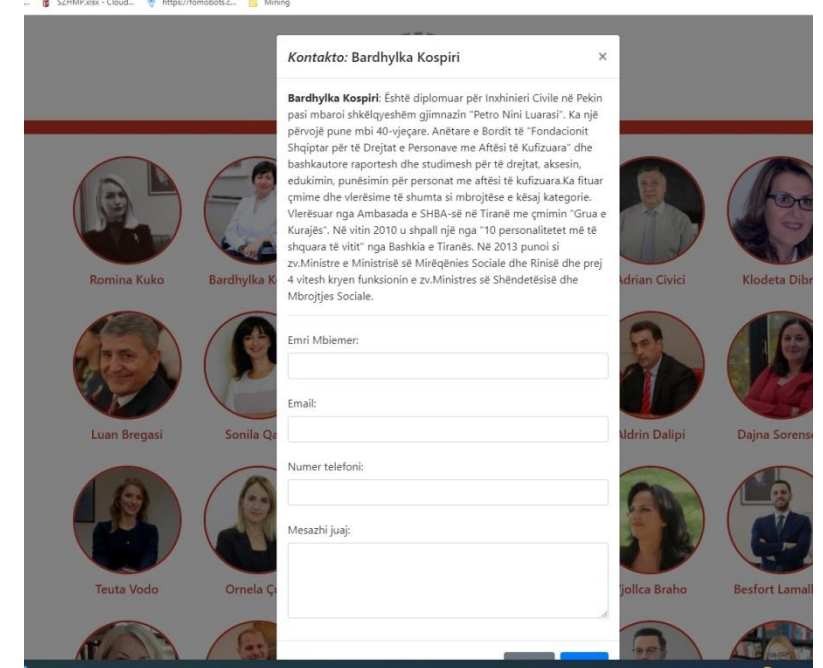
## My neighborhood's change agent



- The best solutions come from the citizens, who can use in a structured and useful way their experience and professional skills in the everyday issues they face in their neighborhood. Citizens' participation with ideas in problem solving, participation in decision-making, people as agents of change, using their experience, knowledge, research on certain areas, problems of the day. **"My neighborhood's change agent"**. Inside the official website of the MoT will be integrated the OGP window, where every citizen can find the window to suggest their proposal, according to different pillars, thematic proposed. One person is an agent of change when he invests his knowledge in solving that problem and he is there to discuss it, to shape it and to implement it throughout the whole problem solving process. This commitment entails the new manner of open government allowing the citizens of every profession, experience and knowledge to get involved in the process of problem-solving and decision-making by becoming agents of change for their own city. The habitant gets informed from the posts in the platform Tirana.al, OGP Local, My neighborhood window. He signs up with his profile, in his neighborhood. The problem raises from the administrator of the each residence. The proposals are being forwarded from the citizen, administrator, responsible department in the MoT.



# WhatsApp Counselor



- We have designed a platform, which will be integrated in the OGP Local window, within the official Website of Municipality of Tirana. There will be described the whole structure of the Council, the name surname, a photo of the counselor and the communication window, where everyone can leave a message, request, official requirement or proposal for different programs, policies or decision making. Each request will be standardized in order to get the name, surname, representing organization, contacts, and the feedback will be emailed back to them, within 3 days if categorized "Urgent", 15 days if its categorizes as "Normal" Request. The Municipal Council should discuss them in dedicated commissions and together with the responsible department within the Municipality of Tirana. Some of the citizens, may be invited in the meetings of the Council as well, in order to ensure transparency and participation in decision makings. After successful implementation of this commitment, in the round 2, we plan to develop an APP "Talk to the counselor" in order to be more accessible and to have prompt responses.

# TIRANA EYC 2020 #ACTIVATE





# ECONOMIC INVESTMENT PLAN EU



# TIRANA EYC BOOS CONFERENCE





**THANK YOU**  
**[INA.BREGAJ@TIRANA.AL](mailto:INA.BREGAJ@TIRANA.AL)**  
**EUROPEAN**  
**INTEGRATION UNIT**

