



BETTER
Interreg Europe



European Union
European Regional
Development Fund

PARTNERS' CORNER

Tartu City

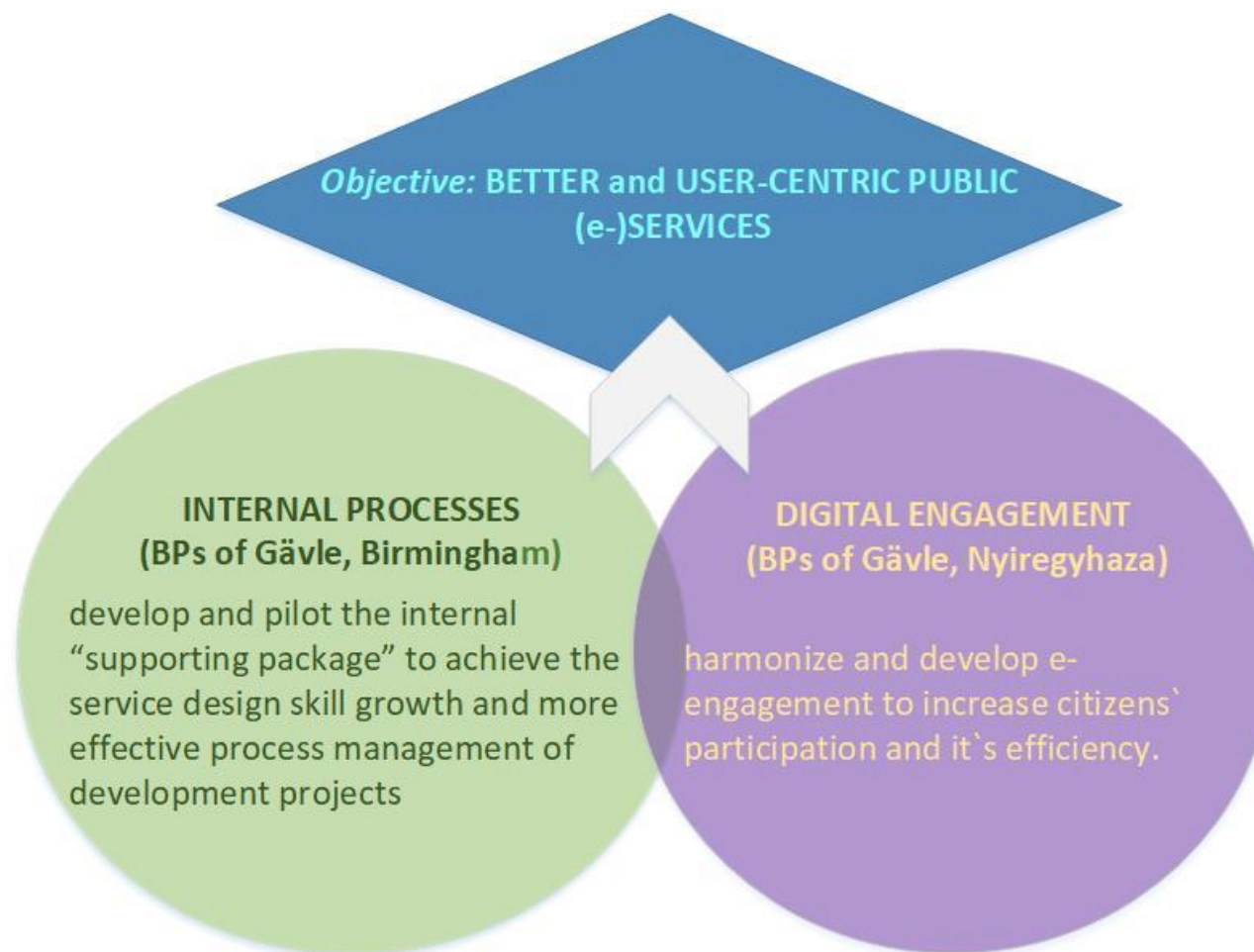
Results and findings of BETTER action plan implementation

Final conference – May 23, 2023

There is not possible to achieve development without internal changes

Two action groups:

1. to improve internal skills and processes
2. to engage citizens and stakeholder groups more effectively



**Some
important
guiding principles
from partners**

DIGITIZATION not a
technical issue
TRUST and
comprehensibility the
base of working systems
INNOVATION the
courage to fail and
change



Where is the connection between better user-centric public e-services and more innovation?

- The user-centric, simple, transparent services, the more **TRUST** towards local government
- The higher level of trust, the higher readiness to start changes, share ideas and to cooperate, and this might be **INNOVATION**

Internal challenge

~~Official-centred~~

Citizen-centred

#1

What we have done within the BETTER action plan and next to that?

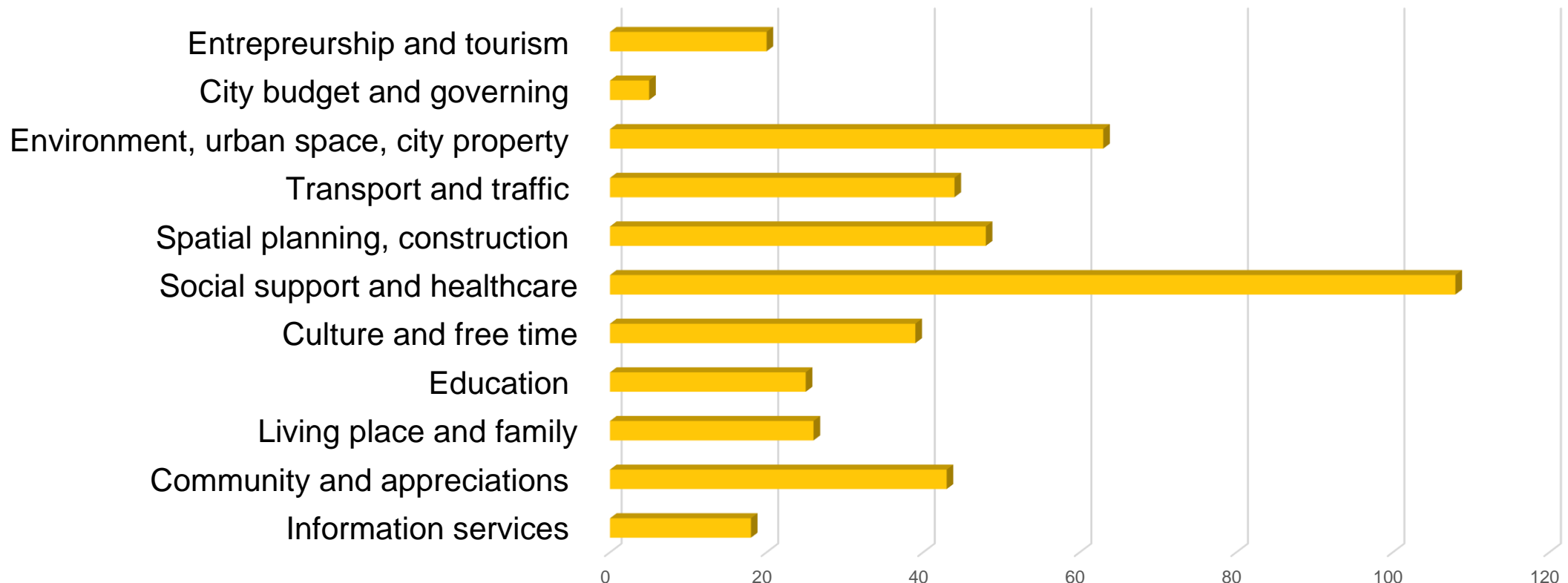
develop internal processes:

- public service development team establishing (May 2020)
- mapping public services (Summer 2020)
- service development proposal template
- implement the „service owner principle“



Mapping results of public services

- In Tartu we provide more than 440 public services
- With the subdivisions (schools, kindergartens, museums, cemeteries etc) there are about 700 public services



#2

What we have done within the BETTER action plan and next to that?

improve internal skills:

- **service design training programme for service owners**



Service design training programme

12 service owners and members of public service development team

7 training days with problem detection and prototyping

3 selected problems and prototyped ideas from local government area



*Photo from training day 4:
ideation and out-of-box thinking*

#3

What we have done within the BETTER action plan and next to that?

improve internal skills:

- **Share and introduce service design sample processes and projects within organisation**



RUUMID

KALENDER

ASUTUSED

Esileht > Ruumid > Auditoorium

Auditoorium

Alates 50.00€ tund

Broneeritavad ajad:
E-R 17:00 - 21:00

Hugo Treffneri Gümnaasium

Munga tn 12, Tartu linn, Tartu maakond

212m² / 100 inimest

koolitused

koosolekud

seminarid

Kirjeldus

Ruumis on võimalik korraldada koolitusi, seminare, koosolekuid. Avar sündventilatsiooniga ruum, mis mahutab ca 100 inimest. Laudadele paigaldatud pistikupesad sülearvutite akude laadimiseks.

Kontaktid

Email: ott.ojaveer@htg.tartu.ee

Telefon: tel +372 7461715, 5094021, E-R 10:00 - 16:00

Mahutatavus

Osalejaid

100

Istekohti


100




Mõõdud

Ruutmeetrid:

212m²


1 / 3





+

-



Leaflet | © OpenStreetMap

Kuidas tulla?

Bussipeatused: [Vaata kaardilt](#)

Rattaringlusparklad: [Vaata kaardilt](#)

Parkimise info:

Lähedalasuvatel tänavatel (valdavalt A piirkond). Tasulise parkimise aeg E-R 8:00

RUUMID

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Logi sisse


Tartu

Tartu ruumide portaal

Leia võimalusi saalist staadionini, muusikatoast lauluprooviruumini.

Avasta ruume

Esile tõstetud



Seminariruum KGB kongide muuseumis

KGB kongid// Tartu Linnamuseum erapinnal

Riia tn 15b, Tartu linn, Tartu maakond


al 40.00€/tund

konverentsid

koolitused

koosolekud

seminarid



Klassiruum


Tartu Hansa Kool

Anne tn 63, Tartu linn, Tartu maakond

Osalejaid 30

al 10.00€/tund

koolitused



Judosaal

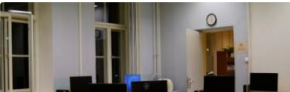
Tartu Hansa Kool


Anne tn 63, Tartu linn, Tartu maakond


al 10.00€/tund

jooga

judo







New and redesigned services

IT-component is often only one (small) part of the actual service.
Still, it can dramatically improve the supply of the traditional service

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#4

What we have done within the BETTER action plan and next to that?

Improve digital engagement:

- **geoHUB as public engagement and collaboration platform**
 - promotion activities
 - sample projects in the platform



Engagement with GeoHUB

<https://kestliku-arengu-platvorm-tartu.hub.arcgis.com/>



Kestliku arengu platvorm

Avaleht

Energia

Jäätmed

Liikuvus

Räägi kaasa!

Andmete esitamine ▾

Energia 2030

Lingid ▾

Liituge meie kogukonnaga

See konto võimaldab teil jälgida algatusi, meilivärskenduste saamiseks ja andmeid esitada. Andmete töötlemise põhimõtted on kirjeldatud <https://tartu.ee/et/Andmekaitsetingimused> lehel.

Looge konto

Logige sisse

Jäätmete veo andmed 2022 aastal

Konteinerite tühjenduste arv

516 442

Konteinerite maht (m3)

287 183,16

Üle antud jäätmete kaal (t)

23 491,13



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Thank you!
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