



An interactive urban area – Sharing city

For many years, the Metropole Nice Cote d'Azur has engaged in a **policy of improving the services it provides to its citizens**, in particular through digital technologies. The stakes are high for the hilly and mountainous areas which form part of its administrative area, because of the requirement to guarantee **service equality** for these isolated communities.

A number of local digital services have already been implemented by the Metropole:

SPOT MAIRIE: A booth service whereby a user can talk remotely to a municipal employee, in order to facilitate common administrative procedures.

ALLO MAIRIES AND SERVICE BLEU:

Allo Maries is a telephone & email service to handle any request which falls under the remit of Nice City Council or the Metropole. Call centre staff handle between 800 to 1,000 calls a day.

Service bleu is a smartphone app, which lets any member of the public report and geolocate any problem observed in the urban area. The person will then be informed by email of the progress in resolving the problem reported and any issues delaying the work.

CIVOCRACY: Start-up selected in April 2015 from 400 startups for a place in the top accelerator of European startups (Startupboot camp in Amsterdam), Civocracy is developing an **online support platform for participatory democracy**. The aim is to encourage the public to join in the discussion and get involved, enabling local authorities to interact in a dynamic and innovative way with local residents. This is achieved in a **neutral, transparent, engaging fashion, with structured discussion and moderation filters**. The application is operational since November 2016

Other than virtual discussions, the Metropole and Nice Start-up want to provide a discussion area which can take place on the platform by organising real meetings between the public and the startup staff to discuss innovative services to implement in the urban area in real time.

Key figures

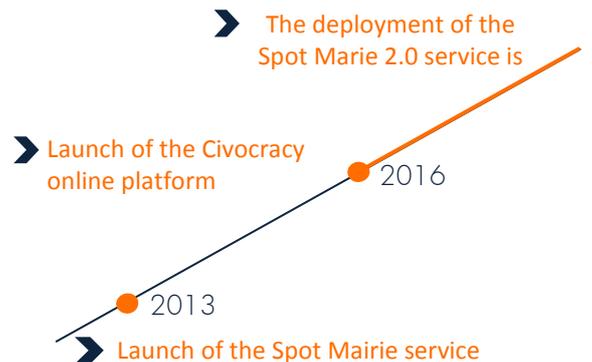
1 Spot Marie and 2 planned



1,100 subscribers after discussions launched on the Civocracy platform (Figures: December 2016)

262 Proposals currently discussed on the Civocracy platform

Schedule



The Metropole was a finalist in the 2016 Eurocities Awards, in the 'cooperation' category, recognising its positioning in the 'Sharing City' sector.

Objectives:

- ▶ Bring public services and users closer together and simplify access to administrative procedures
- ▶ Enable local residents to play a part in improving their environment.
- ▶ Promote public involvement in the political life of the administrative area.



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