



MAIRIE DE PARIS

VIDEO TRANSCRIPT

The mayor of Paris has a goal to create an “Open City”. That includes Open Data, a Participatory Budget process and Ideation and co-creation platforms. That means a city in sync and in tune with its residents and its civil servants. Two plans have been laid out to reach this goal: firstly, a digital platform for citizens and secondly a digital platform for civil servants.

Its within this context that we delivered a project to equip all civil servants working on-site for the Architecture and Estate Management Directorate. These are the civil servants that do maintenance work in schools, day care facilities and those that maintain and repair and carry out diagnostics for other public facilities and infrastructure.

So, we deployed a mobile tool that shows them their route, and make it simple to file the maintenance report. The most important goal is to improve the quality of service to Parisians. That means regularly doing maintenance work to avoid technical failures, and to repair them as quickly as possible.

In case of an electrical failure, thanks to this digital tool, we receive the information faster, the maintenance team arrives on-site faster and fixes the problem quicker. We save time, we are more efficient and we do more. The reaction time is better and the information available is more complete. That’s how I can tell you that we handle 140,000 work orders per year, 600 per day, in all the city’s facilities: Paris’ schools, day care facilities, music conservatories.

We hope that this digital platform project aimed at civil servants, will be deployed to other fields within the city’s staff, to include professions in transportation, waste management, and information technology. We are also developing digital services for Parisians, covering nearly all the interactions a Parisian can have with his or her city, because everything that one can do on-site at the local City Hall will soon be able to be done digitally.

In that sense, we do more than make life easier for citizens, we make them a central part of their life in the city.

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