

## New Technologies and Innovation Approach in Municipality Management and Communication with Citizens



**MOST**  
STATUTÁRNÍ  
MĚSTO

Magistrát města Mostu  
Radniční 11/2  
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IČ: 00266094  
DIČ: CZ00266094



Technická zpráva a rozpočet k realizaci projektu "Inovace řízení městské správy a komunikace s občany"

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### 1. Directness, Encounter, Quality, Transparency

- Well functioning, friendly, open and good quality administrative unit
- It is necessary to develop the quality
- Concentrate mainly on the efficiency of the executed work



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Technická zpráva a rozpočet k realizaci projektu "Inovace řízení městské správy a komunikace s občany"

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### With great support from the City government the Municipality could define the following visions:

- Office professing basic values as professionalism, independency, impartiality and directness
- Office emphasizing the performance and innovation of internal processes
- Office using up-to-date information and communication technologies
- Office having trust and general public recognition, solving current problems of the citizens, contributing to the citizens life quality
- Office without paper
- Office working with goodwill and pleasure



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## 2. Targets Fulfilment

### ISO EN 9001 quality standard implementation

- Last year all processes were described and all basic documents for the management quality system implementation prepared built on the process approach defined by the ISO EN 9001:2008 standard.
- Since 2010 the Municipality has introduced the quality management system which will be certified in April.
- Defining the "Quality Policy" and annual "Quality targets"

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## Services for Citizens

- Czech Point (Czech Register Authentication Information National Terminal). An assisted point of public administration execution where everybody can ask for a copy of an entry in the public and non-public registers, submit a file, ask for a data box or perform a conversion on request.
- Mobile municipality
- Calling to the municipality – an option to call the municipality free of charge via internet phone.
- E – orders
- Electronic registry
- eGON centre – It is focused on 3 areas – educational, projects administration and technical centre
- Websites of the City – an important part to inform citizens
- Register services
- Data boxes

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## Services for Citizens

- Mostecké listy  
In October 2009 an electronic version of "Mostecké listy on-line" was launched for updated and fast information register. A website version has been created as a diary – information is updated daily including Saturdays and Sundays.
- e-auction  
In 2009 electronic auction "e-auction" was launched at the Municipality for directness and transparency in tenders as a form of a bid filing for the suppliers selection.

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### Training of Staff

#### Computer classroom

Last year a computer classroom was put into operation with the capacity of 12 seats.

The computer classroom serves for all parts of e-Government learning, respectively :

- Municipality employees
- Employees of the communities belonging to the territorial district of Most City,
- Employees of the City allowance organizations.



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### Economic Crisis Affects the Municipality Operation

- Also the environment where the communication takes place is the part of communication. As stated the Municipality has seats in two buildings. With respect to their age and time when they were built, adjustments have to be provided also with respect to the agendas technology performed.
- This may be the only area economic crisis affects in principle. The reason is there are lots of requests for improvement as oppose to funds. Despite in 2009 we managed to implement several activities.



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### Implemented activities in the year 2009

- **New system of entrance**  
In September 2009 an entrance for the citizens during the in-official days using electronic cards was introduced. This system has increased safety in the Municipality.
  - **Registry services**  
Mail income was provided by the decision to improve the services for inhabitants – so called registry services, in the information reception of the Municipality.
- Our vision and target is to build a great clients centre on the ground-floor where a citizen could handle his matters in one point.



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### Implemented activities in the year 2009

• Navigation system

An idea of assigning colours to the departments was selected not only on the navigation boards but also doors of the offices.

Improving interior of the common places but also the mobiliary serving to our clients help to the pleasant atmosphere.

Refurbishment of the 4th floor of the building including building a refreshment facility was a great activity executed last year.



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### 3. Evaluation

This list provided is only a part of what the Municipality implements within their visions and new technologies. Our effort is presented in various competitions and activities. Our work appreciation with various awards increases the prestige of our municipality.



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### Most City Awards

- Routes through the cities 17. 9. 2009 are announced by the Partnership Fund
- European award for contribution to entrepreneurship – EEA 15. 12. 2009
- European e-Government 18. 11. 2009
- Master Card of the Czech development centre
- City for business 13. 10. 2009 5th place in the regional round
- Community friendly to the family 25. 11. 2009 2nd place
- Office of the year "Half and half" 3. 9. 2009
- Golden coat of arms 6. 4. 2009
- Golden eGon+MISS Czech POINT 5. 10. 2009 3rd place in the regional round  
3rd place in the category of the most productive Czech POINT  
Price for the MV quality
- Community planning
- Golden coat of arms 2010 1st place of the best website of the City  
1st best electronic services  
2nd best electronic service of on line reporting



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### Most City Awards

- Communication project of the year  
Westminster company awarded Most with a certificate of merit for the Communication project of the year (April 2009).
- Golden Semicolon (Zlatý středník)  
PR Club Prague awarded the Municipality and Mostecké listy an award of high professional level of Mostecké listy TOP RATED within the competition Golden Semicolon (April 2009).
- GIS expert  
14th Conference about land use planning and geographic information systems held in Most under the auspice of CAGI (Czech Association of Geographic Information) awarded GIS EXPERT project with the 1st place in the defined category.

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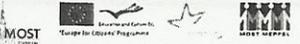
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### 4. Conclusion

As a conclusion we have to emphasize that the above stated are the results of all staff team work. We would not reach the results in such short deadlines without their devotion and interest.

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### Planned Innovation Steps

Political support of the city government is an integral part.

Therefore in 2010 the Municipality wants to continue in the defined innovation steps. It is mainly to:

- Obtain certification of the ISO 9001:2008 standard
- Implement projects within e-Government focused on the Municipality internal integration
- Implement electronic forms not only for internal need but also for the citizens, it means to simplify communication of the citizens with the Municipality
- Upgrade the information system

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### Planned Innovation Steps

- We still have a lot of topics for services improvement and innovation e.g. detail development of company culture
- The Municipality visions are not identical with the basic Municipality mission, it is not the "performance of public administration". They are the activities which should help the Municipality to increase and improve the services provided to the citizens and politicians.
- The results should be to increase quality of the Municipality public services performance, increase the Municipality activity efficiency, improve the Municipality image, for a more satisfied customer – citizen.

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### Thank you for your attention

 **Statutární město Most**

Jiří Mysík  
Executive Secretary

[www.mesto-most.cz](http://www.mesto-most.cz)

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