Delivering services through Citizen Terminals and Mobile Municipal Offices in rural areas
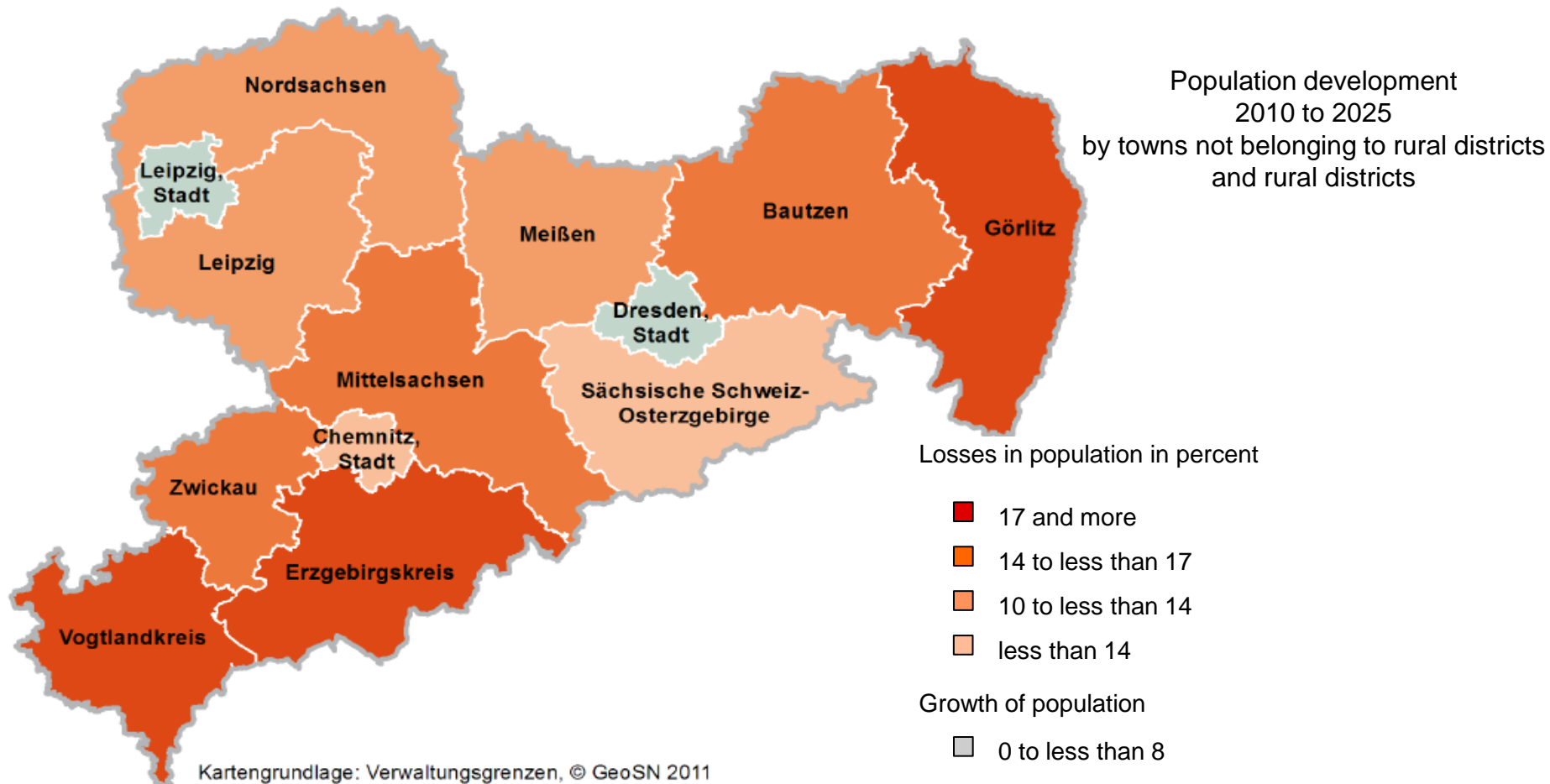
Agenda

1. Demographic change in the Free State of Saxony

2. Multi-channel strategy – developing modern access to administration

3. The "Citizens' Terminal" project

4. Features

5. Examples

6. Next steps: piloting – evaluation - rollout

Demographic change in the Free State of Saxony
Change in the demographic structure by region

Population development
2010 to 2025
by towns not belonging to rural districts
and rural districts

Losses in population in percent

- 17 and more
- 14 to less than 17
- 10 to less than 14
- less than 14

Growth of population

- 0 to less than 8

Kartengrundlage: Verwaltungsgrenzen, © GeoSN 2011

Source: Statistical Office of the Free State of Saxony 2010, 5th population forecast by regions of the Free State of Saxony until 2025

Demographic change in the Free State of Saxony
Population decrease and ageing

Population as per 31 December 2009 and in 2025
by age and sex

age in years

- The average age rises from currently 46 to 50 in 2025.

- The number of people older than 65 years of age rises until 2025 from 24.7% to 35%.

- Until 2025, the number of people in working age will fall by between 18.3 % and 22.1 %.

2025 - V1
2025 - V2
2009

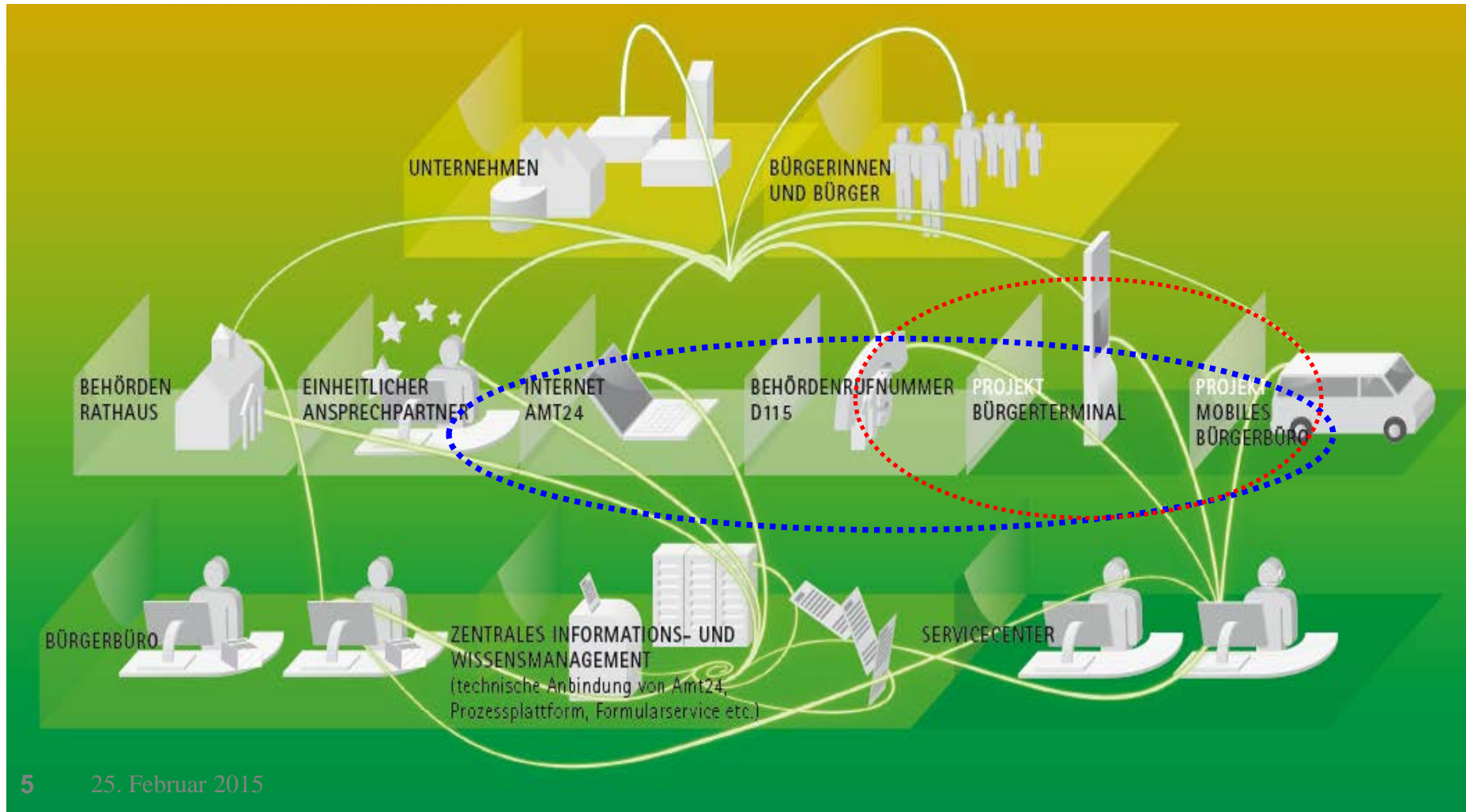male   in thousands   female

Source: Statistical Office of the Free State of Saxony

25. Februar 2015

Modern community services
Multi-channel strategy

Citizens' Terminal and mobile municipal offices
Approach

▌ Aim: electronically supported access to administrative services by guaranteeing personal contact

▌ Addressees: citizens and companies

▌ Service: Information and processing

Citizens' Terminal
Features

I Technical abilities

- I Video conference
- I Shows documents
- I Authentication
- I Files applications
- I Scans and prints documents
- I Collects fees

Citizens' Terminal
Example

▌ Youth Welfare Office is being centralized from three locations down to one location

▌ The two closed locations are equipped with one terminal per location

▌ The new location of the Youth Welfare Office is equipped with the administration desk (counterpart of the terminal)

▌ Result: high cost saving potential for customers in terms of time and travelling costs
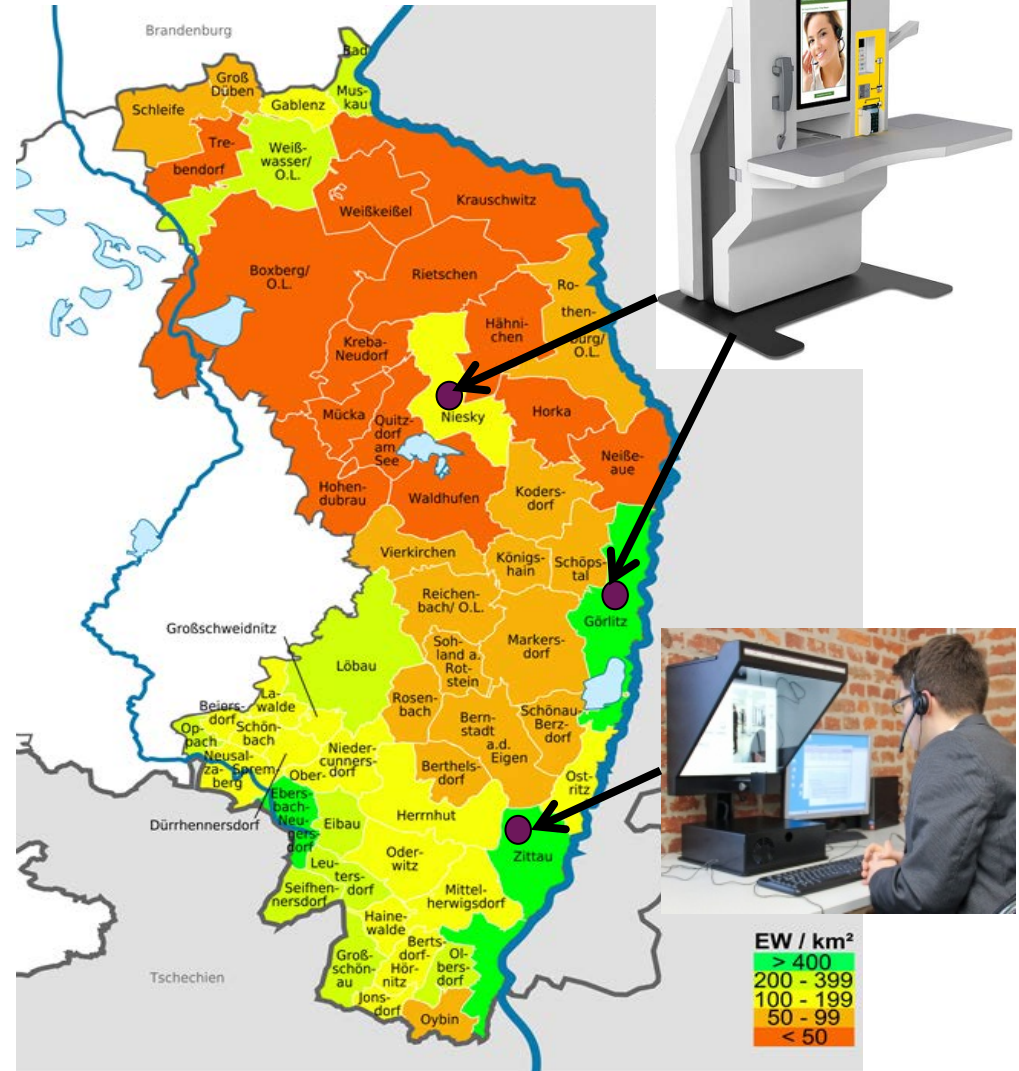
Citizens' Terminal

Local district governments with administration desk	Towns with Citizens' terminal
Landratsamt in Zittau (1x)	Niesky, Görlitz (2x)
Jobcenter in Grimma (1x)	Falkenhain, Frohburg, Zwenkau (3x)
Landratsamt in Oelsnitz, Stadtverwaltung Treuen (2x)	Auerbach, Lengenfeld, Markneukirchen, Reuth, Treuen (5x)
Landratsamt in Pirna Stadtverwaltung Neustadt in Sachsen (2x)	Neustadt in Sachsen (2x)
Landratsamt Delitzsch (1x)	Schkeuditz (1x)

Piloting – Evaluation – Rollout
Piloting as a treasure trove of experience

Pilot phase
- Employment in a variety of local scenarios and settings
- Employment in a variety of administrative procedures
- Community service integration in different technical infrastructures

Evaluation
- User acceptance
- Organisational aspects
- Technical aspects
- Legal aspects

Roll-Out
- Employment of citizens' terminals and mobile community centres in further towns and communities in Saxony
- Translating the results and experiences to other regions
- Shared use of the modern community service together with other sectors (insurance companies, banks, etc.)

Delivering services through Citizen Terminals and Mobile Municipal Offices in rural areas

Thank you for your attention