

## **Project “Improvement of services available by citizen card in Jelgava and Šiauliai”, e - Card , LLI-152**

**The project is** to improve the efficiency and administration of public services provided to the city residents, to strengthen the capacity of municipal institutions and structures, and to increase the use of resident cards in Jelgava and Šiauliai.

The project was implemented in accordance with the *2014–2020. Interreg VA Latvian-Lithuanian cross-border co-operation programme.*

The project contributed to the sustainable and harmonious growth of the socio-economic environment in the Žiemgala region. By centralizing the administration of public services, improving the accessibility and efficiency of public services, and improving the quality of life of local people, Jelgava and Šiauliai aimed to become competitive, attractive cities to live and work.

### **Project partners:**

1. The Lead Partner - Jelgava City Municipality (Latvia).
2. The Project Partner - Šiauliai City Municipality Administration.

### **General objectives of the Project :**

1. To develop and improve the processes of electronic services provided by the municipality by implementing information technology solutions for the optimisation of electronic services.
2. To increase the number of residents using electronic services provided by the municipality or a resident card, ensuring the compliance of the provided electronic services with the needs of citizens and the availability of the provided services.

3. To integrate general services provided to residents in Šiauliai and Jelgava cities. Nearby cities are interested in the possible sharing of concept of a resident card in both cities for the provision of certain electronic services.
4. To develop cross-border cooperation between municipalities and residents, improving the general possibilities of the services provided by the resident card.

**The total budget of the project is 584.230,24 Eur** (the European Union Structural Funds - EUR 496.595,70)

Project implementation period - from 2017-04-03 to 2020-12-30.

#### **Project results:**

- 2017 - Survey on satisfaction with Šiauliai city e-ticket and e-certificate services was conducted.
- 2018 - Presentation of the survey results to Šiauliai city community was organised.
- 2019 - Šiauliai – Smart City Concept was prepared.
- 2020 - Smart register of residents and services has been prepared, with the help of which various discounts can be provided to the residents of Šiauliai and Jelgava, which can be used through the mobile apps created during the project.
- 2020 - The mobile app “Šiauliai” was prepared for the residents of Šiauliai.
- From 2021 residents of Šiauliai city can use a virtual resident card - Šiauliai self-service portal **mano. [siauliai.lt](https://mano.siauliai.lt)**