

USING E-GOVERNMENT TECHNOLOGIES. PROVIDING BETTER LOCAL SERVICES AND COLLECTING MUNICIPAL REVENUES

SANDER PÕLLUMÄE

*7th Eastern European e-Govern-
ment Days in Prague April 22-24,
2009*



Sculpture “Kissing students” and city hall of Tartu (upper corner)
and Panorama of Tartu city (footer) (<http://www.tartu.ee>)

OVERVIEW

- Estonia: population 1,383 million people, area 45 227 km² and density is 31 p/km; 70% of population is urban. Estonia is a unitary state, 227 municipalities (33 cities and 194 rural municipalities).

- Tartu City: population 101,246 people; area of 38.8 km².



Sculpture in Memory of Jury Lotman (author: Mati Karmin; architect: Andres Lunge)

OVERVIEW

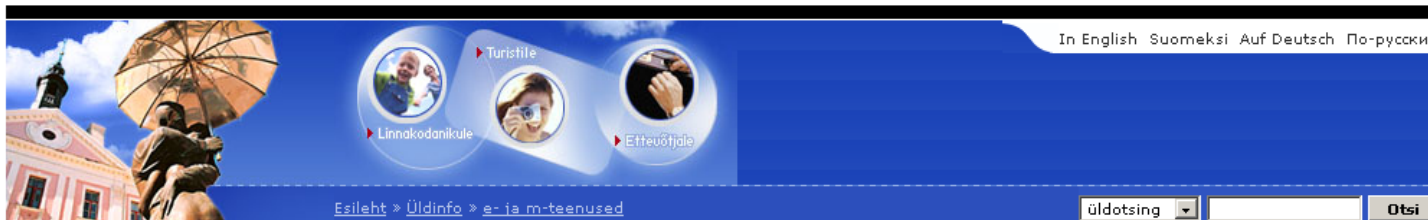
•Tartu City provides following e-services:

- e-school,
- internet trip planner,
- forms of applications,
- virtual lost property office,
- ID-ticket,
- M-Parking,
- WAP portal of Tartu,
- T-number,
- M-Photographer,
- M-Teacher,
- M-Neighbourhood watch,
- M-Library.



Sculpture of Jaan Tõnisson (author: Mati Karmin, Tiit Trummal)

M-PARKING



ÜLDINFO

Tartu uudised | Tähtsad telefonid | Transport ja liiklus | Keskkonnainfo | Ajalugu | Sümbolid | Konkursid | Kampaniad | Statistika | Tartu tunnustab | Planeeringud | Arengukavad | Riigihanked | Uurimistööd | Meedia | Välissuhted | Raekoda | [e- ja m-teenused](#) | Tarbijakaitse | 1789 | Talv Tartus | Kevad Tartus

- KULTUUR JA MEELELAHUTUS
- TERVISHOID
- SOTSIAALABI
- HARIDUS JA TEADUS
- ETTEVÕTLUS
- KOHALIK VÕIM
- TURISM

Mobiilne parkimine

Tartu tasulistes parkimisalades saab EMT, Elisa, Bravocomi ja Tele2 klient tasuta parkimise eest mobiiltelefoni vahendusel.

Parkimistsoonid ja tariifid

- A (Tartu) - E-R 8:00 - 18:00 tariif: 25 kr/h
- B (Tartu) - E-R 8:00 - 18:00 tariif: 10 kr/h
- C (Tartu) - E-R 8:00 - 18:00 tariif: 5 kr/h

Laupäeval, pühapäeval ja riiklikel pühadel on parkimine tasuta.

Teenuse kasutamise juhendid EMT, Elisa, Bravocomi ja Tele2 kodulehtedelt.

[Taasi](#) | [Üles](#)

Viimati muutis 2008-01-18 10:09:00 : Reet Käärik

Prindi lehekülj

Tutvu kavaga!

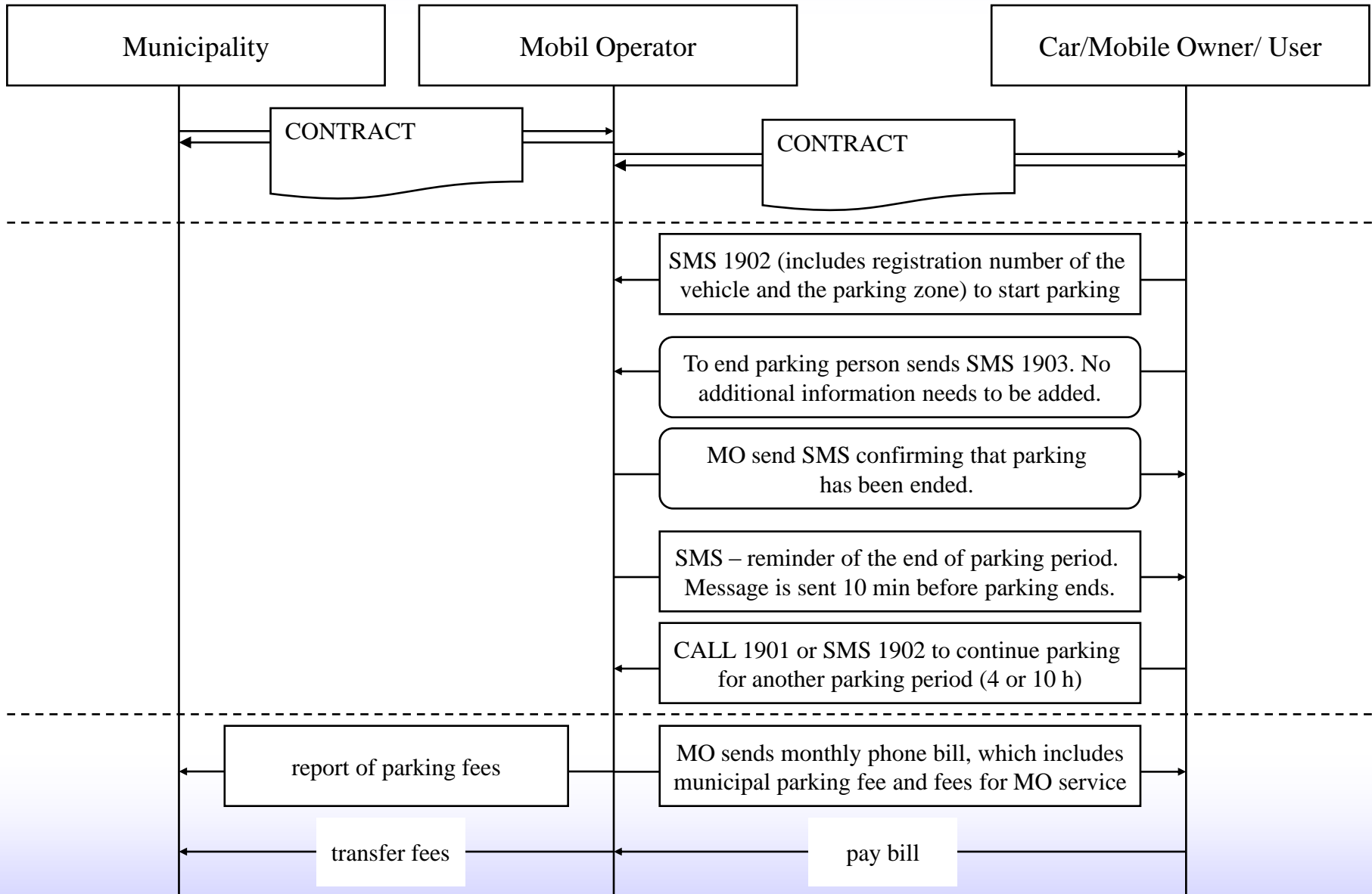


Tartus on täna
98 508 elanikku

KASULIKKU

- Ametnik vastab
- 1789
- Tartu infokeskus
- Kaardid
- Tartu e-kaart
- Küsitlused
- Külasteraamat
- Sündmuste album
- Pildialbum
- Veebikaamerad

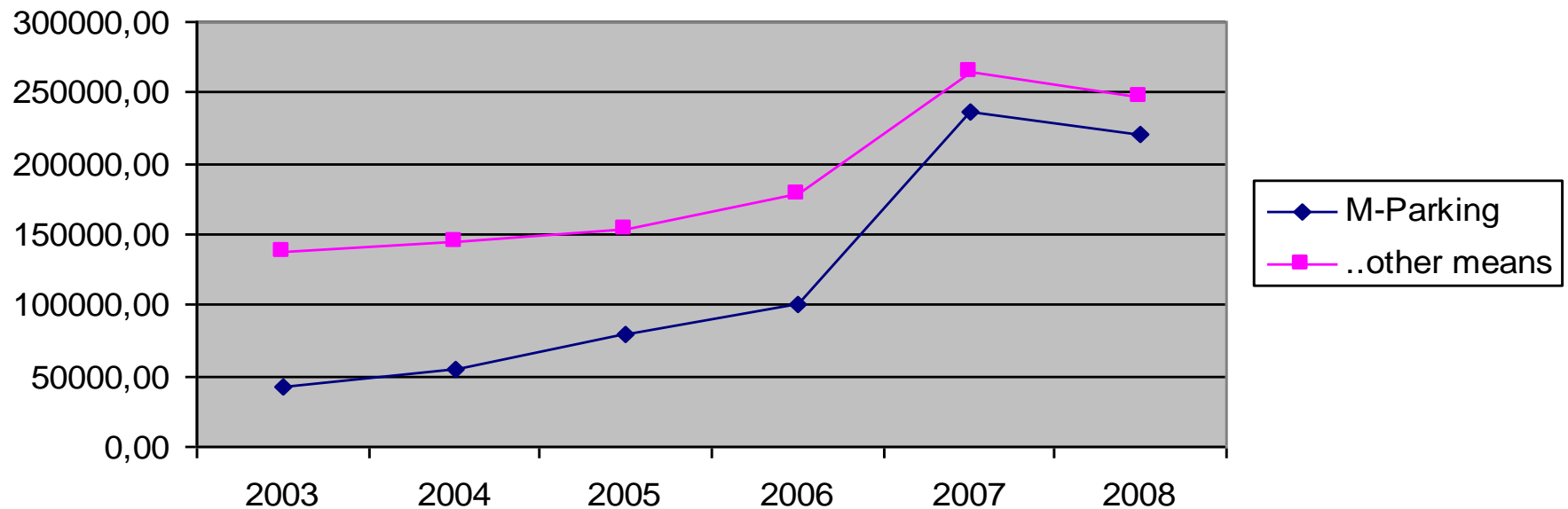
M-PARKING



M-PARKING

•Project of M-Parking started on 2003. During 2004—2006 the percentage of M-Parking charges collected was between 27.6—36.0 %, but on 2007 there was quick rise of both parking charge collection and also share of M-Parking increased up to 47% of total. 2008 net income of M-Parking was 63 % of all income on parking. That mean after M-Parking system has engaged it is also cost-efficient for local government.

**Comparison of M-Parking and Other
Parking Fee Revenues (EUR)**



ID-TICKET

https://www.pilet.ee/pages.php/0402



Google



piletiostjale

teenusepakkujale

pilet.ee projektist

EST RUS ENG

ÕIGE ASI,
ÕIGE SAJAND

OTSI:

oluline teada

Alates 15. eluaastast on ID-pileti ostmiseks ja kasutamiseks vajalik ID-kaart.

aktuaalne teema



Uus sisselogimise võimalus pilet.ee-s - Mobiil-ID

EMT kliendid, kes on sõlminud Mobiil-ID lepingu, saavad nüüdsest logida oma pilet.ee kontosse mobiiltelefoni abil...

Loe edasi...

pileti ostmine

ID-pileti ostmiseks vali endale siit nimekirjast mugavaim ostmisviis ja tee nii, nagu juhend kirjeldab:

- Osekorraldus
- Internetipank
- Mobiiltelefon
- Lauatelefon
- Sularaha

Vaata ka:

- Tallinna ID-piletite liigid ja hinnad
- Harjumaa ID-piletite liigid ja hinnad
- Tartu ID-piletite liigid ja hinnad
- Elektriraudtee ID-piletite liigid ja hinnad
- Väljastusteenuse ID-piletite liigid ja hinnad

kontrolli oma ID-piletit:

Sisesta oma ID-kaardi number või isikukood:

minu pilet.ee

"minu pilet.ee" kasutamiseks pead olema sisse logitud.

Logi sisse »



Logi sisse »



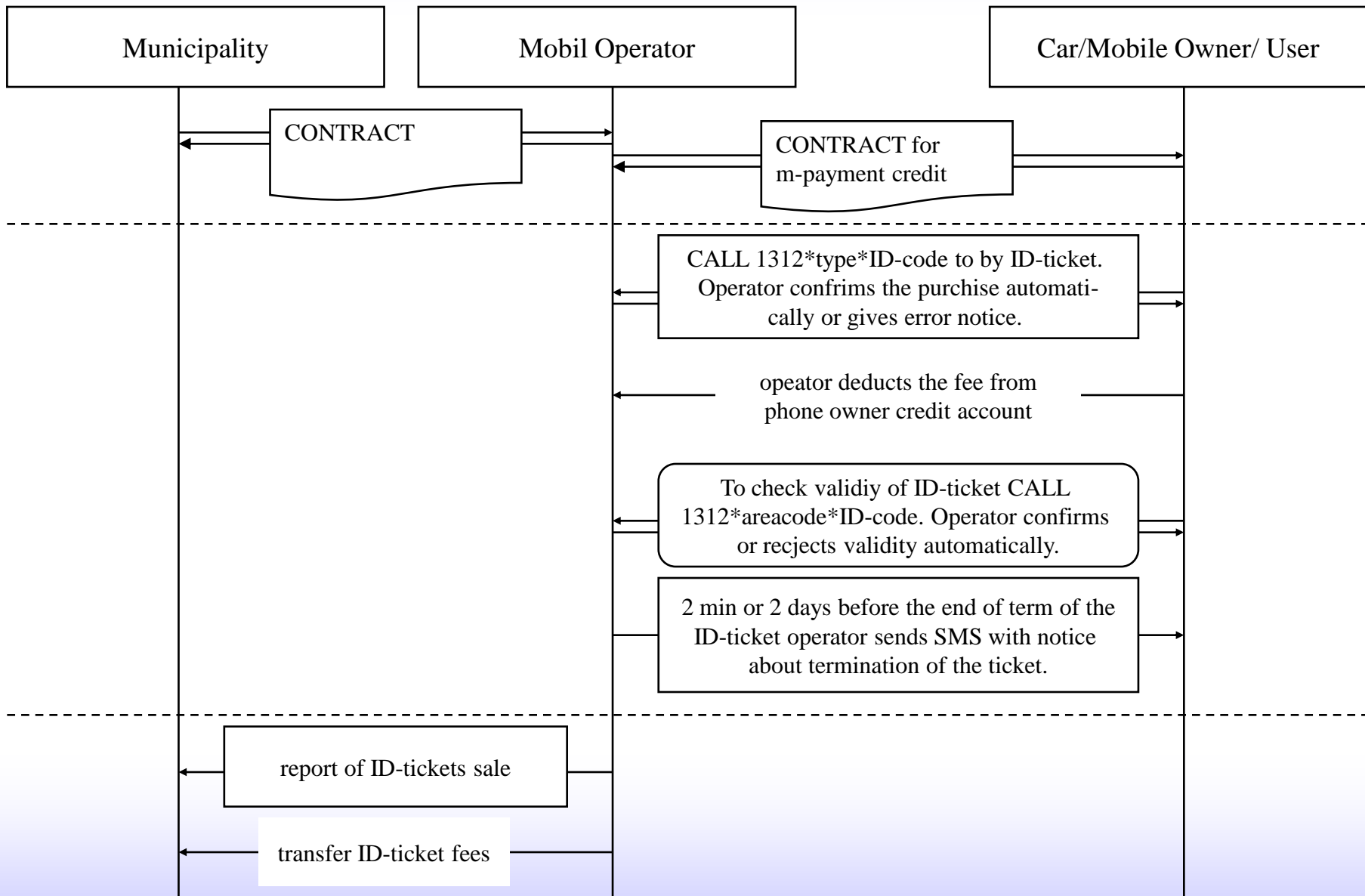
Tel. number :

Logi sisse » panga kaudu

ANDMEKAITSE AUTORIKAITSE KONTAKT

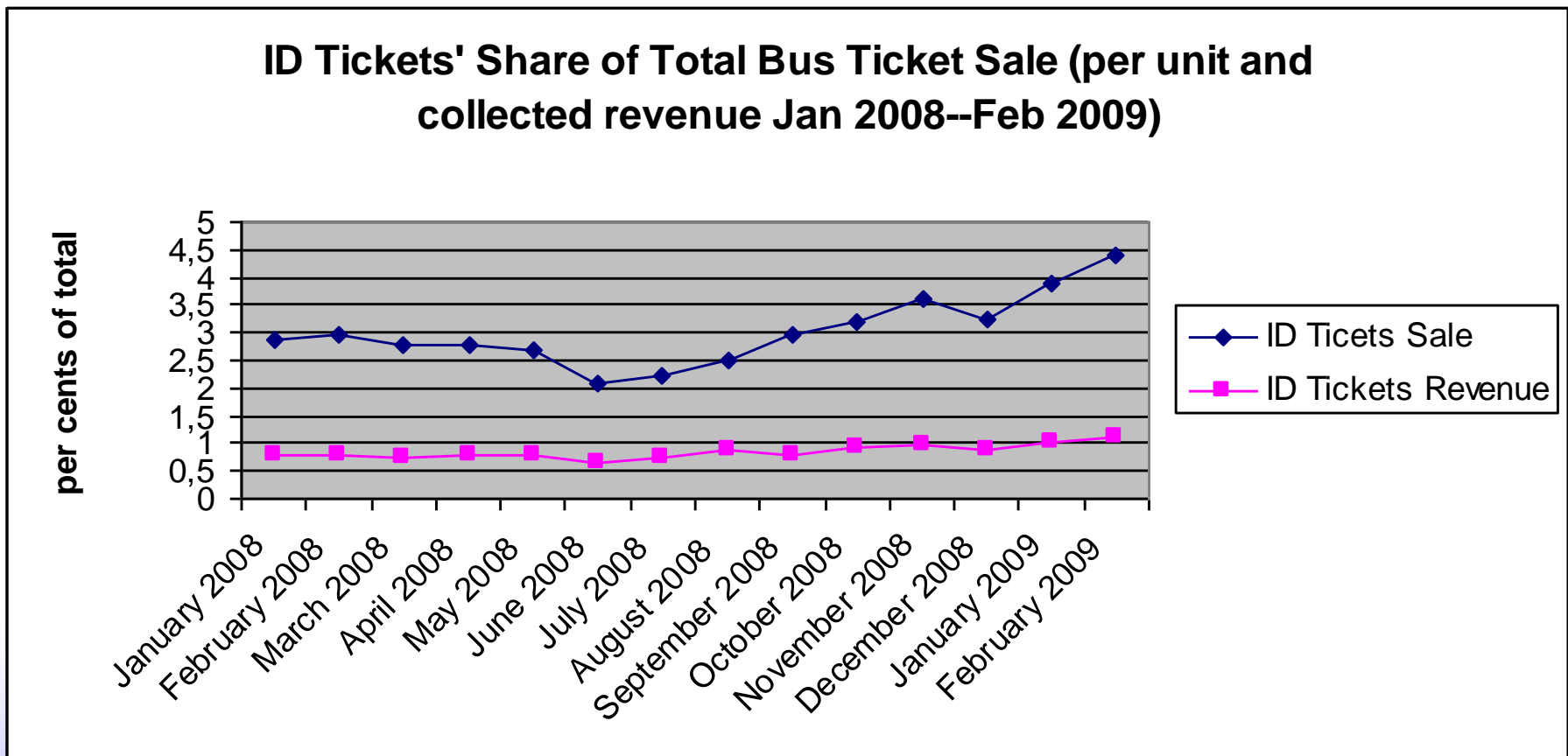
PRSS.EE SK.EE ID.EE PILET.EE

ID-TICKET



ID-TICKET

•ID-Ticket project was introduced in 2002. During 2002—2007 ID-Tickets had the same price as normal tickets and mobile phone service provider added fee for making a call. The main value for consumer was ease of use of the service and lack of need to carry cash for tickets. There is no statistics about ID-Ticket from that period. On 2008 revenues of e-tickets formed 1,72 % of all public transportation ticket revenues collected.



CONCLUSIONS



Skulpture "Kissing Students" in front of Tartu City Hall (authore Mati Karmin, 1998)

- M-Parking is cost-efficient and popular. Share of M-Parking is about 47% of parking ticket sale and net profit 63% on 2008.
- ID-Ticket is costly and unpopular. Share of ID-Tickets is 1,72% of all public transportation ticket sale. Net profit has not been calculated, but it has been presumed to be negative.
- What are the differences:
 - car drivers are more used to technology than usual elderly and socially less advanced people who use public transportation;
 - M-Parking provides clear advantages for comfortable use of service. ID-Ticket provides the same service in technically advanced way;
- Main object of e-services in Tartu city is to provide better services, but well focused e-services can produce additional revenues.



DISCUSSION AND QUESTIONS

Thank You!



Sander Põllumäe
Head of Chair of Law, Lecturer

Public Service Academy of Estonia
College of Administration
Phone: +372 6965468
Mobile: +372 5531110
Skype: sander.pollumae
sander.pollumae@mail.ee
