

Neyagawa Model — Provision of online administrative services



Background and Reason for the Project

Neyagawa City formulated its 'Neyagawa City Digital Transformation (DX) Promotion Plan' (DX promotion plan) in April 2021. This initiative aims to utilise digital technology to create a more advanced and convenient city- 'Smart Neyagawa'. By promoting digitisation, Neyagawa City hopes to make residents' lives more convenient, resolve social issues, and unlock new possibilities.

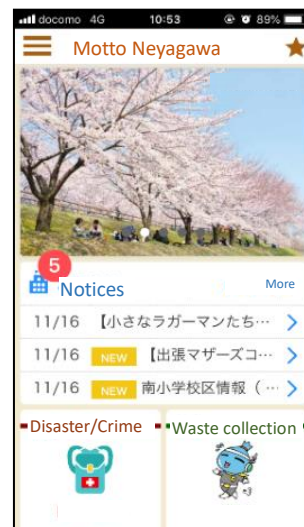
Additionally, to cater to diverse lifestyles, in a first for Japan, the opening hours of municipal offices have been extended from 9:00 to 17:00 to the current 8:00 to 20:00 since fiscal year 2020. The extended schedule is aimed at reducing congestion and helps visitors save time. Furthermore, to prevent the spread of Covid-19 and minimise the need for travel to municipal offices, Neyagawa City has expanded the number of administrative procedures available online.

Project Aims

1. Save time and distance travelled for administrative procedures, etc.
2. Prevent the spread of Covid-19.
3. Improve the convenience of living and create a city that is appealing to both residents and outside alike

Project Outline

- ◆ The city's official app 'Motto Neyagawa'



- The city's official app is an integrated app with interactive features linking administration staff and residents. It consists of nine categories such as disaster and crime prevention, waste collection, childcare and healthcare and also features 62 other in app functions.

Examples:

- Notification function

Upon launching the app, notifications are displayed on an eye-catching spot of the screen. These push notifications spread information, such as event announcements, helping to heighten public awareness. Content can be posted in both text and image format allowing for more effective information dissemination.

- Report posting function

This function allows residents to provide us with information. For example, residents can report a damaged road through the app. Reporting with photos and location information enables us to act promptly and appropriately

- What type of waste is it?

This function allows residents to provide us with images of waste and enables us to advise on what type of waste is pictured.

◆ Online consultations



- One of the incentives that helps residents not have to visit a municipal office ('No visiting' incentive).
- Consultation on a wide range of topics is available. For example, childcare, payment of municipal tax, home-based care, disabilities,

education, and business management. Consultations from home are as close as possible to those offered in person.

◆ Service counter booking system

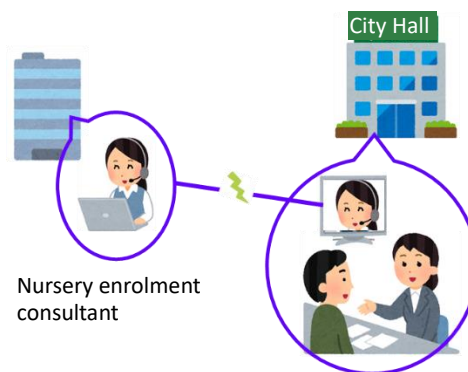
- One of the incentives that helps residents not have to wait ('No waiting' incentive).
- Booking service for visitors visiting a municipal office to complete a moving-in or birth notification, shortening waiting time at the municipal office.

◆ Three-party communication tool



(Example)

A visitor can complete their moving-in paperwork at a counter in the City Hall while also having a consultation about their child's enrolment in a nursery school at the same counter.



- One of the incentives that helps residents not to have to move around ('No having to move around' incentive).
- An online connection tool between municipal office counters so that one counter can connect with other counters to help minimise movement from counter to counter.

◆ Digitisation of administrative tasks



- One of the incentives that helps residents not have to visit the municipal office ('No visiting' incentive).
- App to obtain official documents such as a copy of resident record. Online applications can be made from home and documents will arrive by post. At the end of fiscal year 2022, more than 340 procedures were available online.

◆ Smartphone classes for the elderly



- Smartphone classes for seniors who feel reluctant to use these devices. Seniors can learn basic smartphone skills, such as how to make phone calls, send emails, and use apps.

Features and Innovations

- ◆ City's official app 'Motto Neyagawa'
- This app is unique in that it integrates various functions that are typically offered in separate apps in other cities. In recent years an abundance of different apps has saturated the market, but the city's official app is highly convenient, as users can download just one app

to access a variety of different functions.

◆ Digitisation of administrative tasks

- A variety of online administrative services including service counter bookings, online consultations, and online applications, offer residents 'No waiting', 'No visiting' and 'No having to move around' incentives. This enables residents to save time and distance travelled for administrative tasks.

Results of the Project

◆ City's official app 'Motto Neyagawa'

- This app has been available since December 2017. It has been installed over 70,000 times and continues to grow.

◆ Digitisation of administrative tasks

- The percentage of administrative tasks residents applied for online increased from 36.3% at the end of fiscal year 2021 to 42.2% at the end of fiscal 2022. The target percentage for fiscal 2025 is 60%.
- Administrative services have adapted to residents' lifestyles, resulting in the reduction of travel and wait time for residents, and also reduction in time spent dealing with customers by staff.

Issues, Problems and Responses

◆ City's official app 'Motto Neyagawa'

- Enhancing the functions of the app
- Disseminating the app to elderly people and others who are reluctant to use smartphones for things such as installing apps.

◆ Digitisation of administrative tasks

- In addition to an increase in online administrative procedures, the number of people using online service counter bookings, online consultations, and applications, and the three-party communication tool have been increasing little by little. However, it is important to continue raising awareness of these services, so that they are

used even more.

Future Developments (expected effects and project vision and issues)

- The DX promotion plan specifies that in order to tackle challenges such as ‘the decline in population, decline in birth rate and an increase in the aging population’, to ‘reorganise and consolidate public facilities due to aging buildings’ and ‘to promote work style reform’, ‘it is vital to have a policy that actively promotes digital technology’.
- Considering the above challenges Neyagawa City plans to take a two prong approach to implementing this policy:
 1. Creating new values by utilising technology and data:
Implementing community development using digital technology so that all residents feel that the city is a comfortable place to live and the attraction of the city is boosted.
 2. Promoting work style reform by utilising digital technology: Working more effectively and efficiently, utilising technology to compensate for the decline in population and a shortage of labour.
- In other words, the city aims to promote initiatives that will allow both residents and the staff of municipal offices to feel the effects of utilising digital technology.
- We believe that implementing each of these initiatives will lead to a more evolved ‘Smart Neyagawa’ driven by digital technology.

Reference URL

https://www.city.neyagawa.osaka.jp/organization_list/keieikikaku/johosuisinka/plan/1616593151784.html

(Neyagawa City Digital Transformation (DX) Promotion Plan (April 2021))

https://www.city.neyagawa.osaka.jp/organization_list/keieikikaku/kikakusanka/kouhou/appli/index.html

(City’s official site: Motto Neyagawa)

https://www.city.neyagawa.osaka.jp/organization_list/shiminservice/s_soumu/madoguchiyoyaku/1600164325758.html

(Service counter booking)

https://www.city.neyagawa.osaka.jp/organization_list/shiminservice/s_soumu/madosuchi/sansyadouji/index.html

(Three-party communication tool)

https://www.city.neyagawa.osaka.jp/organization_list/keieikikaku/johosuisinka/sonota/densisinsei/18487.html

(Administrative procedure application system (digital application system) — administrative procedures available online)

https://www.city.neyagawa.osaka.jp/organization_list/keieikikaku/kikakusanka/kouhou/21685.html

(Smartphone classes for the elderly)

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