

Dear colleagues and guests!

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Today I have opportunity to share with our experience in creation and functioning of the City Center of Monitoring and Rapid Response, similar to US service 3 1 1. Our City Center, which we call iKOMEK109, is the result of adaptation and implementation of best practices from the world experience in order to improve the quality of service to citizens and prompt response to requests and needs of our population.

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Establishment of the City Center set two key tasks for us, which are:

1. **Improving living standards:** We strived to improve the standards of living of our citizens by providing convenient urban services and promoting their active participation in urban life. We also created open feedback mechanisms so that citizens could express their views and suggestions, and we could respond quickly to their needs.

2. **Urban environment development:** The second important direction was development of urban environment, making our city more transparent, open and attractive for citizens and guests. To do this, we improved the transparency of urban development projects through ensuring effective interaction between participants in project activities and simplifying the processes of servicing citizens using the “one-stop-shop” principle.

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Over the entire period of its functioning, more than 13 million appeals were received. This indicates the high activity of citizens and their trust in our services. 80% of appeals are consultations, which are processed “in just one take.” *TOP 10 directions about which appeals are received: health care, education, public transport, housing and communal services: power, water supply and sanitation, as well as road transport infrastructure.*

These areas reflect the needs of our citizens since the beginning of this year.

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We have implemented a three-level model to support citizens, based on the Service Management methodology.

The first level of this model is universal call center operators, who are the first link in the process of processing requests and appeals of citizens.

The second level of the model includes monitoring inspectors. The received request is classified and sent to the appropriate executor. Inspectors ensure timely execution of requests so that any shortcomings in resolving requests are eliminated.

The third level of the model is represented by responsible executives, including service teams, district mayor office, mayor’s office departments, as

well as organizations serving the city's housing stock. These executors are responsible for the actual resolution of requests and appeals.

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Call center operators also monitor social networks, which makes it possible to more effectively respond to the requests and needs of our citizens.

- Telegram recorded more than 33 thousand appeals in 2023, and since the beginning of 2024 – more than 34 thousand appeals received.
- There were 22 thousand appeals on Instagram in 2023, and 20 thousand appeals received since the beginning of 2023.
- Facebook had 2 thousand appeals in 2023, and 2 thousand appeals received since the beginning of 2024.

We also have a mobile application iKOMEK109, which provides access to information about incidents and the ability to contact us any time 24/7. Additionally, this app allows our citizens to stay up to date on current events and promptly report about important incidents.

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We also developed and actively use the City Management Dashboard, which displays statistical indicators of the City Center online.

We have successfully digitized strategic key performance indicators (KPIs) for the city development, and each of these indicators is linked to the respective supervising deputy mayor and heads of departments. These KPIs are automatically generated based on statistical data and information from the project office. This makes it possible us to create objective ratings of managers based on their efficiency and contribution to the city development."

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Our iKOMEK Situation Monitoring Center is an innovative center where city CCTV cameras, fire extinguishing systems and monitoring IoT solutions are integrated. This integration allows us to provide round-the-clock monitoring of the security and life support of the city.

For example, over the past five years, the iKOMEK Situational Monitoring Center has processed more than 90 thousand incidents through the police department, and about 30 thousand incidents through the emergency department, which indicates the high activity and importance of the center's role in ensuring security and life support of the capital.

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Establishment of iKOMEK109 City Center has had a positive impact on the city's activities:

- In 2023, 19,384 offences were detected for the amount of 52,573,626 tenge.
- Since the beginning of 21 173 offences were detected for the amount of 34,704,800 tenge.

Effectiveness of the Center was also evident during the declaration of the state of emergency in March 2020, when iKOMEK109 was named as the Hotline of the Operational Headquarters in Astana.

An important aspect of the Center's activities is the identification and systematization of city problems, which makes possible to apply appropriate measures to solve and prevent them in the future.

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The information system "Geonomics" is used in iKomek to automate and actualize the formation of the electronic voter list in Astana city. This system is designed to record voters, their distribution by precincts, visualize data on the map and maintain the relevance of the list through integration with the State database "Individuals". All addresses are automatically linked to the respective precincts, which facilitates record keeping when voters migrate within the city and new voters appear.

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Today City Center is not just a call center, it is a full-fledged Situation Center, which plays a key role in ensuring a comfortable and safe life for our citizens. Center brings together many services and institutions, their joint work and coordination allows us to provide our citizens with an outstanding level of service.

We are committed to continuous improvement of our services and working methods. Our achievements are the result of the combined efforts and dedication of our team. Thank you all for your attention!