

Buenos Aires

Buenos Aires continues to lead the way on data use, becoming the first Latin American city to attain What Works Cities Gold Certification, creating groundbreaking data tools, and adopting an innovative Citywide Data Strategy that implements evidence-based decision-making across the board.

Highlights

Became the first Latin American city to reach [What Works Cities](#) Gold certification.

Launched [CIUDAD 3D](#), a new tool to promote urban development in the City of Buenos Aires, which won [the Infrastructure and Building award at the 2022 World Smart City Awards](#).

[Achieved a 100% data openness rating](#) from the Open Knowledge index, indicating that all the generated data can be freely used, modified, and shared by anyone for any purpose.

Created the city's first-ever Citywide Data Strategy, which emphasizes workforce upskilling and the providing new training opportunities.

Background

Through early efforts in data openness, the various government departments of Buenos Aires - Argentina's capital and largest city, with a population of over three million - had accrued knowledge that prepared them to scale up data utilization.

When the City Data Alliance began, the city had a strong data culture and excellent data capacity, although centralized documentation and visibility for several departments were weak. The city's primary CDA priority was to centralize all data strategy documentation. The mission was accomplished, with the city documenting their experience and achieving gold certification in What Works Cities.

Impact

Mayor Horacio Rodríguez Larreta directed his team to work toward a cultural shift within city government, wherein using data wasn't merely a directive from the mayor, but a value embraced by the organization's members.

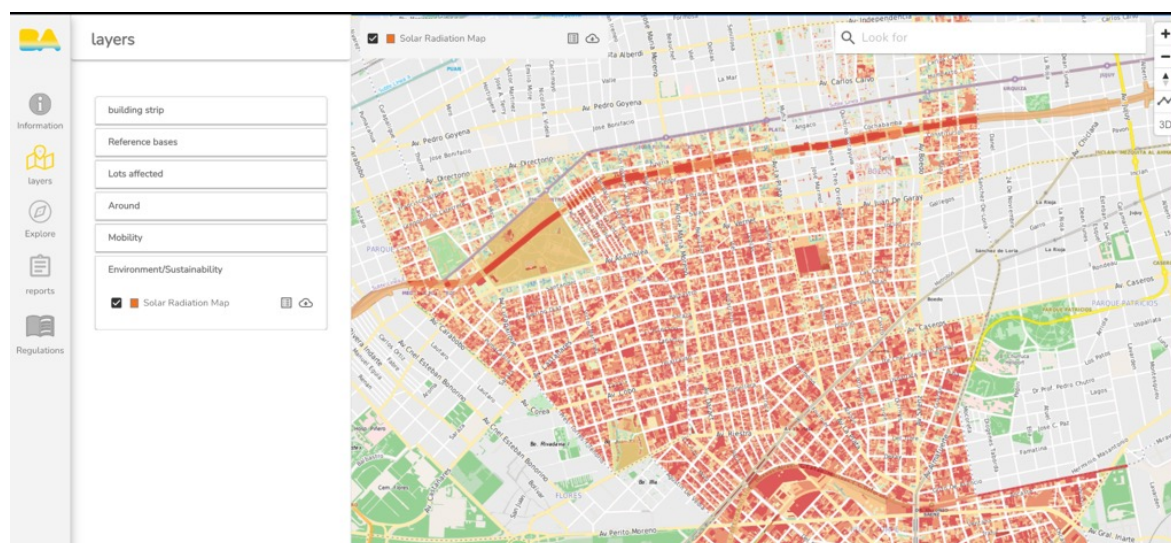
"The most challenging and crucial aspect lies in effecting this cultural change; that's where our focus needs to be. Throughout the pandemic, we succeeded not only in making data-informed choices internally but also in effectively communicating the data guiding our decisions. This visibility was pivotal and needs to extend to every priority we have."

The Buenos Aires team, with the support of City Data Alliance coaches, elevated the city's already robust performance management system by giving the mayor and his leadership team the swiftest and most precise updates feasible regarding the performance of city services. They [documented use cases for a data lake](#) that would enhance data utilization and digital solutions for city services. These instances were intended for internal dissemination, aiming to foster collaboration among departments and ignite engagement in the data integration project.

After reviewing the use cases, Buenos Aires carried out an ambitious “automation of operations” project to provide integrated and systematized access to data across city government. This project, which integrates 32 databases into the universal data lake, permits easier data sharing across departments and facilitates cross-departmental collaboration. This allows departments to streamline processes, such as improving tax collection efficiency, and decrease administrative costs to free up room in the budget for resident-facing services. By integrating a Citizen Chatbot into the data lake, the City will be able to quickly track and respond to resident questions and complaints, and inform the design of FAQ pages and resident-facing portals.

The city also developed [CIUDAD 3D](#), a new tool to promote urban development that won [the Infrastructure and Building award at the 2022 World Smart City Awards](#). Ciudad 3D is a digital platform that showcases the buildable areas and maximum heights of Buenos Aires in three dimensions. It's developed in open source, transparent, and innovative, streamlining the implementation of the Urban Planning Code. It provides access to information about cadastral maps, land use, and zoning regulations for each plot, while also offering features to apply filters and gather data about construction permits and inspection processes.

Buenos Aires' new Data Workforce Strategy lays out a plan for building and reinforcing data capacity among existing staff at all levels of government. A key step in this effort was to establish a series of self-administered courses, covering topics such as basic data governance principles, using data to drive policy and decision making, and more technical courses such as a Power BI module on visualizing data, as well as a training series for using the programming language, SQL. To date, over 2,000 city staff have taken one of these courses. The City hopes to build a stronger, more data-literate workforce to better analyze residents facing challenges, and effectively communicate its successes to residents.



Ciudad 3D screenshot, showing a solar radiation map