

Robotization and digitalization of the management of street cleaning citizen notifications



Capital
Digital



01.

The project in the framework of the
Digital Transformation Strategy

Madrid, Digital Capital

The Project and Madrid, Digital Capital

Framed in the Digital Transformation Strategy of the Madrid City Council.





02.

Robotization and digitalization of
the management of street cleaning
citizen notifications



- 1. Origin of the notices**
- 2. Why introduce an Automated Programming Robot (RPA) with Artificial Intelligence (AI) and Natural Language Programming (NLP)?**
- 3. Work process**
- 4. Main advantages**
- 5. Big data 2023**

1. Origin of notices



Municipal channels for the creation and consultation of a notice by citizens in relation to the cleaning service of public spaces:

- **Citizen attention. Línea Madrid (telephone 010, social networks @LineaMadrid).**
- **App Municipal Avisos Madrid**
- **Web of announcements (<https://avisos.Madrid.es/>)**

The warnings are collected in a municipal corporate application for centralised management.

Notices relating to the cleaning service in lot 1 (Centro, Chamberí, Tetuán districts) are downloaded from this application for processing by the Robot.



2. Why introduce RPA with AI and NLP?

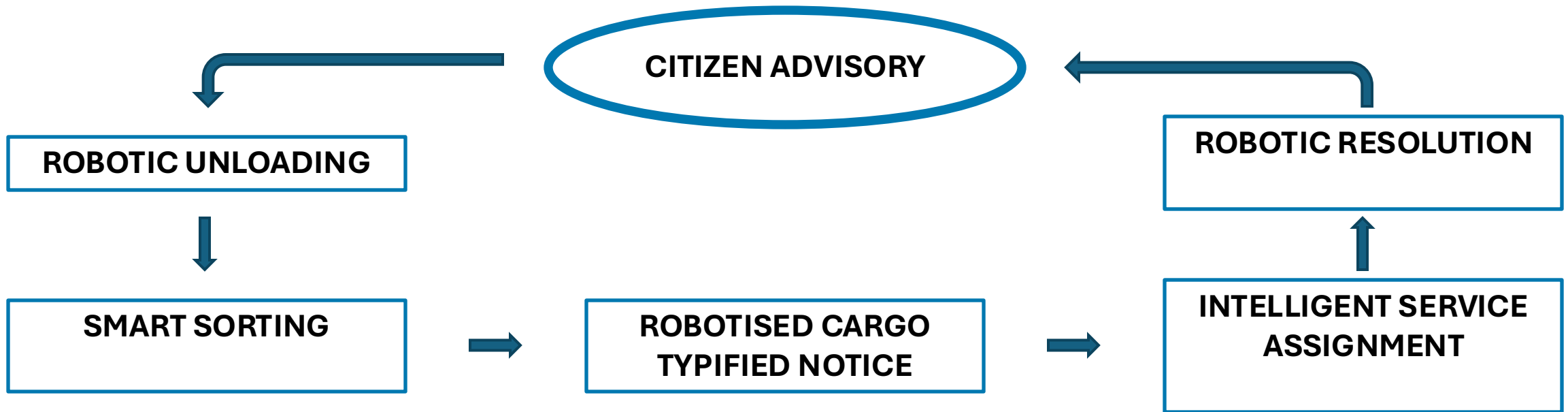
Objectives:

- **Resolution of warnings in the shortest possible time**
- **Transparent process for citizens**
- **Quality results in services**

To ensure that the notices are resolved in the shortest possible time, 24 hours a day, every day of the year and providing real-time information on the degree of progress of the notice, **PREZERO's** offer for the execution of the cleaning service in lot 1 (Centro, Chamberí, Tetuán districts) proposed the introduction of a process automation ROBOT, with AI and NLP for the quick and accurate classification of the notices.



3. Work process



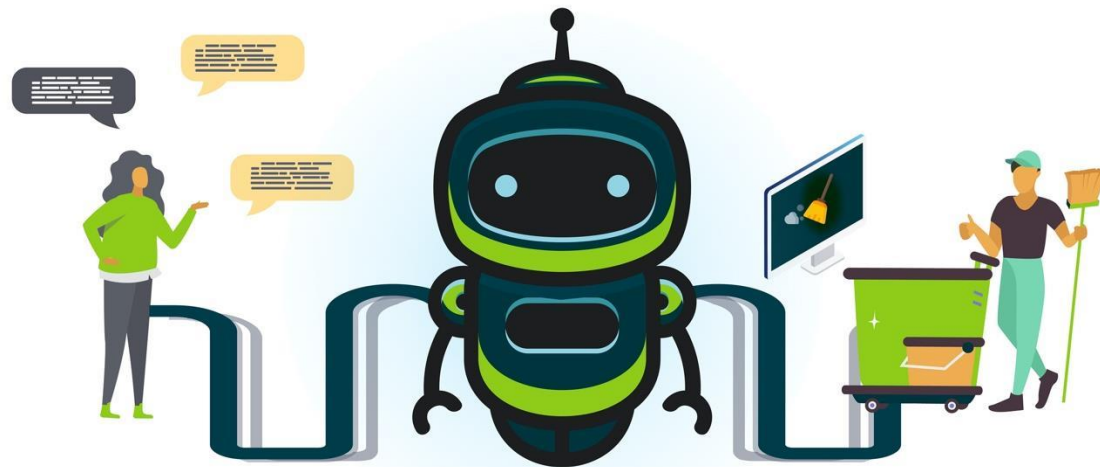
pre
zero





4. Main advantages

CIUDADANO >>>> ROBOT >>>> PREZERO



- Increased efficiency in the process
- Minimisation of errors in notification handling
- It allows us to focus on higher-value tasks
- Improving the quality of the service provided
- Improving citizen perception and satisfaction



5. Big data 2023

**15,800 annual
General Clean-
up notices in
LOT 1**

(15,400 cleaning of public roads and 400 litter bins)

**4,000 notices of
abandoned
furniture on
public streets**

**Capacity to
manage 30
alerts/hour via
the robot**

Robotización y digitalización

**45% of alerts
resolved in less
than 4 hours**

**440%
improvement in
resolution times
compared to
previous
contract**